

Attachment A - Proposal Cover Sheet

Proposer Information

Organization Name: _____

Primary Contact Person: _____ Title: _____

Address: _____

City, State, Zip: _____

Telephone: _____ Fax: _____ Federal Tax ID# _____

E-mail Address: _____

Name and title of the person(s) authorized to represent the Proposer in any negotiations and sign any Purchase Orders that may result:

Name: _____ Title: _____

Minimum Proposal Requirements: This Proposal:

-Meets all Minimum Proposal Requirements described in Section 2.3;

-Addresses all Proposal Requirements described in Section 2 and Section 1.5, Scope of Work; and

Regarding Section 4.3, References, provide at least three (3) references with telephone numbers (please verify numbers) **for the organization.** References shall be able to describe and verify the quality of your equipment and customer service.

Name	Business	Phone Number

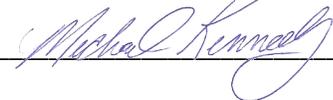
Representations, Attestations, and Certifications: The undersigned further acknowledges, attests and certifies individually and on behalf of the Proposer that:

1. No attempt has been made or shall be made by the Proposer to induce any other person or organization to submit or not submit a proposal.
2. Information included in this proposal shall remain valid for sixty (60) days after the proposal due date or until a Contract is approved, whichever comes first.
3. The undersigned recognizes that this is a public document and open to public inspection.
4. The Proposer acknowledges receipt of all Addenda issued under the RFP.
5. Proposer does not discriminate in its employment practices with regard to race, creed, age, religious affiliation, sex, disability, sexual orientation or national origin, nor has Proposer or will Proposer discriminate against a subcontractor in the awarding of a subcontract because the subcontractor is a minority, women or emerging small business enterprise certified under ORS 200.055.
6. The Proposer, acting through its authorized representative, has read and understands all RFP instructions, specifications, and terms and conditions contained within the RFP and all Addenda, if any;
7. The Proposer agrees to and shall comply with, all requirements, specifications and terms and conditions contained within the RFP, including all Addenda, if any;
8. The proposal submitted is in response to the specific language contained in the RFP, and Proposer has made no assumptions based upon either (a) verbal or written statements not contained in the RFP, or (b) any previously-issued RFP, if any.

9. The Proposer agrees that if awarded the Contract, Proposer shall be authorized to do business in the State of Oregon at the time of the award;
10. County shall not be liable for any claims or be subject to any defenses asserted by Proposer based upon, resulting from, or related to, Proposer's failure to comprehend all requirements of the RFP.
11. The County shall not be liable for any expenses incurred by Proposer in either preparing and/or submitting its proposal, or in participating in the proposal evaluation/selection or Contract negotiation process, if any.
12. The signatory of this Proposal Cover Sheet is a duly authorized representative of the Proposer, has been authorized by Proposer to make all representations, attestations, and certifications contained in this proposal document and all Addenda, if any, issued, and to execute this proposal document on behalf of Proposer.
13. By signature below, the undersigned Authorized Representative hereby certifies on behalf of Proposer that all contents of this Proposal Cover Sheet and the submitted proposal are truthful, complete and accurate. Failure to provide information required by the RFP may ultimately result in rejection of the proposal.

PROPOSER SHALL PROVIDE A FEDERAL EMPLOYEE IDENTIFICATION NUMBER OR SOCIAL SECURITY NUMBER WITH THE OFFER SUBMISSION (PROPOSAL).

SIGNATURE OF PROPOSER'S DULY AUTHORIZED REPRESENTATIVE FOR ALL SECTIONS:

Authorized Signature: 

Print Name: _____

Title: _____

FEIN ID# or SSN# (required): _____

Contact Person (Type or Print): _____

Telephone Number: (____) _____

Fax Number: (____) _____

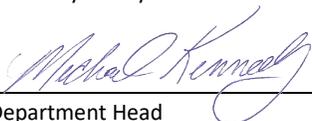
Independent Contractor Certification Statement
[as required by OAR 125-246-0333]

Klamath County Departmental Certification

In order to comply with the provisions of ORS 670.600, an individual or business entity performing labor or services for remuneration shall be considered to perform the labor or services as an "Independent Contractor" if the following standards are met:

1. The individual or business entity providing the labor or services is free from direction and control over the means and manner of providing the labor or services, subject only to the right of the person for whom the labor or services are provided to specify the desired results;
2. The individual or business entity providing the labor or services is responsible for obtaining all assumed business registrations or professional occupational licenses required by state law or local government ordinance for the individual or business to conduct the business;
3. The individual or business entity providing labor or services furnishes the tools or equipment necessary for the performance of the contracted labor or services;
4. The individual or business entity providing labor or services has the authority to hire and fire employees to perform the labor or services;
5. Payment for the labor or services is made upon completion of the performance of specific portions of the project or is made on the basis of an annual or periodic retainer.

In hereby certify that the contracted work or intended contracted work meets these standard.



Department Head

Date

(Contractor/Proposed Contractor is to complete the next page)

To establish status as an "independent contractor" as defined in ORS 670.600, certain standards must be met by the individual or business entity performing that work.

The undersigned certifies that he/she/the business entity meets the following standards:

1. The individual or business entity providing labor or services is registered under ORS Chapter 701, "construction Contractors", if the individual or business entity provides labor or services for which such registration is required; and,
2. Federal and state income tax returns in the name of the business or business Schedule C or farm Schedule F as part of the person income tax return were filed for the previous year if the individual or business entity performed labor or services as an independent contractor in the previous year; and,
3. The individual or business entity represents to the public that the labor or services are to be provided by an independently established business. Except when individual or business entity files a Schedule F as part of the person income tax returns and the individual or business entity performs farm labor or services that are reportable on Schedule C, an individual or business entity is considered to be engaged in an independently established business when four or more of the following circumstances exist.

Contractor is to check four or more of the following:

The labor or services are primarily carried out at a location that is separate from the residence of an individual who performs the labor or services, or are primarily carried out in a specific portion of the residence, which portion is set aside as the location of the business;

Commercial advertising or business cards are customary in operating similar businesses, are for the business, or the individual or business entity has a trade association membership;

Telephone listing and service are used for the business that is separate from the personal residence listing and service used by an individual who performs the labor or service;

Labor or services are performed only pursuant to written contracts.

Labor or services are performed for two or more different persons within a period of one year; or,

The individual or business entity assumes financial responsibility for defective workmanship or for service not provided as evidenced by the ownership or performance bonds, warranties, errors and omission insurance or liability insurance relating to the labor or services to be performed.



Contractor Signature

Date

Printed Name

Federal Tax ID #

BIDDER/PROPOSER RESIDENCY STATEMENT

Pursuant to ORS 279A.120, Oregon’s Reciprocal Preference Law, public contracting agencies shall, for the purposes of determining the lowest responsible bidder/Proposer and the awarding of a contract, add a percent increase on the bid of a non-resident bidder/Proposer equal to the percent, if any, of the preference given to that bidder/Proposer in the state in which the bidder/Proposer resides.

As defined in ORS 279A.120, “Resident Bidder/Proposer” means a bidder/Proposer that has paid unemployment taxes or income taxes in this state in the twelve calendar months immediately preceding submission of the bid, has a business address in this state, and has stated in the bid whether the bidder/Proposer is a “Resident Bidder/Proposer”. A “Non-resident Bidder/Proposer” is a bidder/Proposer who does not meet the definition of a “Resident Bidder/Proposer” as stated above.

1. Bidder/Proposer IS IS NOT a “Resident Bidder/Proposer” as set forth above.

2. If a Resident Bidder/Proposer, enter your Oregon Business address below:

3. If a Non-resident Bidder/Proposer, enter state of residency:

Bidder/Proposer hereby certifies that the information provided is true and accurate.

Signature: 

Date: _____

Printed or Typed Name: _____

Title: _____

Firm: _____

Telephone: _____

CONTRACTOR'S CERTIFICATION REGARDING DRUG TESTING PROGRAM

(1) Pursuant to OAR 137-049-0200, contractor certifies by its signature on this document that it has a Qualifying Drug Testing Program in place for its employees that includes, at a minimum, the following:

(a) A written employee drug testing policy, (b) Required drug testing for all new Subject Employees or, alternatively, required testing of all Subject Employees every 12 months on a random selection basis, and

(b) Required testing of a Subject Employee when the contractor has reasonable cause to believe the Subject Employee is under the influence of drugs.

(2) A drug testing program that meets the above requirements will be deemed a "Qualifying Employee Drug Testing Program." An employee is a "Subject Employee" only if that employee will be working on the Project job site.

(3) Contractor agrees that by signing this certification it represents and warrants to the County that its Qualifying Employee Drug Testing Program is in place and will continue in full force and effect for the duration of the Contract. The County's performance obligation (which includes, without limitation, the County's obligation to make payment) shall be contingent on Contractor's compliance with this representation and warranty.

(4) Contractor also agrees that, as a condition to County's performance obligation (which includes, without limitation, the County's obligation to make payment), contractor shall require each Sub-Contractor providing labor for the project to:

(a) Demonstrate to the Contractor that it has a Qualifying Employee Drug Testing Program for the Sub-Contractor's Subject Employees, and represent and warrant to the Contractor that the Qualifying Employee Drug Testing Program is in place at the time of subcontract execution and will continue in full force and effect for the duration of the subcontract; or (b) Require that the Sub-Contractor's Subject Employees participate in the Contractor's Qualifying Employee Drug Testing Program for the duration of the subcontract.

CERTIFICATE OF NON-DISCRIMINATION

Pursuant to ORS 279A.110, discrimination in subcontracting is prohibited. Any contractor who contracts with a public contracting agency shall not discriminate against minority, women or emerging small business enterprises or a business enterprise that is owned or controlled by or that employs a disabled veteran in the awarding of contracts.

By signature of the authorized representative of the bidder/Proposer, the bidder/Proposer hereby certifies to Klamath County that this bidder/Proposer has not discriminated against minority, women, or emerging small business enterprises will not discriminate against minority, women or against a business enterprise that is owned or controlled by or that employs a disabled veteran in obtaining any subcontracts; and, further, that if awarded the contract for which this bid or proposal is submitted, shall not so discriminate.

COMPLIANCE WITH OREGON TAX LAWS

The undersigned is authorized to act on behalf of Contractor and that Contractor is, to the best of the undersigned's knowledge, not in violation of any Oregon Tax Laws.

The undersigned certifies under penalty of perjury both individually and on behalf of Contractor that:

The undersigned is a duly authorized representative of Contractor, has been authorized by Contractor to make all representations, attestations, and certifications contained in this Contract and to execute this Contract on behalf of Contractor.

CERTIFICATE OF COMPLIANCE WITH ORS 305.380 AND 305.385

The undersigned, as provider or potential provider of goods, services or real estate space to Klamath County, hereby certifies under penalty of perjury that to the best of my knowledge, the undersigned is not in violation of any Oregon tax described in ORS 305.380(4).

CONTRACTOR'S REPRESENTATIONS AND WARRANTIES

Contractor represents and warrants to Klamath County that:

1. Contractor has the power and authority to enter into and perform this Contract.
2. This Contract, when executed and delivered, is a valid and binding obligation of Contractor, enforceable in accordance with its terms.
3. Contractor (to the best of Contractor's knowledge, after due inquiry), for a period of no fewer than six calendar years preceding the effective date of this Contract, faithfully has complied with:
 - a. All tax laws of this state, including but not limited to ORS 305.620 and ORS Chapters 316, 317, and 318;
 - b. Any tax provisions imposed by a political subdivision of this state that applied to Contractor, to Contractor's property, operations, receipts, or income, or to Contractor's performance of or compensation for any work performed by Contractor;
 - c. Any tax provisions imposed by a political subdivision of this state that applied to Contractor, or to goods, services, or property, whether tangible or intangible, provided by Contractor; and
 - d. Any rules, regulations, charter provisions, or ordinances that implemented or enforced any of the foregoing tax laws or provisions.

4. Any Goods/Items/Equipment/Components/Hardware/Software/Intellectual Property Rights, etc. delivered to/granted to Klamath County under this Contract, and Contractor's Services rendered in the performance of Contractor's obligations under this Contract, shall be provided to Klamath County free and clear of any and all restrictions on or conditions of use, transfer, modification, or assignment, and shall be free and clear of any and all liens, claims, mortgages, security interests, liabilities, charges, and encumbrances of any kind.

Printed or Typed Name: _____ Signature: Michael Kennedy

Name of Firm and Tax ID #: _____ Date: _____

Copyright & Trademark Notices

© Inmate Calling Solutions, LLC d/b/a ICSolutions 2021. All rights reserved.

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

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

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

Proprietary / Confidential Information

The following information contained within the attached Document is Proprietary and Confidential and should be redacted from any public inspection of this Document, including those occurring in response to Freedom of Information Act (FOIA) requests from third parties. Public disclosure of this information may cause irreparable harm to ICSolutions and, therefore, protection from such disclosure is hereby requested:

- **Audited Financial Statements (Section I)**

ICSolutions and its parent company, TKC Holdings, Inc., are both privately held companies, and therefore our financial records are confidential, proprietary documents and are not publicly available nor subject to public review of any kind. As our company is not traded on any public exchange or market, its financial statements constitute a material personal asset of its individual owners, who are entitled to privacy protection under applicable state and federal laws established to protect the personal accounts of individuals. Furthermore, disclosure of this information would serve no public interest since the public has no context within which to evaluate it.

The information described above has been enclosed in a separately sealed envelope and labeled "Confidential" or "Proprietary" on each page – making this information easily identifiable and separable from the remainder of this Document, to facilitate any public inspection of the redacted document.

"For additional questions about the confidentiality of the information discussed above, or to notify ICSolutions about public records requests, please email RFP@icsolutions.com."



This Document is printed on recycled paper.

An aerial, high-angle photograph of a large, crowded public space, possibly a transit station or a busy plaza. The image is in a dark blue, monochromatic color scheme. The crowd is dense, with many people visible, though they are small and somewhat indistinct. A white rectangular box is overlaid on the right side of the image, containing the text 'Section i' and 'Letter of Transmittal'.

Section i

Letter of Transmittal

February 12, 2021

Klamath County Sheriff's Office
ATTN: Leslie Barlow-Hunter
Contracting & Risk Manager
305 Main Street, Suite 216
Klamath Falls, OR 97601

RE: RFP for *Corrections Communication Service*

Dear Evaluation Committee:

Thank you for the opportunity to provide this proposal in response to Klamath County's inmate telecommunications needs. ICSolutions has considered the County's requirements, and the enclosed offer will meet or exceed your needs in all respects.

ICSolutions hereby certifies our agreement to all terms and conditions that were outlined in the RFP, but which did not require a direct response in this proposal. Any exceptions to the Sample Contract are delineated in Section VI, as required. ICSolutions further certifies that the following company officer is authorized to participate in contract negotiations on behalf of ICSolutions and has signature authority to commit ICSolutions to a legally binding contract:

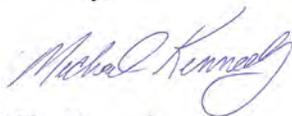
Mr. Mike Kennedy, ICSolutions Vice President Sales & Marketing
Office: 866-228-4040 | Email: mkennedy@icsolutions.com

Please feel free to contact your Regional Account Manager and Primary Contact Mr. Darryl Hughes with any questions regarding our offer:

Mr. Darryl Hughes, ICSolutions Regional Account Manager
Office: 866-228-4040 | Email: darryl.hughes@icsolutions.com | CC: RFP@icsolutions.com

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

Sincerely,



Mike Kennedy
Vice President Sales & Marketing



Section ii

Table of Contents

SECTION ii

Table of Contents

Proposal Contents		
Section	Title	Page
	Proposal Cover Sheet & Certifications	
	Copyright Page	
i	Letter of Transmittal	i-1
ii	Table of Contents	ii-1
I	Experience & Qualifications	I-1
II	Personnel	II-1
III	Pertinent Qualifications	III-1
IV	Evaluation Criteria	IV-1
	A. Technical Requirements	IV-A-1
	B. Installation Requirements	IV-B-1
	C. Call Quality	IV-C-1
V	Signed Addenda	V
VI	Exceptions to Sample Contract	VI
Exhibits		
Exhibit	Title	
A	Letters of Reference	A-1
B	Equipment Spec Sheets	B-1
C	Report Samples	C-1
D	Sample Commission Report	D-1
E	Service Policies and Procedures	E-1
F	Insurance Certificate	F-1
G	Business Licenses, PUC & FCC Documentation	G-1



Section I

Experience & Qualifications

SECTION I

Experience & Qualifications

- I. Please provide name and address of the company applying for the **Correction Communication System** Contract with a brief description of the companies experience and qualifications to fulfill the services outlined within this RFP;

ICSolutions Response:

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

ICSolutions has been providing inmate communications services since 2002. We have described our experience and qualifications in detail throughout this section.

Inmate Calling Solutions, LLC d/b/a ICSolutions*

2200 Danbury Street

San Antonio, TX 78217

(866) 228-4040

**ICSolutions has operated under the same name since our inception in 2002.*

SECTION A

VENDOR QUALIFICATIONS AND EXPERIENCE, FINANCIAL STABILITY, AND COMMITMENT TO NEW TECHNOLOGY

A1. Experience

1. Due to the complex nature and security concerns of correctional facilities, Vendors must be well experienced in providing this type of service. The Vendor shall demonstrate at least five years of experience providing Corrections Communication Services to counties of similar size.

ICSolutions Response:

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

ICSolutions has been providing inmate communications services since our inception in 2002 – nearly 20 years. Please refer to the following requirements for a detailed description of our firm and experience.

2. The Vendor should provide an overview of their firm, including years and nature of experience in AIC communication business.

ICSolutions Response:

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

Since 2002, ICSolutions has provided inmate telecommunications services in correctional environments, expanding and improving our technology to meet the evolving needs of our clients. ICSolutions has established a 99% contract renewal rate. 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).

In addition to meeting our clients' technological and investigative needs, we are typically able to increase their revenue. On average across the country, when we keep calling rates the same and provide our ENFORCER® calling system and prepaid calling options, **our average increase in both call volumes and call revenues is about 40%**. Even where we implement lower calling rates, we often see call volumes increase by as much as 150%, and **revenues increase by about 30%**. ICSolutions anticipates a significant increase in inmate calling and revenue due to our easy-to-use prepaid calling and funding options.

In Macomb County, Michigan, when ICSolutions took over from Securus, we nearly doubled the County's revenue, while also dramatically reducing calling rates *and* implementing a free Video Visitation System valued at more than \$650,000!

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

-- Anthony Wickersham, Macomb County Sheriff

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

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

-- Tyler Morning Telegraph, published July 20, 2017

Across the U.S., ICSolutions currently provides our ENFORCER® calling system and outstanding customer service to more than 400 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; The ENFORCER® is a truly scalable, battle-tested platform that can be custom configured to meet specific needs in a wide variety of correctional environments. Furthermore, The ENFORCER® provides multiple levels of networking, call processing, and data redundancy that are unparalleled in the ITS industry – allowing ICSolutions to guarantee at least 99.99% system uptime for your facilities.

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 is also experienced in providing inmate tablets to our customers. ICSolutions has deployed tablet solutions in over a dozen of our client facilities, serving roughly 10,000 inmates with nearly 1,500 tablets.

We are also proud to note that 100% of ICSolutions' clients are with us because, in a competitive evaluation of the ITS marketplace, they chose ICSolutions' products and services from among their many options. ICSolutions operates with impeccable standards. This includes how we treat our employees, our business ethics, and especially how we serve our customers. ICSolutions' reputation has never been blemished with security data breaches, illegal recording of attorney calls, illegal use of call recipient cell phone location technology, multiple class action lawsuits, and fines by regulatory agencies. ICSolutions will provide the highest service standards to the County, its constituents, and all users of ICSolutions' services.

ICSolutions focuses on providing a secure and feature-rich inmate communications-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, tablets, 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.**



ICSolutions By The Numbers
The ENFORCER®

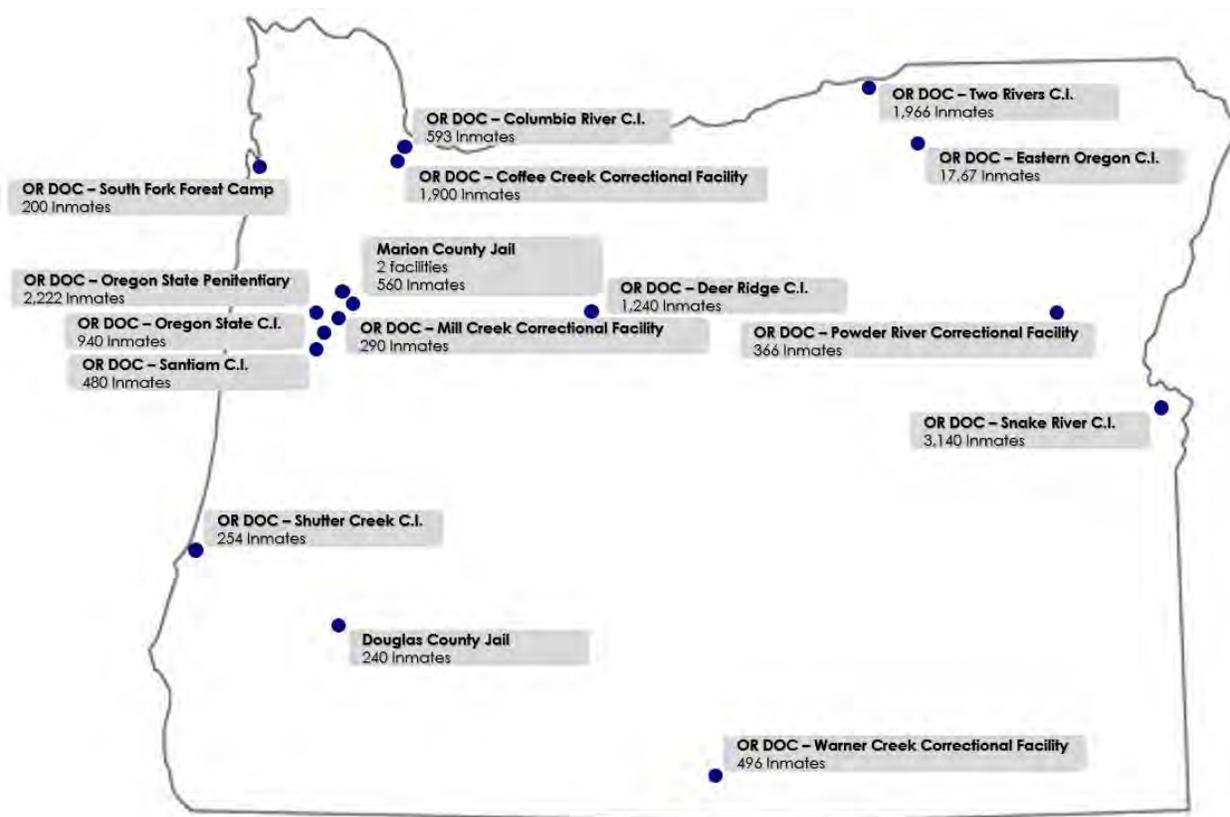
400+ Correctional Facilities Served
12,500+ Inmate Telephones Deployed
300,000 Inmates Served
45+ Customers with 1,000+ Inmates

3. The Vendor shall provide information describing its client base and the proposed system's position in the counties of Oregon.

ICSolutions Response:

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

In Oregon, ICSolutions provides inmate calling services to 17 correctional facilities, including the **State of Oregon Department of Corrections**. The services we provide in Oregon include THE ENFORCER® inmate calling platform, deployed at all our Oregon sites; THE VISITOR™ video visitation system; The Verifier™ voice biometrics; Inmate Voicemail Investigator Pro; Cellphone Detection; DirectLink Trust Card-Free Debit Calling; The Word Detector Keyword Search; The Communicator Paperless Inmate Communications Portal; The AttendantSM IVR; The Analyzer Link Analysis Tools; The Informer Tip Lines; and more.



4. The Vendor must demonstrate a commitment to technology upgrades, including consistent new technology deployment over the last three years or more.

ICSolutions Response:

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

ICSolutions is recognized as a leader in technology innovation. System feature upgrades and enhancements are released quarterly to ensure the system is always state-of-the-art. Many features that are currently available on THE ENFORCER® are the result of specific suggestions and requests from our clients. Regardless of which client requests the new feature, the functionality is automatically made available to all clients at no cost.

Whenever an upgrade or enhancement to The ENFORCER® finishes testing and is ready for wide release, the County 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. Here are just a few of the upgrades to The ENFORCER® within the last 3 years.

Single Sign-On for Multiple Inmate Communications Services - Inmate Phones, Video Visitation, Tablets: Facility personnel use one log in to The ENFORCER® for system administration and tracking; end users use the same Family First Prepaid account to fund all services; inmates can fund services using one debit account; and, inmates use one ID/PIN for the entire inmate communications system!

Report Scheduler – The ENFORCER® now 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.

Carousel Live Monitoring Scan – The Carousel feature allows authorized personnel to rotate through phone calls or visitation sessions sequentially, in order to monitor video and audio quickly and efficiently. When the carousel feature is enabled, the user can set the rotation interval in seconds. The default interval is 10 seconds.

The Word Detector – The new Word Detector query function has been integrated directly into The ENFORCER®, enabling the user to perform a search of call recordings for a specific word or phrase that was spoken during an inmate call. Word Detector utilizes an advanced speech recognition process to search for and locate all instances of a text string specified by the user. The Word Detector Thesaurus feature enables users to define and save one or more synonyms for a word or phrase, and then perform a single search that detects the original word/phrase and all its synonyms.

Inmate Phone Calling App – The ENFORCER® is fully integrated with the inmate vPhone video station to allow inmates to place calls via a touchscreen on the kiosk. Calls placed through the inmate vPhone video station will have the same call control, investigative, administrative, reporting, recording, monitoring, and restriction settings that are applied to calls placed over the inmate phones. The inmate phone calling app is not limited to ICSolutions' Visitor™ Video Visitation System but can also integrate with video visitation systems and tablets provided by other vendors.

Imposter Real Time Imposter Detection: The Imposter module in THE ENFORCER® provides comprehensive, real-time continuous voice detection, imposter identification, and other analysis capabilities that enhances our voice biometrics capabilities. These features enable you to reduce and/or control fraudulent calling activity by inmates and can detect change in inmate voice (imposter), generate alerts, and flag calls for downstream reporting and analysis.

The Analyzer Call/Funding/Visitation Analysis: ICSolutions has developed The Analyzer a link analysis mapping tool. 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). These linked "interactions" can include Receiving phone calls; Depositing funds into an inmate's account; Participating in other optional services offered by ICSolutions – such as inmate email, inmate voicemail, or onsite visitation.

Message of the Day Administration – Users with System Administrator access can now dynamically create “Message of The Day” announcements to be played to the inmate, the called party, or both. Prior to this enhancement, all requests for the creation and cancellation of a message of the day required the creation and work-through of a ticket by ICS Technical support.

The ENFORCER® has been designed and consistently maintained to deliver all of the investigative and administrative tools our clients need. As demonstrated consistently over our company’s nearly 20-year history, ICSolutions will continue to expand our system’s capabilities throughout the life of a contract with the County, and we would welcome your input as a valued technology partner.

A2. Financial Stability

Vendor shall provide the County with financial statements, including statements of operations, balance sheets, and statements of cash flows, for the last two fiscal years.

ICSolutions Response:

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

ICSolutions is a financially strong and stable company that has been providing inmate telecommunications services in correctional environments for nearly 20 years. We currently provide service to more than 275 agencies across the United States and providing calling services to a total of about 300,000 inmates. We would also like proudly highlight that *all* of our client facilities are with us because, in a competitive evaluation of the ITS marketplace, they chose ICSolutions’ products and services from among their many options.

ICSolutions is wholly owned by Keefe Group, LLC, a subsidiary of TKC Holdings, Inc. Keefe Group - the nation’s largest commissary provider - has served the corrections industry successfully for nearly half a century! The Keefe Group companies have brought a tremendous depth to ICSolutions’ operations and provided strategic financial resources as well as synergistic supply-chain relationships since 2010.

ICSolutions is one of the fastest growing inmate calling providers in the country. And now, as a member of the Keefe Group of companies, ***we are backed by the experience and financial strength of the nation’s largest commissary company.***

To further demonstrate our financial stability and the depth of our financial resources, we have included TKC Holdings’ Confidential Financial Statements **AT THE END OF THIS SECTION.**

A3. References

The Vendor will provide three customer references of accounts similar in size and scope to Klamath County.

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 is also experienced in providing inmate tablets to our customers. ICSolutions has deployed tablet solutions in over a dozen of our client facilities, serving roughly 10,000 inmates with nearly 1,500 tablets.

We are pleased to offer the following references that enjoy similar equipment and services offered to Klamath County. These references can attest not only to the quality of our technical solution, but also to our commitment to outstanding service and customer care. Additionally, we have included several Letters of Reference from a few of our clients in **EXHIBIT A: LETTERS OF REFERENCE**.

Customer Name:	Santa Cruz County Jail	Number of Facilities:	3
Contact Person:	Lt. Shon Leonetti Shon.Leonetti@santacruzcounty.us	Telephone Number:	(831) 454-7870 (831) 454-7604 fax
Address:	259 Water Street	Total Number of Phones:	60
	Santa Cruz, CA 95060	Total Inmate Population:	585
Former Provider:	PCS	Date Service Began:	January 2009
Services Provided:	Inmate Telephone System	ICSdeposits SM Kiosk	
	Visitation Phones		
 ICSolutions Client Testimonial	<p>“Customer support is great...” “ICSolutions’ Technology is a lot better than what we had before. There’s really no comparison. Now that we are with ICS we know that all our questions and concerns will be addressed in a timely fashion. Customer Support is great, and we really like the fact that they are a local company - they have come to our facility at a moment’s notice to fix a problem. You can’t beat that! As if that wasn’t enough, our revenue has increased, too. Revenue for May, 2009 was 61.7% higher than May, 2008. We really can’t say enough about the software and how easy it’s been working with ICS.”</p> <p>Tracy Herfindahl Santa Cruz County, CA</p>		

Customer Name:	San Mateo County Sheriff's Office	Number of Facilities:	2
Contact Person:	Sgt. Jim Gilletti JGilletti@smcgov.org	Telephone Number:	(650) 599-1098
Address:	1300 Maple Street	Total Number of Phones:	156
	Redwood City, CA 94063	Total Inmate Population:	1,000
Former Provider:	Securus	Date Service Began:	June, 2018
Services Provided:	Inmate Telephone System	Wireless Inmate Tablets	

Customer Name:	Marion County Jail	Number of Facilities:	2
Contact Person:	Lt. Warren McDaniel WMcDaniel@co.marion.or.us	Telephone Number:	(503) 316-6612
Address:	4000 Aumsville Hwy SE	Total Number of Phones:	80
	Salem, OR 97317	Total Inmate Population:	560
Former Provider:	Telmate	Date Service Began:	September 2018
Services Provided:	Inmate Telephone System	The Verifier	Voicemail

A4. New Technology

New technology is important to Klamath County. The system the Vendor is proposing for the County must include frequent technology upgrades.

ICSolutions Response:

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

ICSolutions is recognized as a leader in technology innovation. System feature upgrades are released at least quarterly to ensure the system is always state-of-the-art. Many features that are currently available on the ENFORCER® are the result of specific suggestions and requests from our clients. Regardless of which client requests the new feature, the functionality is automatically made available to all clients at no cost.

Whenever an upgrade or enhancement to The ENFORCER® finishes testing and is ready for wide release, the County 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. Recent upgrades and feature enhancements have been described in detail in response to **REQUIREMENT A1.4** above.

Documentation is accessible online within The ENFORCER® user interface. This online documentation, as well as Release Notes, are updated and published to all facilities every time The ENFORCER® system is updated or enhanced. In addition, ICSolutions has developed a dashboard that will reflect upgrades available to facilities in the future. Each new feature will also include links to training videos to familiarize users with the feature and how to use it.



Upgrades Dashboard

Enhancements and upgrades to the ENFORCER® are predominantly driven by market demand and specific client requests.

The ENFORCER® has been designed and consistently maintained to deliver all of the investigative and administrative tools our clients need. As demonstrated consistently over our company's nearly 20-year history, ICSolutions will continue to expand our system's capabilities throughout the life of a contract with the County, and we would welcome your input as a valued technology partner.

1. The Vendor will identify the number of currently held patents.

ICSolutions Response:

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

ICSolutions does not hold any patents for the proposed equipment and software.

2. The Vendor further asserts that to the Vendor's knowledge the equipment and software proposed does not infringe on any U.S. patent or copyright.

ICSolutions Response:

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

To our knowledge the equipment and software proposed do not infringe on any U.S. patent or copyright.

3. The Vendor will hold harmless the County, its officer, and employees against all claims that hardware or software supplied infringe a U.S. patent or copyright.

ICSolutions Response:

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

ICSolutions will hold harmless the County, its officer, and employees against all claims that hardware or software supplied infringe a U.S. patent or copyright.

4. The Vendor will demonstrate technology leadership in the industry. State the amount of money reinvested each year in developing and deploying new technology.

ICSolutions Response:

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

At ICSolutions, developing and maintaining state-of-the-art technology is ingrained in our corporate culture, with *over half of our employees responsible for developing or maintaining our technology*. ICSolutions has assembled a team of talented engineers that have been responsible for the development and deployment of the ICSolutions Video Visitation System module; THE WORD DETECTOR, a phonetic-based word searching tool; and THE ANALYZER, an extensive data mining and link analysis tool. Additionally, ICSolutions leads the industry in its development of IVR technology and efficiency tools. ICSolutions currently offers THE ATTENDANTSM, a public and inmate informational IVR *developed specifically for the corrections industry*, and THE COMMUNICATORSM, an inmate IVR request portal. These ENFORCER® features save valuable staff time and are provided at no cost to the County!

ICSolutions continues to invest in new technology while at the same time expanding the features and functionality of its ENFORCER® product line. Each of the last several years, ICSolutions has invested millions of dollars in its technology. In the coming year, ICSolutions is slated to reinvest more than 50% of its budgeted operating profit toward technology development and innovation.



February 1, 2021

Klamath County Jail
3201 Vandenberg Ave
Klamath Falls, OR 97603

RE: Financial Statements, TKC Intermediate Holdings, LLC

Dear Sir or Madam:

Please find attached the 2017-2019 TKC Intermediate Holdings, LLC Financial Statements. TKC Intermediate Holdings, LLC is a privately held company; therefore, we ask that you keep these financial statements in the strictest confidence.

TKC Intermediate Holdings, LLC's financial statements contain confidential and privileged information regarding its financial position which, if made publicly available, would cause irreparable harm to its competitive market position.

TKC Intermediate Holdings, LLC wholly owns Inmate Calling Solutions, LLC.

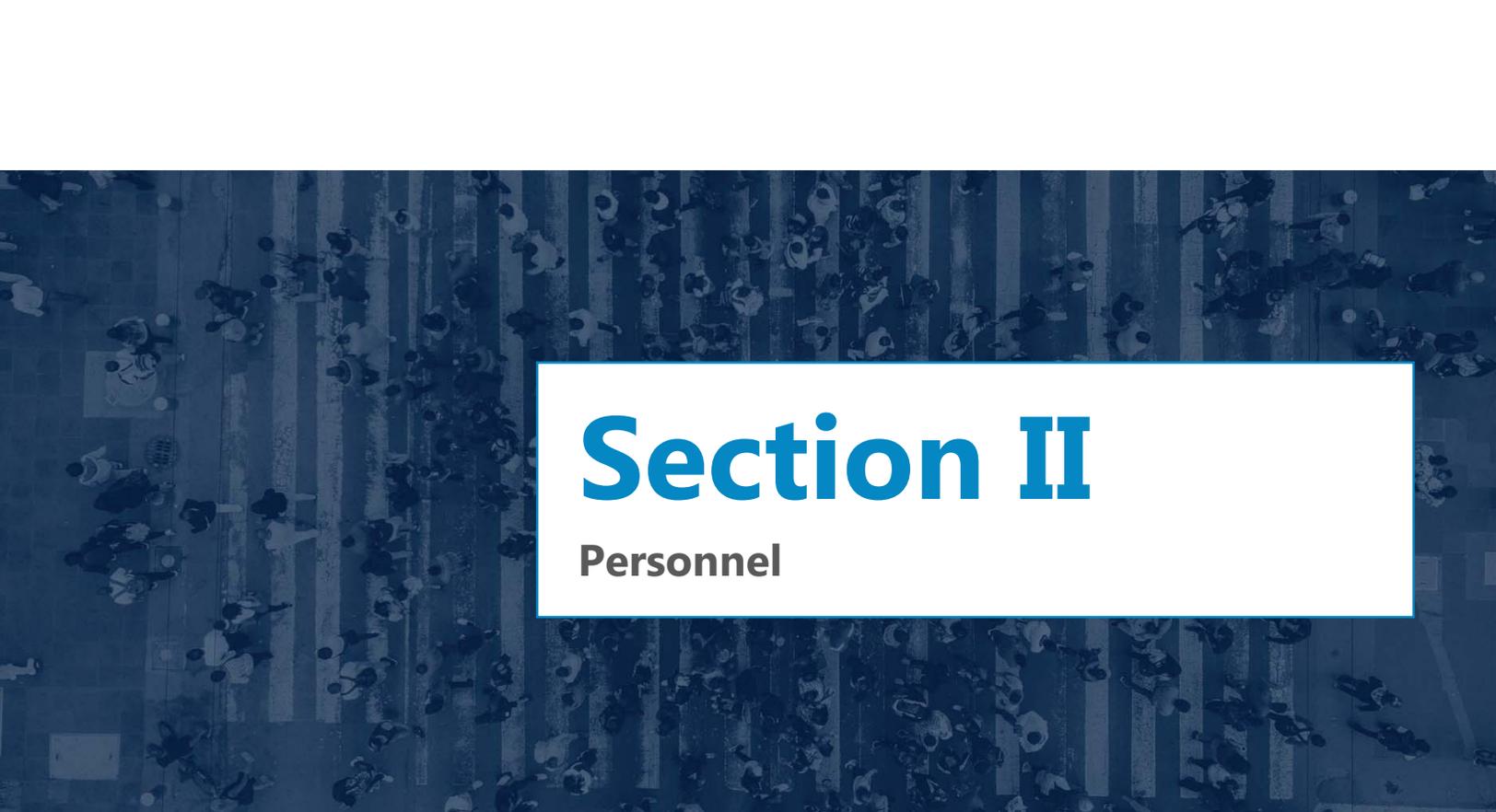
Feel free to contact me at 314.214.2700 or by e-mail at cpingel@tkcholdings.com.

Sincerely,

Carrie L. Pingel

Vice President
Controller

Financials Removed Due to Confidentiality



Section II

Personnel

SECTION II

Personnel

II. Please provide a list of personnel and a general description of their duties, experience and certifications.

ICSolutions Response:

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

ICSolutions' excellent customer service begins from the date of contract award through the life of the contract. Our service package offers the County our knowledgeable Installation Team, whose expertise will ensure a seamless transition to the ENFORCER® inmate communications 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, Darryl Hughes**, who will work with you for the life of the contract to ensure that all of your needs are met.

ICSolutions has more than 140 employees dedicated to the development, installation, maintenance, and service of The ENFORCER® inmate communications. The professional team involved in the aforementioned duties and ongoing management of service for Klamath County comprises the following experienced ICSolutions personnel for our Client Services, Installations & Operations (Technical Support), and Technology Development teams, including your Project Manager. Full résumés for these key personnel have also been included **AT THE END OF THIS SECTION.**

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.

Darryl Hughes
Regional Account
Manager

Responsibilities

As Regional Account Manager, Darryl Hughes 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 Jim 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

Darryl Hughes is an accomplished, results-driven sales/marketing professional with excellent business development leadership who promotes state-of-the-art technology solutions to meet clients' needs and ensure client satisfaction. Mr. Hughes brings nearly a decade in the inmate communications industry, managing, training, and working with city, county, state, and privately owned correctional institutions. Throughout his career, Mr. Hughes has ensured the satisfaction of clients by being a primary point-of-contact for all inmate telecommunication system questions and investigative solutions. Darryl Attended San Jose State University, where he received a Bachelor of Science in Business Administration and Marketing.

Sylvia Castillo
Director of Client
Services

Responsibilities

As the Director of Client Services, 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.

Darryl A. Hughes

Regional Account Manager, Inmate Calling Solutions, LLC

SUMMARY

An accomplished, results-driven sales/marketing professional with excellent business development leadership in startup and territory revenue growth situations. Consistently achieves high ranking performance in every position by exceeding multimillion-dollar revenue and profit objectives. Proficient in translating technical solutions into compelling business/investment opportunities. Strong national/global account management skills. Practiced in transforming vendor relations to strategic and valued business partners. Excellent communication and skills used to build and sustain effective internal and external relationships. Additional areas of expertise include:

- Business Development
- Global/National Account Management
- Customer Acquisition Strategies
- National Field Marketing Management
- Consultative/Solution Selling
- Contract Negotiations
- Pricing & Proposals
- Education & Training
- Channel Management
- Marketing Planning
- Project Management
- Client Presentations

PROFESSIONAL EXPERIENCE

Regional Account Manager, Inmate Calling Solutions, LLC 2020 – Current
Responsible for managing, training, and working with city, county, state, and privately owned correctional institutions. Primary responsibility is to ensure the satisfaction of clients by being a primary point-of-contact for all inmate telecommunication system questions and investigative solutions.

Director of Business Development, Edovo/Legacy Communications 2010 – 2020
Responsible for revenue generation, brand awareness, competitive analysis, and positive client relationships throughout the US. Working with disruptive technologies and processes in the area of public sector criminal and social justice. Responsibilities also include driving revenue through the RFP process, raising awareness of the Edovo/Legacy value proposition to targeted public markets through public and client specific presentations nationwide. Over the last 3 years have been responsible for the new contracts valued at over \$45M over 5 years.

Business Development / Loss Mitigation Specialist, First Capital Financial 2007 – 2010
Responsible for loan origination and short sale negotiations with loan service organizations throughout US.

Western Region Account Manager, Cendura Corp 2004 – 2006
Managed the six states of the Western Region for this tech startup firm and provider of configuration management software for complex and dynamic IT environments. Acquired by CA.

Key Accomplishments:

- Recognized for development of Western Region Strategic Business Plan: Focused on high tech firms with complex and dynamic application development and production environments.
- Performed as company spokesperson at various Gartner Group conferences and trade shows.
- Built foundation relationships for “budgeted” business with Yahoo Inc., Hewlett-Packard, Amgen, Network Appliance and Intel.
- Developed profitable new business relationships with Symantec Corp., Qualcomm, Intuit and Sybase generating \$6.4M in revenue within 18 months in the Region, performing at 256% of goal.

Sales Executive, Government Software Solutions, Accela Inc.

2002-2004

Global Account Manager, Walt Disney Company, Silicon Graphics Inc. (SGI)

2000 - 2002

Responsibilities included worldwide revenue growth and expansion of the SGI brand within the Walt Disney Company. Accountable for coordination of key initiatives in engineering, product development, global pricing and joint marketing agreements.

Key Accomplishments:

- Grew revenues 180% over year to year. Total revenue generated: \$22.4M
- Negotiated new global product development and pricing agreement for global Walt Disney Company
- Completed transaction (\$8.4M) and press release establishing SGI as Disney worldwide technology standard for computer generated content creation.
- Established cross functional team consisting of sales, engineering, product development, marketing and support services and established an SGI product/service presence in 4 "new" Disney divisions.

District Manager, Southwest District, BI, Incorporated

Responsible for RFP driven sales revenue to state/local governmental agencies in California, Nevada and Arizona.

Key Accomplishment:

- Grew direct revenues 260% to \$4.6M over 2 years through installed account growth and the acquisition of 7 new agency customers primarily through the RFP process.

U.S. Field Marketing Manager, Sequent Computer Systems, Inc.

Oracle Applications Global Partner Manager

Strategic Accounts Sales Executive

1989 - 1997

Managed 13 District Field Marketing Managers throughout U.S. Key participant in the creation, development and implementation of corporate market strategies. Responsible for localization of products/services to local markets and OEM partners. Acquired by IBM.

Key Accomplishments:

- Developed programs that drove 37% growth of US revenue (\$241M to \$330M) (1995-1997)
- 35% growth in new accounts that generated \$1M annually. (1995-1997)
- Exceeded leveraged revenue goals of \$25 and \$35 million, 38% growth (1993-1995)
- Exceeded average revenue goals of \$3 million 3 of 4 years (1989-1993)

EDUCATION

Education: Attended San Jose State University, BS Business Administration: Marketing

Melissa Mitchell

Project Manager, Inmate Calling Solutions, LLC

SUMMARY

Accomplished business professional with extensive experience providing the leadership and support needed to drive the achievement of key organizational business goals and objectives. Skilled at coordinating the logistics needed to see project through from inception through to successful complete. Demonstrated strength building and maintaining strong, long-term relationships with strategic business partners and project stakeholders based on the effectiveness of the leadership provided. Recognized for the ability to deliver impactful results while leading in fast-paced, dynamic business environments.

Areas of Expertise

- Operational Improvements
- Stakeholder Communication
- Project Requirements Definition
- Team Leadership
- Training
- Process Management-Lean Six Sigma Yellow belt
- Risk Assessments & Mitigation
- Project Resource Allocation
- Business Process Improvement
- Strategy & Execution
- Budget Management
- Regulatory Compliance
- Business Relationships
- Project Management

PROFESSIONAL EXPERIENCE

Project Manager, Inmate Calling Solutions, LLC 2020 - Present
Responsible for managing the installation, including development of each 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. Melissa is an integral part of every installation at ICSolutions. She has coordinated countless complex projects and is proficient at anticipating, identifying and addressing the unique circumstances each facility may have.

Project Manager, GTL 2019 - 2020
Managed and coordinated up to 20 simultaneous project implementations nationwide for GTL's proprietary technology solutions. Monitored and identified proposed expenditures that could cause a project to fail to meet projected budgetary cost objectives. Benchmarked project progress throughout implementation to include milestones specific to task requirements, planning, installation, system settings, and testing. Managed project plans specifying deliverables, end goals, scheduling, identification of risk, and contingency plans. Coordinated day-to-day activities of project personnel to ensure each project moved forward on the published project schedule. Maintained project status updates to keep management, clients, and others informed of to date project status and related issues. Coordinated and responded to requests for changes from original specifications. Developed and maintained all project deliverable documentation. Managed relationships with County, State and/or Federal Correctional entities. Trained facility staff on technology products.

Service Coordinator, Southwest Airlines 2018 - 2019
Managed the resolution of escalated calls in a timely, professional manner to maintain the customer's levels of satisfaction. Walked through call flows and scenarios to help representatives handle escalated calls. Provided comprehensive employee technical support, including training call center representatives to correct errors on company applications. Served as the designated individual to help customer service representatives with questions regarding company policies and procedures.

Customer Service and Sales Agent, Southwest Airlines

2016 - 2018

Delivered exceptional levels of service while helping customers with reservations, including itinerary modifications, cancellations, bookings, and accommodations to create increased satisfaction and loyalty. Worked to deliver results that met and exceeded target metrics in terms of call handling and sales. Notable achievements: Selected as a designated floor walker to help other employees with the new reservation system implementing in 2017.

Director National Accounts, BSG Clearing Solutions

2009 - 2016

Led in the comprehensive management of Telecom clients for both account and project management issues inclusive of sales, customer service, regulatory, contract negotiations, implementation, and problem resolution. Led customer projects from initiation to completion while documenting processes, communicating progress to clients, and working with internal customers as well as external vendors to meet deadlines. Responsible for successful initiation, planning, design, monitoring and execution of large multi-platform projects for large Telecom companies. Spearheaded enhanced relationships with both new and existing Telecom clients including contract negotiation and rates specific or customized to meet the needs of Fortune 500 clients including AT&T CenturyLink, Qwest TELUS and Verizon Business. Developed efficient procedures for projects that were delivered to client but dynamic enough to modify the plan according to changing circumstances. Coordinated day-to-day activities of project team to ensure each project proceeded according to the published project schedule. Responsible for communicating with both the internal team and the client on status of project as well as documenting all conference calls, onsite meetings and internal meetings. Analyzed and successfully addressed specific client needs with creative solutions and customization, including internal and external coordination. Continually reviewed sales, telemarketing, 3rd party scripts, and internet marketing to ensure regulatory compliance. Served as the primary contact for 450+ clients regarding customer service, projects, accounting, help desk, regulatory, and IT support and functionality. Notable achievements: Managed C-suite relationships for the top 40 highest revenue generating clients, producing a 15% increase in revenue annually with key accounts including AT&T, CenturyLink, Verizon Business, and Qwest.

Director, Client Services, BSG Clearing Solutions

2002-2009

Managed and worked to enhance relationships with a global client base, including total account management support for sales, service, regulatory, contract negotiations, implementation, project management and problem resolution. Led a team of Project Managers to ensure projects met published schedule and approved budget. Responsible for helping motivate the Project team to hit their goals. Led in the development of a high performing Account Management Team that included new streams of revenue on top of a \$150M revenue stream with a 97% client retention rate yearly and detailed account metrics. Served as the primary contact for 450+ telecom clients regarding all facets of customer service, regulatory, accounting, project management and IT support and functionality. Assumed a proactive approach to the training and support for account managers in terms of escalated issues. Notable achievements: Supported the creation, design, and implementation of a quality assurance program that supported all current and on-going Federal Trade Commission requirements, resulting in the development of a Company Best Practices Program while serving as the impetus for change within the industry.

EDUCATION & CERTIFICATIONS

Studied Criminal Justice – University of Texas San Antonio/Texas Tech University

Lean Six Sigma Yellow Belt Certified

Jamie Klingner, PMP
Project Manager, Inmate Calling Solutions, LLC

SUMMARY

Seasoned professional with more than 20 years of experience in project management, account management, business development, advertising and public relations. 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. Possesses excellent relationship building and communication skills.

Core Competencies

- Client & Account Management
- Project Management
- Contract Negotiation
- Relationship Development
- Financial Analysis
- Budgeting & Allocation
- Multi-Task 100+ Projects a Month
- Planning & Execution
- Event Planning

Additional Proficiencies

- Microsoft Office Suite: Word, Excel, Outlook, PowerPoint, Publisher, Project and OneNote
- Basecamp by 37 Signals and Cosential for team collaboration and project and client management
- Business Development communications skills with ability to analyze client needs to meet expectations
- Marketing and business procurement and relationship development
- Effective team member, comfortable with leading or collaborating
- Quickbooks, Quickbooks Point of Sale
- Adobe Creative Suites, Corel 9, Wacom Tablet, Printing Press Pro Extreme

PROFESSIONAL EXPERIENCE

Project Manager, PMP, Inmate Calling Solutions 2016 - Present
Subject Matter Expert of Enforcer and The Visitor user interface and VRS. Assists with onsite training for all. Collaborates with engineers to prioritize and manage product development for improved user experience. Creates custom websites for each deployment of The Visitor™ with Agency-specific information and helpful links. Produces product documentation for all module with functionality from the user perspective. Coordinates between Product Development and Documentation departments to assist with highly technical information needed for RFP responses. Conducts contract analysis for necessary development to meet contractual needs. Develops project plans in Microsoft Project Gantt charts. Manages project development of The Visitor™ and continued product improvement.

National Accounts Manager, Praeses 2014 - 2016
Managed vendor contracts for correctional facilities to ensure all financial, technological, quality and service requirements were contractually met. Focused on non-local accounts located in California, New Mexico, Alabama, Tennessee and Virginia varying in size from average daily population of 250 to 18,000 inmates with monthly revenues averaging from \$7,000 and \$200,000. Developed and maintained long-term, successful relationships with new and existing customers as the single point of contact for all service and contractual issues. Provided in-depth industry knowledge of Inmate Telephone System (ITS) components, both hardware and software for multiple vendors. Drafted complex documents for customers including Request for Proposals (RFP), Contracts and Amendments. Negotiated contractual specifics including commission percentages and extension terms. Evaluated vendor responses to RFPs to provide customers an independent and objective perspective and provide recommendations based on industry knowledge. Facilitated high-level, technical vendor presentations. Completed reconciliation and other accounting roles for billing files, detailed records, and revenue and commission reports. Managed projects for new or transition installation and implementation of new inmate phone systems, video visitation systems, kiosk solutions or any other additional technology provide by the vendor. Maintained statistical data on call patterns and call traffic volumes for correctional facilities. Identified trends and opportunities for revenue growth.

Account Executive, Gremillion & Pou Integrated Marketing 2012 - 2013
Led coordination, management and execution of day-to-day campaign and project responsibilities on behalf of clients, prioritizing and managing a high volume of detailed work and providing excellent client service. Provided strategic planning and execution of long and short term integrated marketing campaigns. Developed and presented marketing campaigns with annual budgets exceeding \$250,000. Developed online campaigns across search advertising, email, website promotions employment acquisitions and social networking platforms. Supervised 100+ projects monthly from conceptualization to creative production, traffic and research. Communicated daily with both clients and vendors to assure timely delivery of projects and client satisfaction. Maintained status reports on all open projects. Processed account-specific billing and maintained budgets.

Project & Business Development Manager, Slack Alost Development 2011 - 2012
Evaluated risk and proposed mitigation to eliminate affect the project's budget or schedule. Scheduled project timing and budget to include land acquisition, financing, design, construction, finishing phases, and delivery to meet customer deadlines and company budget. Managed projects from planning phase through delivery to maintain project timing and budget. Trained project teams on communication skills and analysis required to effectively market services and meet client expectations. Spearheaded development of proposals and marketing materials distributed to potential sales leads. Led research of client project management systems and recommended chosen software for tracking clients and projects from lead to contract completion. Established and maintained Basecamp account for project team collaboration and file sharing. Conducted webinars and on-site training sessions on company software.

Paralegal, Capital Assistance Project of Louisiana 2009 - 2011
Prepared legal documents and evidence for civil, criminal, and capital murder cases and file pleadings with court. Met with clients and other law professionals to discuss details of cases. Gathered and analyzed research data, such as statutes, decisions, legal articles, and codes.

Owner / Founder / Manager, Mint Julep Paperie 2003 - 2009
Established custom stationery, announcement and gift retail store that grew from one to six employees and produced a profit in the first year with sales beating break-even projections by 12%. Created custom stationery, invitations and announcements using Adobe Illustrator, Corel 9, Wacom Tablet and Printing Press Pro Extreme. Attended national and regional markets to purchase and price merchandise. Designed retail space, company logo, website, and advertising material. Exceeded customer's expectations in offerings, product results, and production time. Developed business plan analyzing both retail and wholesale custom stationery and gift industry to determine potential profitability of each.

Wholesale Stationery, Deahlco Designs 1998 - 2003
Sold stationery, invitations and holiday greetings locally through home shows which proved business potential. Created custom artwork and integrated custom designs into marketable products. Developed plan for national wholesale stationery business.

Third-Grade Teacher, Trinity Episcopal School, New Orleans, Louisiana 1994-1996
Taught reading, math and science to third-grade students. Acquired skills in access needs the needs of individual students. Evaluated students and communicated results at parent teacher conferences.

Sales Associate Manager, James Avery Craftsman 1993-1994
Trained new sales associates and coordinated their responsibilities while also serving customers. Balanced sales and prepared deposits for bank each evening. Responsible for safely storing jewelry valued in excess of \$750k and closing the store.

EDUCATION & CERTIFICATIONS

PMP Certification

B.A. Communication, Denison University, Granville, Ohio May 1993

Completed coursework towards Masters in Education, Tulane University, New Orleans, Louisiana, May 1996

Timothy P. McAteer

President & General Manager, Inmate Calling Solutions, LLC

SUMMARY

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

PROFESSIONAL EXPERIENCE

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

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

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

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

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

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

Purchasing Agent, Keefe Group

1995 - 2001

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

Staff Accountant, Keefe Group

1992 - 1994

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

EDUCATION

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

1992

Michael Kennedy

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

PROFESSIONAL EXPERIENCE

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

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

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

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

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

Account Manager, National Data Corporation 1989 - 1992

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

Field Service Technician, PAR Microsystems 1988 - 1989

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

Avionics Technician, United States Marine Corps 1980 - 1988

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

EDUCATION

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

INTERESTS

Technology, college athletics, furniture restoration.

Brendan Philbin

Vice President of Product Development, Inmate Calling Solutions, LLC

SUMMARY

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

PROFESSIONAL EXPERIENCE

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

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

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

EDUCATION

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

Brian P. Dietert

Director of Operations, Inmate Calling Solutions, LLC

SUMMARY

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

PROFESSIONAL EXPERIENCE

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Justin D. Naquin

Regional Field Service Manager, Inmate Calling Solutions, LLC

PROFESSIONAL EXPERIENCE

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

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

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

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

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

Service Technician/Manager Coin Call Corporation 1986 - 1991

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

Machine Shop Foreman, Gemoco 1981 - 1986

- Supervise Machinist and Quality Control.

EDUCATION

Diploma, Thibodaux High School Thibodaux, LA

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

- Training on new equipment for prison phone systems.

George W. Langdin
Technical Services Manager (IT Engineering)

PROFESSIONAL EXPERIENCE

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

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

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

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

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

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

Private consulting and tutoring

SKILLS

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

EDUCATION

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

Sylvia Castillo

Director of Client Services, Inmate Calling Solutions, LLC

SUMMARY

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

PROFESSIONAL EXPERIENCE

Director of Client Services, Inmate Calling Solutions, LLC 2010 - Present

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

Director of Compliance and Regulatory Affairs, BSG Clearing Solutions 2003 - 2010

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

Regulatory Supervisor, Billing Concepts, Inc. (Bci) 1993 - 2003

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

EDUCATION

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

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

Latisha Steger

Director of Sales Engineering, Inmate Calling Solutions, LLC

SUMMARY

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

PROFESSIONAL EXPERIENCE

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

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

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

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

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

Account Support Manager, Pro Tech Monitoring, Inc.

2006 - 2007

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

Senior Representative, Verizon Wireless

2000 - 2006

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

EDUCATION

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

2005 - 2007
2003

Don Newsome

Corporate Account Manager / Training Department, Inmate Calling Solutions, LLC

SUMMARY

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

PROFESSIONAL EXPERIENCE

Corporate Account Manager / Training Department, Inmate Calling Solutions, LLC 2017 - Present
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 on all services face-to-face, over-the-phone, or via WebEx, as the facility prefers.

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

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

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

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

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

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

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

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

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

EDUCATION

A.A. Degree, Tallahassee Community College 1992

Stephen L. Shieldes

Director of Information Technology, Inmate Calling Solutions, LLC

SUMMARY

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

PROFESSIONAL EXPERIENCE

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

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

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

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

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

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

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

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

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

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

EDUCATION

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

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

Latoya Coleman

Technical Support Manager, Inmate Calling Solutions, LLC

PROFESSIONAL EXPERIENCE

Technical Support Manager, Inmate Calling Solutions 2015 - Present

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

Systems Engineer, Inmate Calling Solutions 2012 - 2015

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

Tech Support Representative, Inmate Calling Solutions 2009 - 2011

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

Tier II Technical Support Representative, Comcast 2008 - 2009

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

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

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

Voluntary Internship, CyberCrime Fusion Center of MS 2005 - 2006

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

EDUCATION

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



Section III

Pertinent Qualifications

SECTION III

Pertinent Qualifications

III. Please provide all the information; which Proposer consider pertinent to its qualifications for this project.

ICSolutions Response:

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

ICSolutions appreciates the opportunity to submit this Proposal to provide Inmate Telecommunication Services for Klamath County, Oregon. ICSolutions has offered innovative, cutting-edge communications technology to correctional facilities since 2002. ICSolutions is a wholly owned subsidiary of the Keefe Group, which has served the correctional industry since 1975. ICSolutions is confident we have the experience and resources necessary to satisfy your County's requirements.

ICSolutions, together with its affiliates in the Keefe Group of companies – including your current commissary vendor Keefe / Trinity – is ***the only company in the industry that can be a total service partner for phones, commissary, inmate banking, kiosks, video visitation, and other proposed technologies, as well as food and vending services.***

Experience in Inmate Telecommunications

Across the U.S., ICSolutions provides our ENFORCER® calling system and outstanding customer service to more than 400 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; The ENFORCER® is a truly scalable, battle-tested platform that can be custom configured to meet specific needs in a wide variety of correctional environments. Furthermore, The ENFORCER® provides multiple levels of networking, call processing, and data redundancy that are unparalleled in the ITS industry – allowing ICSolutions to guarantee at least 99.99% system uptime for your facilities.

We are proud to note that 100% of ICSolutions' clients are with us because, in a competitive evaluation of the ITS marketplace, they chose ICSolutions' products and services from among their many options.



ICSolutions By The Numbers **The ENFORCER®**

400+ Correctional Facilities Served

12,500+ Inmate Telephones Deployed

300,000 Inmates Served

45+ Customers with 1,000+ Inmates

ICSolutions operates with impeccable standards. This includes how we treat our employees, our business ethics, and especially how we serve our customers. We are proud to note that, unlike our competitors, ICSolutions' reputation has never been blemished with security data breaches, illegal recording of attorney calls, illegal use of call recipient cell phone location technology, multiple class action lawsuits, and fines by regulatory agencies.

ICSolutions will provide the highest service standards to Klamath County, its constituents, and all users of ICSolutions' services.

Complete Financial Transparency

ICSolutions is proud of our history of pricing and revenue transparency. The ENFORCER® platform enables authorized facility staff to view the price charged for each call, **including a breakdown of every applicable tax**. Authorized staff can also view reports showing Family First Prepaid Account deposits and any applied fee; ICSolutions never charges hidden fees. And the County can run reports any time to view a real-time accounting of all revenue generated by ICSolutions' services. ICSolutions maintains complete transparency regarding pricing and revenue, because we have nothing to hide.

As you will see in **SECTION IV: SUBSECTION A (TECHNICAL REQUIREMENTS)**, ICSolutions proposes fair and affordable services to inmates and their friends and families – including simple, **reduced calling rates** and affordable pricing for tablet, email, and remote video visitation services. ICSolutions has long been a proponent of fair and affordable calling rates, recognizing and promoting the benefit of the increased inmate communication that results in a strengthened inmate/family bond.

Some of our competitors increase their own revenue by promoting their more expensive single-pay calling as the first and most convenient option to call recipients; sometimes consumers are not even aware that other options exist! ICSolutions, conversely, is proud to automatically offer a **free one-minute call to every new call recipient**, followed by connection to a **live customer service agent** to assist with establishing affordable Family First Prepaid Accounts. We also offer Debit calling as a simple no-fee option for inmates to connect with loved ones.

Summary of ICSolutions' Offer for Klamath County

Highlights of our offer for Klamath County include all of the following technology and services, as described throughout our proposal:

THE ENFORCER® Inmate Telecommunications Platform

- ✓ A robust inmate telecommunications platform hosting inmate calling, video visitation, and all related investigative tools and information
- ✓ Housed in our Atlanta data center and backed up at our data center in San Antonio
- ✓ **Updated quarterly at no cost to the County**
- ✓ 15 stainless steel inmate telephones
- ✓ 8 visitation phone sets, connected to The ENFORCER® for monitoring & recording of all non-privileged visits
- ✓ TDD/TTY and/or VRS units, as needed, for hearing impaired inmates
- ✓ 1 master control workstation + printer
- ✓ 1 lobby visitation registration/scheduling station equipped with security keyboard
- ✓ 8 multi-functional vPhone kiosks enabled with:

- Scheduled & on-demand remote video visitation options, with required bandwidth provided by ICSolutions
- Onsite video visitation
- Inmate phone calling
- Resident Portal inmate visitation viewing & management
- Commissary ordering
- Law library
- Document viewing – inmate rules, handbook, etc.
- Access to The Bridge tablet software – email/text messaging, grievance reporting, etc.
- ✓ 1 public video visitation kiosk
- ✓ Consolidated user management of phone and video services via a single GUI (*single login*)
- ✓ Universal public Web portal to support Prepaid Account funding and visitation scheduling
- ✓ Online storage of all call recordings and call data for the entire contract duration
- ✓ Long-term recording storage of visitation sessions
- ✓ Unlimited ENFORCER® user licenses
- ✓ JMS and commissary / banking interfaces to enable:
 - Automated inmate ID/PIN
 - Card-free inmate debit calling
 - Over-the-phone commissary ordering
- ✓ Inmate voicemail messaging
- ✓ 24 x 7 x 365 live, U.S.-based service for Facility staff & called parties
- ✓ Local technicians to provide onsite maintenance & support
- ✓ Installation & training for all Facility users
- ✓ All-inclusive warranty, support, and repair/replace maintenance package

The Visitor™ Visitation Management Module

- ✓ Scheduling & management of all types of visits, including face-to-face visit, remote video visits, and optional onsite video visitation
- ✓ Web-based visitor registration

The ENFORCER® Investigative / Premium Voice Biometrics Suite

- ✓ The VerifierSM pre-call inmate voice verification
- ✓ The Imposter in-call continuous voice biometrics
- ✓ The Analyzer link analysis / data mining tools

The ENFORCER® IVR Suite

- ✓ The InformerSM PREA module
- ✓ The CommunicatorSM paperless inmate communications portal
- ✓ The AttendantSM automated information line

The Bridge 5 Wireless Inmate Tablets

- ✓ One wireless tablet for each inmate
- ✓ Includes robust educational content at no cost
- ✓ Inbound & outbound email/text messaging
- ✓ Grievance reporting, appointment request, and PREA reporting
- ✓ Law library access
- ✓ Commissary ordering
- ✓ Premium entertainment content available

- ✓ Can offer on-demand Video Chat, if desired by the County
- ✓ Turnkey installation including hardware, software, wireless access points, and charging stations

Casemaker Law Library

- ✓ Accessible via The Bridge tablets & the vPhone video kiosks
- ✓ Easy & efficient search of Federal and State case law, statutes, and administrative law
- ✓ Updated daily by experienced legal editors

An All-in-One Solution for Klamath County

ICSolutions would like to point out that we will provide you with a completely integrated solution for all voice, video, email/text message, and voicemail communications. Benefits of this all-in-one solution include:

- **Inmates will use a single PIN** to access video visitation and inmate calling, as well as messaging and other tablet services and optional inmate voicemail.
- Inmates will use a **single Debit account** to pay for inmate-initiated remote visitation, phone calls, messaging, and other tablet services.
- **Inmates' loved ones will visit a single website** and use a single login to access all ICSolutions services, including video visitation, inmate calling, messaging, and optional inmate voicemail messaging.
- Inmates' loved ones will use a **single Family First Prepaid Account** to pay for all ICSolutions services, including visitor-scheduled remote visitation, prepaid phone calls, and optional inmate voicemail – *minimizing funding fees and providing for the simplest possible user experience!*
- **Facility staff will use a single login** to The ENFORCER® platform to administer and investigate all inmate communications, including video visitation, phone calls, messaging, and optional inmate voicemail messaging.
- There is only **one number to call** to reach our Technical Services Center – a single point of contact for all of your service needs!
- Mr. Darryl Hughes will be the County's Regional Account Manager and main point of contact for all services under this contract.

Our all-in-one solution ensures that all inmate communications are simple, easy, and affordable for inmates and their loved ones; and it provides the most secure, user-friendly, and data-rich toolset for facility staff and investigators.

Local Account Manager & Primary Contact

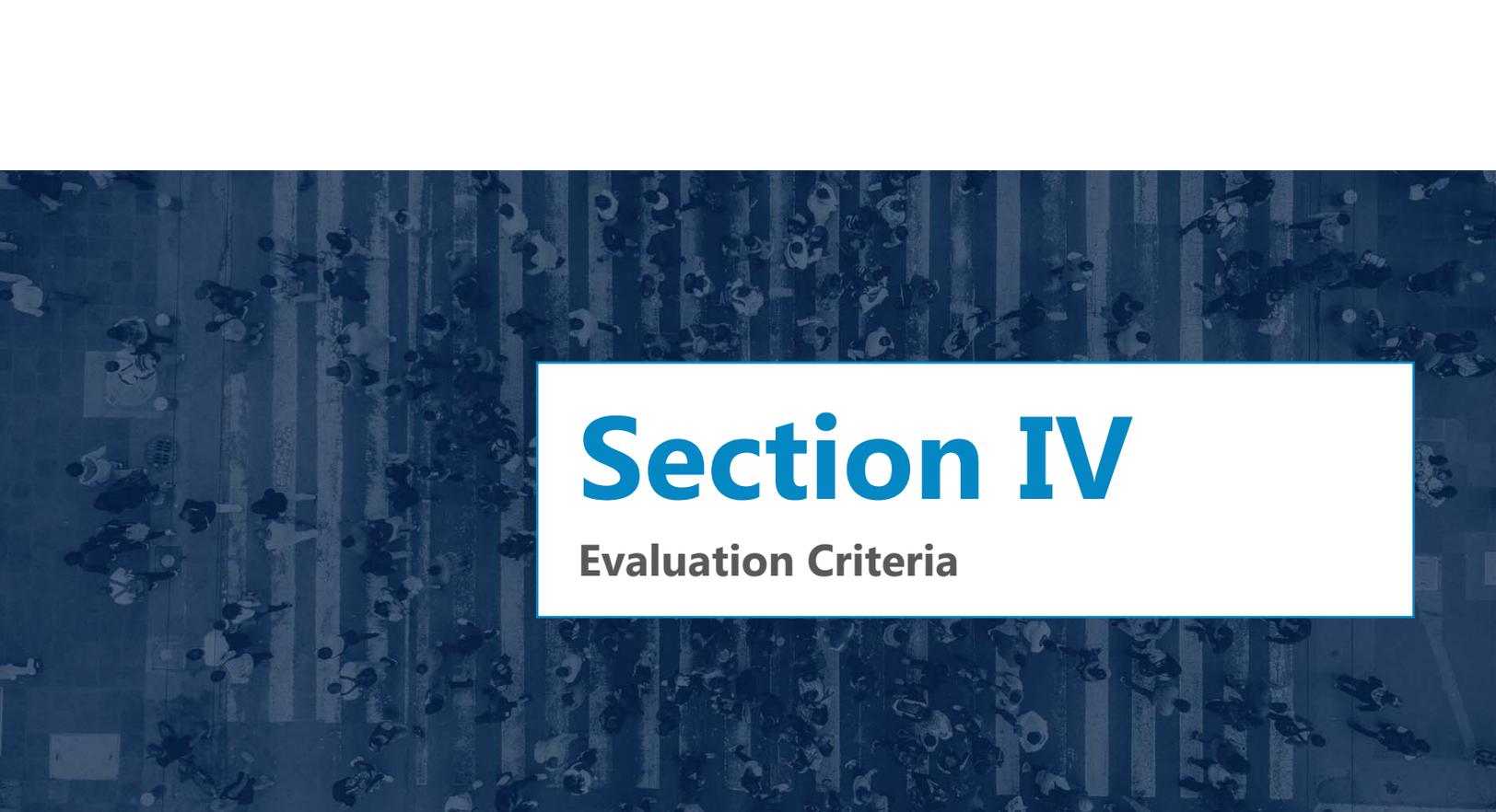
Klamath County will be served by Mr. Darryl Hughes, your Regional Account Manager and Primary Contact for this contract. As your account manager, Mr. Hughes will be responsible for working directly with the County through the contract term. He will also oversee your implementation to ensure that planning and installation succeed without a hitch and that the facilities experience no downtime and no disruption of services during the process.

Since Mr. Hughes is responsible for both your implementation and ongoing satisfaction, he will have a vested interest in the success of your installation; and he will be intimately familiar with the details of your contract, facility policies and procedures, unique requirements, and customized technology configuration. Mr. Hughes will use this information to ensure that the County receives the best possible service throughout your entire contract term.

Thank You

Thank you for taking the time to review our Proposal for Klamath County. We have created an offer that we believe meets your unique needs; please don't hesitate to contact us with any questions, or to request a live demonstration of any of the technology described herein.

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Section IV

Evaluation Criteria

SECTION IV

Evaluation Criteria

IV. Please address each item of the evaluation criteria separately, being specific in presenting qualifications.

Evaluation Criteria	Total Possible Points
Cover Page	0
Vendor experience, commitment to new technology offerings, account support team, financial stability, and current customer references.	30
Demonstrated ability to meet the technical requirements, based upon the RFP responses and performance evaluation	30
Installation and cut over, maintenance, and training.	5
Call quality	35

ICSolutions Response:

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

ICSolutions has provided the required Cover Page as the first sheet of this proposal.

In proposal **SECTIONS I, II, AND III**, we have addressed the first scored criterion, “vendor experience, commitment to new technology offerings, and account support team.”

In this **SECTION IV**, under **SUBSECTION A**, to address the second scored criterion, we have demonstrated our ability to meet the County’s technical requirements by providing point-by-point responses to the RFP’s Technical Requirements.

Also in this **SECTION IV**, under **SUBSECTION B**, we have addressed the third scored criterion by providing our plan for installation, cutover, maintenance, and training. Additional information about maintenance has also been submitted as an attachment, as required, in **EXHIBIT E: SERVICE POLICIES & PROCEDURES**.

SECTION IV, SUBSECTION C thoroughly addresses the “call quality” criterion.

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Section IV-A

Technical Requirements

SECTION IV-A

Technical Requirements

SECTION B

TECHNICAL REQUIREMENTS: CORRECTIONS COMMUNICATIONS SERVICE

B1. General Requirements

1. The system shall be a hosted and Internet based application that is securely accessible anywhere at any time, including from mobile devices such as mobile phones and tablets.

ICSolutions Response:

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

THE ENFORCER® is operated through an easy-to-use browser-based GUI (Graphical User Interface). Anyone with a password and log-in ID granted by County administrators can access the system from any computer running a modern browser, as if they were opening a website. THE ENFORCER's browser-based application allows control, monitoring searching and reporting of all AIC calls to any authorized user through a simple, point-and-click GUI (Graphical User Interface), **accessible remotely and securely anytime, anywhere.**

Remote Access

THE ENFORCER® offers unlimited secure, remote access from any computer with internet access, allowing authorized users to log in to THE ENFORCER® any time from any location. Our remote access allows users to perform the same functions they can on-site, including viewing call records, generating reports, monitoring live calls, playing recorded calls, exporting call records, and more – on any internet-enabled device, including computers, smart phones, and tablets. Remote access does not impair system functionality in any way and provides uninhibited access, while maintaining security and reliability.

THE ENFORCER® system is a centralized call processing platform deployed in a Tier 4 data center and the system is accessible from any internet-connected device. To ensure the utmost security, the system is deployed behind an enterprise grade perimeter firewall operating a rigid security policy. ICSolutions will register the County domain on this perimeter firewall thereby allowing all approved agency users, with a valid username and password, to access the web-based GUI with an SSL-enabled browser.

Remote users that are outside of the County domain and originate the browser connection from an IP address that is not registered on the perimeter firewall will be redirected to a secure server where they are required to enter their user credentials to authenticate themselves. THE ENFORCER® will be configured to require two-factor authentication whereby the system will send a temporary access code to either the email address or the wireless number that is registered for the username. Upon receipt of the temporary access code, the user will need to provide this code plus their username and password to be granted access to the system. Once authenticated, the user's IP address is temporarily registered to allow access through the firewall and they are redirected to the web-based AIC calling system, where they can perform all system administrative functions utilizing their SSL-enabled browser.

The perimeter firewall manager automatically logs all connection requests. These logs are accessible to network monitoring staff. Should the County wish to review these firewall access logs, personnel may contact our Technical Services Center 24 x 7 365 to request copies of these logs.

THE ENFORCER® provides flexible and convenient remote access for investigators. THE ENFORCER® infrastructure is configured to support a virtually unlimited number of remote users without any degradation of service. **Multiple investigators can access the system remotely at the same time without impacting on-going system operations or performance.** While connected, users may monitor live conversations, access recordings, search system data and generate reports as though they were on-site. This facilitates cooperative investigations with external law enforcement agencies.

This feature is regularly utilized by many of our clients who rely on off-site investigators located throughout their state, such as the Wyoming DOC and some county facilities in California. One of our clients needed remote access for 48 off-site investigators, which we were able to accommodate with ease. Off-site investigators can conduct investigations remotely through the use of reports, Monitoring Live Calls or listening to recordings. This is accomplished by the remote investigators using secure Internet-based VPN access. Some investigators gain access to THE ENFORCER® platform securely through the network firewall. Many of our clients rely on THE ENFORCER's feature that multiple investigators can access the system remotely at the same time without impacting on-going system operations or performance.

ICSolutions can provide you with the tools to share restricted information with other investigative agencies. While some other vendors do provide data sharing with external investigators (FBI, counties, other states, etc.), they do not give the Facility any control over what information each external user can see and access. With THE ENFORCER®, County administrators have finite control over which data users can see and access. For investigative purposes, administrators can allow an external law enforcement agent to view, listen to, and/or download *only* the data and call recordings that the County wants to share with that agent.

Authorized jail personnel can give **restricted permission** to any individual or group of people, either temporarily or long-term, to access information on their phone system. For each user or group of users, authorized jail personnel can control what functions the user(s) will be able to perform and what kinds of information they can see and hear. The County can choose to share not only **call data**, but also **call recordings** and even **biometric voice prints** (where applicable).

2. The system shall allow outgoing calls only.

ICSolutions Response:

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

No incoming calls are ever allowed with THE ENFORCER® call processing system. THE ENFORCER® is hosted at the primary data center in Atlanta. All AIC 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 AIC telephones are incapable of processing an inbound call, and, as such, ICSolutions can warrant that no AIC telephone shall be capable of receiving an incoming call.

3. The system shall allow user to buy minutes in one-minute increments.

ICSolutions Response:

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

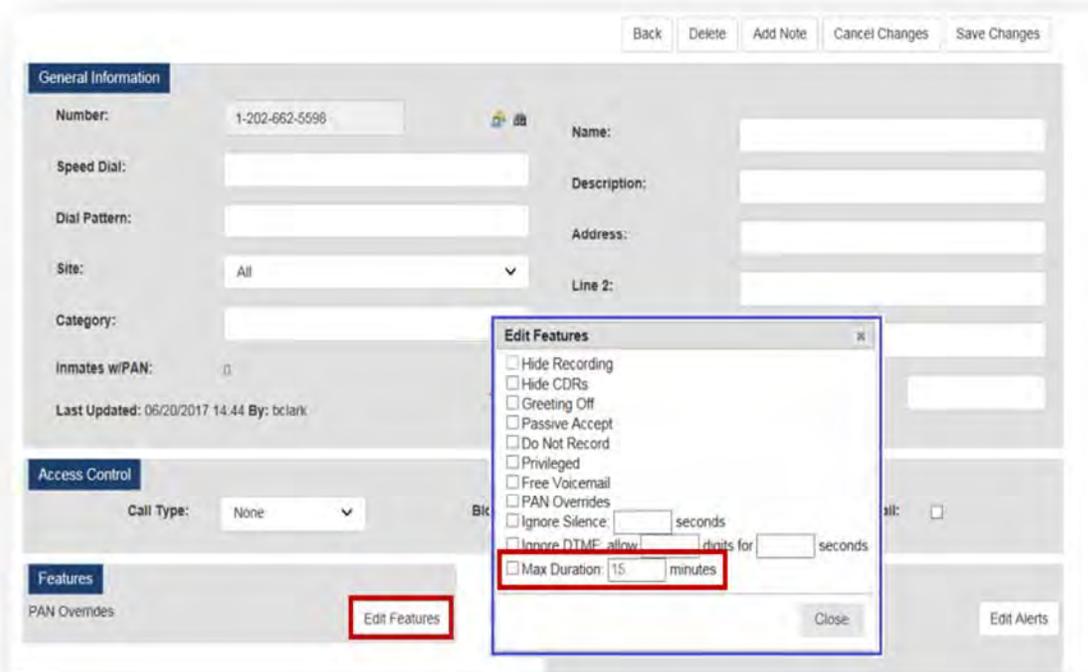
Prepaid account holders (public users) are able to deposit funds in dollar increments, which can be used for any combination of services, including inmate calling, remote visitation and inmate voicemail.

4. The system shall limit AIC calls to configurable minute increments. Configurations can apply to call duration, location, AIC Account, PIN, or by telephones.

ICSolutions Response:

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

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 AIC, AIC classification, AIC group, call type, pod, facility or system-wide.



Global Number Edit - Override Global Duration Limit for Specific Number

5. The system will notify the AIC and called party of any limits in advance of the system terminating the call.

ICSolutions Response:

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

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.

6. The system shall include voice prompts in English and Spanish. Please identify other language capabilities of the system.

ICSolutions Response:

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

Languages

The ENFORCER® is delivered with pre-recorded instructional voice prompts in both English and Spanish. Language is selected by the AIC 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 Darryl Hughes 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.

7. The system must have the ability to integrate with third party Vendors to provide the ability to automate the commissary ordering process via kiosk.

ICSolutions Response:

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

THE VISITOR™ video visitation stations are capable of interacting and sharing data with other applications via a browser or web service. We are frequently asked to enable interfaces between the video visitation station and third parties, such as the JMS, inmate banking provider, and commissary provider. These interfaces allow AICs to login to his/her account, check the AIC information provided by the Facility or available within THE ENFORCER® (such as call data, account balances, etc.), as well as check the status of that account and place an order for any commissary product or service provided by the current or any future commissary service provider. This eliminates the need for the facility to provide additional specific-use inmate/commissary kiosks separate from the video visitation stations.

8. The system must provide active acceptance by the called party.

ICSolutions Response:

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

The called party must press, dial, or say a digit to indicate positive acceptance. Positive call acceptance is required for all collect, debit, and prepaid calls. 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 the appropriate DTMF tones, spoken number or count of rotary-dial pulses.

The call will not be connected should the system detect irregular ringing signals, answering machines, digital voice mail, cellular telephones, ring-back tones, pagers, operator intercepts, quick disconnects, chain dialing, no voice from called party, etc. 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.

9. The system must provide proactive account set-up for called parties who are not able to accept collect calls. Please describe how this works.

ICSolutions Response:

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

More Calling Options = More Completed Calls

ICSolutions will offer Klamath County AICs more ways to stay in touch with their friends and family during their incarceration. With our easy-to-use prepaid calling options, we anticipate a significant increase in AIC calling, which translates directly into more revenue generated for the County!

Our Family First Prepaid and AIC Debit services provide more ways to pay for AIC calling and simplified account management. In Macomb County, Michigan, when ICSolutions took over from Securus, we nearly doubled the County’s revenue, while also dramatically reducing calling rates *and* implementing a free Video Visitation System valued at more than \$650,000!



**ICSolutions Client
Testimonial**

“Revenue generated from phone calls increased by 64%”

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

Anthony Wickersham, Macomb County Sheriff

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



**ICSolutions Client
Testimonial**

“Per-minute price for calls dropped almost 220 percent”

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

- Tyler Morning Telegraph, published July 20, 2017

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

ICSolutions Calling Options

ICSolutions would like to propose Family First Prepaid, Call Center Debit, Integrated Cardless Debit (AIC Prepaid), QwikCall®, Direct Billing. These programs allow payment alternatives, call expense budgeting, and calling options for numbers that may not accept traditional collect calls, such as cell phones. More information about these calling options is provided below:

Family First Prepaid

ICSolutions is pleased to offer the County our industry-leading Family First Prepaid solution. Family First offers on-the-spot set-up with live assistance for called parties without a prepaid account. If no prepaid account is set up, the called party is instantly connected with a knowledgeable billing representative who can explain our prepaid program, establish a prepaid account, and facilitate payment by credit card, debit card, Western Union® or money order. Credit card and debit card payments can be processed immediately and AIC calling enabled in just 15 minutes.



**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**

Family First Prepaid provides the called party a one-time complimentary call to each dialed number to enable immediate access to individuals that can help facilitate their release. Called parties will be transferred automatically to our live Customer Service Center at the end of the complimentary call. One of our knowledgeable, U.S.-based Customer Service Representatives will assist the customer in quickly and easily establishing a prepaid account, or answering any other questions they may have. Our success in setting up prepaid accounts after the first call attempt increases the number of completed calls and thereby, **increases the revenue and commissions to the County.**



**Unique ICSolutions
Service Feature!**

Live Assistance = More Prepaid Accounts

Time and time again, we've seen that transferring customers to a **live Customer Service Representative** at the completion of their complimentary call, as opposed to an automated system, substantially increases the likelihood that customers will set up a prepaid account immediately!

Advantages of Family First Prepaid:

A few of the advantages of ICSolutions' Family First Prepaid program include:

- Real time account set-up
- Increased call volume and commission revenue
- Reduced AIC complaints
- Allows called party to budget AIC phone expenses
- Provides multiple funding options

Multiple Payment Methods Accepted:

- Credit Card
- Debit Card
- Money Order
- Western Union®

Payment Options

Family First Prepaid provides friends and family members with several convenient and easy ways to pay for AIC calls. Credit and Debit Card payments can be made 24/7/365 and will be posted in real time using our Toll-Free Customer Service Line or our user-friendly website.

- Toll-Free Telephone (888-506-8407) (24 Hours a Day)
- User-Friendly Website: <https://icsonline.icsolutions.com>

Additional Called Party-Funded Options

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 offers our QwikCall® program, which allows the called party to pay for a call in real-time using a major credit/debit card. Call recipients will pay the standard per-minute calling rate for QwikCalls, plus the standard 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. This service is not available to the general public and is only intended for law offices, bail bonds companies, and other ICSolutions-approved businesses.

10. The system must notify the called party when they have reached a set balance of its site or personal credit limit. Describe how this works.

ICSolutions Response:

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

THE ENFORCER® system contains built-in functionality to establish daily, weekly, and monthly calling thresholds for each billed number in the system. These levels can be changed based upon actual experience with collect call billing for each particular location. Exceptions can also be made for specific telephone numbers based on the ability to pay and payment history. THE ENFORCER® can be configured to announce the available credit balance prior to the acceptance of any call to a specific destination number that has triggered the available credit limit threshold. In the event, the called party reaches the designated credit limit, the called party will be offered the option of establishing a Prepaid account or wait until their credit availability is restored.

11. The system shall provide capability for Collect, Prepaid, and Debit calls.

ICSolutions Response:

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

THE ENFORCER® provides collect, prepaid and optional debit calling.

ICSolutions Calling Options

ICSolutions would like to propose Family First Prepaid, Call Center Debit, Integrated Cardless Debit (AIC Prepaid), QwikCall®, Direct Billing, and Telelink Cardless Debit. These programs allow payment alternatives, call expense budgeting, and calling options for numbers that may not accept traditional collect calls, such as cell phones. More information about these calling options is provided below:

❖ Family First Prepaid

ICSolutions' Family First Prepaid 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 revenues and fewer complaints** by allowing calls to telephone numbers that are most likely blocked by your current vendor.

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 AIC's PIN. Once the account is funded, the money belongs to the inmate and is tied to that inmate's PIN, so the AIC can use these funds to call any allowed telephone number. Upon the inmate's release, refunds are handled by ICSolutions call center.

❖ **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.

❖ **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 offers our QwikCall® program, which allows the called party to pay for a call in real-time using a major credit/debit card. Call recipients will pay the standard per-minute calling rate for QwikCalls, plus the standard 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**

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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**

❖ **Telelink Integrated Cardless Debit**

ICSolutions will integrate with your Cobra Banker commissary system to provide **Telelink Integrated Cardless Debit**, a fully integrated debit platform that allows inmates to place calls using the funds established and maintained in their individual PIN-based accounts. Integration with Cobra Banker allows us to offer Telelink Inmate Debit Account funding directly from their Trust account. The AIC can fund the Debit Calling Account in \$1.00 increments. When the inmate is released, the Telelink interface query's the Enforcer and returns any unused Debit Calling funds (Cash Out) to the Trust Account.

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

12. The stored call recordings should be maintained at the Vendors central depository and remain uncompressed until the County's authorized personnel requests them to be downloaded.

ICSolutions Response:

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

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

THE ENFORCER® system uses its Pikamux call processing engine to generate the call recording in a raw PCM format. This AU comp program then converts the recording into a Speex compressed format that supports playback utilizing various utilities.

Speex is an open-source audio compression codec specifically designed for speech and optimized for high quality speech and low bit rate. By employing Variable bit-rate (VBR), the Speex codec can change its bit rate dynamically to adapt to the "difficulty" of the audio being encoded. For this reason, VBR can achieve lower bit rate for the same quality, or a better quality for a certain bit rate.

The Speex codec uses multiple bit rates, and supports ultra-wideband (32 kHz, sampling rate), wideband (16 kHz sampling rate) and narrowband (telephone quality, 8 kHz sampling rate). Given the sophistication of the Speex compression algorithm, the voice playback quality is not compromised on either channel, AIC or called party, and the listener also has the ability to mute either channel during playback to hone in on the speaker voice.

13. All call recordings shall be stored online and available through the online user interface for 1 year.

ICSolutions Response:

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

All recordings are stored online for the life of the contract. THE ENFORCER® enables immediate, online retrieval of any recording via THE ENFORCER® user interface, at any time with no change of storage media.

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.

14. The Vendor shall provide non-coin, AIC telephones composed of durable equipment suitable for jail environments.

ICSolutions Response:

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

Every part of ICSolutions proposed system is designed for and in use at correctional facilities across the country. All proposed 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)
- Poly-coated armored handset cords
- 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 keypad

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

15. The system must be able to utilize current PCs that are available at the County without the need for additional PCs.

ICSolutions Response:

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

The County will have independent control of the AIC telephones and access to the facility's call records and recordings for investigations and reporting through a workstation computer, whether on-site or from a remote location. County personnel can access The ENFORCER® through the County's current PCs and from internet-enabled devices remotely by authorized personnel using their user ID and password. As an additional option, ICSolutions can furnish the facility with the desired number of fully featured administrative workstations. Each workstation will be equipped with a CDR-W drive or DVD+R drive, color monitor, high-speed printer, keyboard, mouse and UPS power and surge protection.

All system functions can be performed by any approved user who presents the proper user ID and password during Administrator login.

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

Workstations provided allow the user to access the centralized control system. The centralized call processing solution is located at our primary data center in Atlanta, Georgia where all data sessions are hosted and the call records/recordings stored **on industrial strength, high availability, fault-tolerant servers**. This same infrastructure is replicated at our data center in San Antonio, Texas – providing duplication and maximum redundancy of all call processing functionality, coupled with duplication and replication of all call records and associated call recordings.

The County's facilities will be connected by an always-on, fully managed, secure WAN to our data center where all the call-processing, recording and investigative applications will run in our secure server rooms which are monitored and maintained 24/7/365. The on-site PC administrative workstation is completely independent of our centralized data centers, serving as a portal to THE ENFORCER® platform. Should the computer crash for any reason, the operation of the AIC phone system will not be impacted in any way.

The ENFORCER® offers unlimited secure, remote access from any computer with internet access, allowing authorized users to log in to THE ENFORCER® any time from any location. Our remote access allows users to perform the same functions they can onsite, including viewing call records, generating reports, monitoring live calls, playing recorded calls, exporting call records, and more – on **any internet-enabled device**, including computers, smart phones, and tablets. Remote access does not impair system functionality in any way and provides uninhibited access, while maintaining security and reliability.

16. All Vendor equipment shall comply with FCC regulations.

ICSolutions Response:

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

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

17. The proposed equipment and system shall be scalable to meet the County's growing needs.

ICSolutions Response:

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

Given its modular architecture, THE ENFORCER® can easily accommodate expansions to the AIC population. ICSolutions will work with the County to accommodate expansions to the phone system consistent with expansions to the AIC population. If, at any point, the County plans to expand the jail or requests additional phones, ICSolutions can add additional phones at any time by simply expanding the Adtran gateways installed at the sites. Additional network capacity requires approximately 30 days' notice for the LEC to deliver additional bandwidth but does not require any system downtime.

18. The system shall allow free calls to attorneys, public defenders and others deemed appropriate by the County.

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:** Includes 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 the record was last updated on 07/10/2017 at 12:41 by user bclark.
- Access Control:** Features a 'Call Type' dropdown menu with 'Free call' selected and highlighted by a red box. Other options include 'Block Type' (Not Blocked) and 'Block Voicemail' (checkbox).
- Features:** Includes a 'Do Not Record' checkbox and an 'Edit Features' button.
- Alerts:** Includes a 'General Alert' checkbox 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 AIC 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.

Inmate Detail

100206 (SMITH, PAMELA) Search Back Add Note Share Calls Visitation Cancel Save

General Information

Status	Last Name	First Name	Middle Name
Active	SMITH	PAMELA	DAWN
ID	Location	Facility	Recorded Name
100206	BOOK	ICS Demo 01, TX	Transfer No Recording
PIN	Passcode	Pin Reset TDD / VRS High Profile Edit	
0020			

Calling Rules Activity Voice Verification Balances Class of Service Alerts Suspensions PANs Visitation Schedule Notes

Calling Rules

Free Calls	Allowed	Remaining	Last Reset
Enabled	2	Remaining: 2	11/23/2018

PANs Max PANs Allowed
Required Default: 20
Enabled

Station Group Restrictions

Activity

Last Call

Attempt	11/24/2018 07:12:41	Success	04/11/2019 11:31:56
Reject	04/11/2019 11:31:56	Fail	11/24/2018 07:12:41
Bad PIN	04/11/2019 11:31:56		

Last Activation: 2019-04-04 10:18:19
Last Release: 2018-11-24 08:05:45

Inmate Account screen – Setting Free Calls

19. The system must have the capability to provide a Video Relay System and other telephone devices for the deaf. The system must comply with the Americans with 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 PUC 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)



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 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 AIC's 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.

20. Vendor must submit a monthly report to the County containing the following information for the previous month:
 - a. All revenue earned;
 - b. Any fees charged;
 - c. Any moneys paid to the correctional facility, city or county;
 - d. The number of completed calls;
 - e. The number of dropped calls; and
 - f. The number of complaints concerning call quality.

ICSolutions Response:

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

ICSolutions can provide a monthly report to meet all of the above requirements.

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.

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.**

Additionally, each commission payment will be accompanied by a Commission Report which summarizes the total collect, prepaid and debit call activity for the applicable month. The monthly commission report covers the number of days for that month.

System report samples are provided in **EXHIBIT C: REPORT SAMPLES**. A sample monthly commission report is provided in **EXHIBIT D: SAMPLE COMMISSION REPORT**.

21. Vendor must comply with ORS 169.681 and ORS 169.683.

ICSolutions Response:

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

ICSolutions' calling rates, fees, and commission offer are in full compliance with ORS 169.681 and ORS 169.683.

22. The potential Vendor shall detail its Back-Up or Redundancy Plan, as well as its Disaster Recovery Plan and provide its processes, policies, and procedures relating to the preparation of recovery or continuation of the requirements in the RFP preceding and/or following a natural or human-induced disaster. Contractor's would have to understand that jail operations could impact their movement and time spent in the facility in the event unexpected events take place.

ICSolutions Response:

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

System Redundancy

Our centralized ENFORCER® platform is installed at the primary data center in Atlanta, with call storage and failover call processing at our secondary data center in San Antonio, Texas – providing geographically separate call processing that will ensure **99.999% uptime** for your Inmate Telephone System, while protecting the County from potential data loss.

The centralized ENFORCER® is designed with a distributed processing architecture to minimize the risk of catastrophic system failure and reduce the risk that any single component could result in a complete system outage, data loss, or inaccessibility of data.

The most susceptible components are equipped with internal redundancy and/or hot swappable spares (hard disks, cooling fans, power supplies) to ensure minimal risk of service affecting failure and reduced time to repair. ICSolutions builds each ENFORCER® call processor utilizing enterprise-grade components which provide the highest level of performance and reliability. The Quality Standard for THE ENFORCER® calling platform is 99.999% system availability.

ICSolutions employs multiple levels of redundancy to ensure 99.999% uptime for THE ENFORCER® calling platform, as well as to protect against data loss and ensure continuous availability of call recording and data:

1. **Network Redundancy:** THE ENFORCER® is built on full network redundancy. We start with the "last-mile" connection between the jail and the Internet, where we provide multiple links via T1 lines. T1 lines are far more reliable than cable modem connections and we use multiple T1s to maximize reliability.

Our data centers also have multiple connections to the internet. Our San Antonio data center has 130mbps in aggregate bandwidth via fiber optic connections to two different network providers.

We also duplicate every network component inside our data center, ensuring that should any device fail there will be no impact to our service.

For large County and State deployments, 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.

2. **Call Processing Redundancy:** While the primary call processor is housed at our primary data center in Atlanta, we also install a fully functional, always-on backup call processor 900 miles away in our national headquarters and engineering center 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.
3. **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, additional copies would still be available for disaster recovery purposes. At each of the data centers, call recordings and data are stored on internally redundant digital storage devices.
4. **Power Redundancy:** Our servers are built with redundant power supplies and no two power supplies in a server share a circuit. This ensures that if a power supply fails or a circuit needs to be taken offline, there will be no interruption to call processing. In our San Antonio data center, servers are powered by redundant UPS systems (Liebert and APC) and backed by a generator.
5. **Cooling Redundancy:** Our data centers have redundant AC units and remote environmental monitoring.

Through our system monitoring tools, ICSolutions continually monitors key areas and automatically assigns service representatives and/or dispatches field technicians to ensure optimal operation of our systems. Our monitoring systems actively monitor communication channels, call processors, disks, messages, and servers to ensure optimal operations at all times. System performance is monitored and the facility will be notified immediately upon the occurrence of non-performing equipment.

Disaster Recovery Plan

Business Continuity

The management of ICSolutions recognizes the importance of maintaining an effective Disaster Recovery and Business Continuity Plan to ensure the continuation of critical business processes and minimize disruption in the event of hardware, network, or other unexpected failures or disruption.

At the core of the ICSolutions infrastructure is the centralized ENFORCER® call processing platform. This platform is housed in our Atlanta data center and is engineered for high availability and maximum redundancy, with no single point of failure. ICSolutions maintains a disaster recovery plan for this data center, coupled with recovery and response plans for disasters or major service interruptions at any of our client facilities.

The Atlanta data center is supported by multiple, active power and cooling supplies composed of redundant, fault-tolerant, enterprise-grade components yielding 99.999% service availability. The data center itself is constructed of solid concrete and is therefore tornado-resistant. Weekly tests are

conducted of the onsite generator and power transfer unit to ensure operational readiness and seamless service failover. Access to the network is front-ended with a series of load-balancer devices that ensures maximum efficiency of the call processing platform and downstream processes.

The Atlanta data center is one of the most sophisticated multi-tenant colocation centers in the country. This purpose-built facility provides network diverse connectivity, rigorous critical systems infrastructure, and multi-tier security. The building provides 86,000 sq/ft of dedicated raised floor space and comes complete with a full complement of private cloud and managed services that are backed with extensive SLA commitments. Access to the data center is controlled by an electronic keypad system, and all movement is captured by event logs and closed circuit security cameras. Additionally, the entire building is equipped with a commercial alarm system, which includes both internal and external security cameras. All security camera video is retained for a minimum of 30 days.

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

ICSolutions has contracted AT&T and Level 3 to deliver carrier-grade network to the data center utilizing diverse and independent cable routes. Access to the network is front-ended with a series of load-balancer devices that ensures maximum efficiency of the call processing platform and downstream processes.

The ENFORCER® centralized call processing platform resides on SuperMicro and/or Dell PowerEdge R410 servers (six per stack), wired to a Stratus 4500 ftServer database that comes complete with Stratus Continuous Processing® features, including:

❖ ***Lockstep technology***

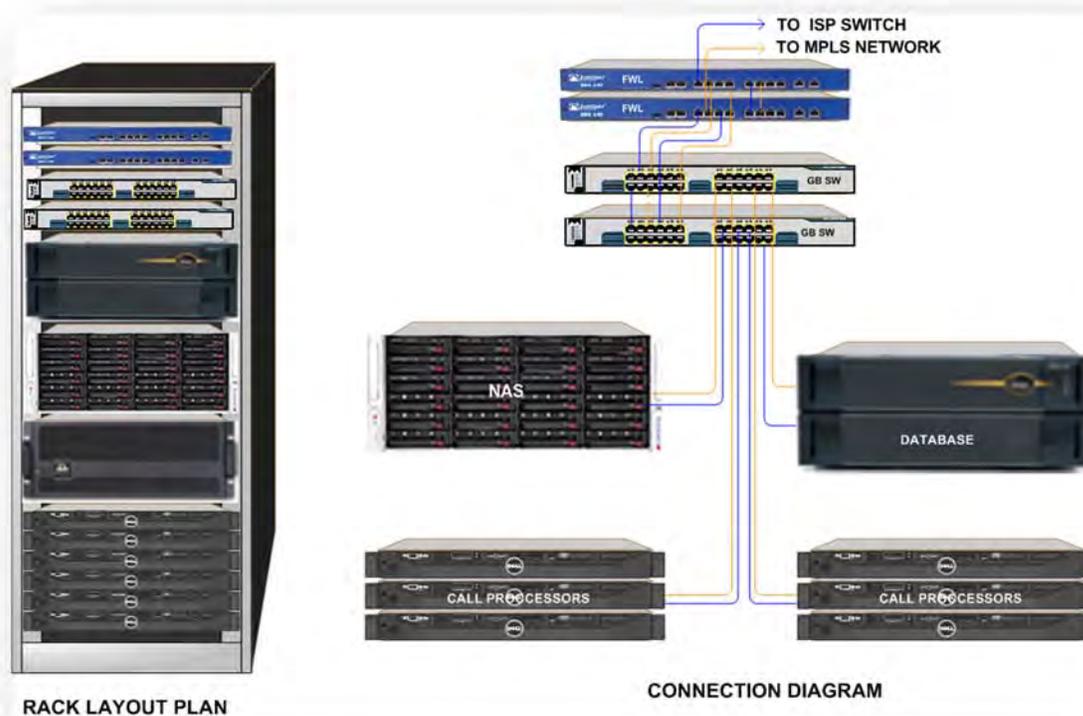
Replicated, fault-tolerant hardware components process the same instructions at the same time. In the event of a component malfunction, the partner component is an active spare that continues normal operation. There is no system downtime and no data loss.

❖ ***Failsafe software***

The ENFORCER® failsafe software works in concert with lockstep technology to prevent many software errors from escalating into outages. Software issues are captured, analyzed, and reported to Stratus. This process enables support personnel to take a proactive approach to correcting software problems before they recur. Even in-memory data is constantly protected and maintained. Stratus's hardened device drivers add yet another level of reliability to the operating system environment.

❖ ***ftServer systems***

ActiveService architecture ftServer systems constantly monitor their own operation. Remote support capabilities — made possible by the global Stratus ActiveService™ Network — enable service engineers to diagnose, troubleshoot, and resolve problems online as if they were onsite. If needed, the 4500 system automatically orders its own customer- or field-replaceable parts.



The Network Attached Storage (NAS) array operates on a SuperMicro Superchassis 4U. Essentially it comprises two independent RAID-6 arrays of hot-swappable 1TB drives, both managed by the RAID cards on a single motherboard. The advantage of this architecture is that technicians can literally pull out one RAID to replace or upgrade a drive without affecting the ability of the other RAID to remain online and receiving data. The repaired RAID receives any data it missed after it is reattached. Each RAID-6 is internally redundant, as well. At least two drives within one RAID-6 can fail without a single file being lost. All the servers, the database, the routers, and the NAS are connected by 10/100/1000 Ethernet cables and LAN cards.

ICSolutions provisions enterprise-class network connectivity to each location serviced by the centralized ENFORCER[®] call processing platform. The ENFORCER[®] is built on full network redundancy. We start with the "last-mile" connection between the jail and the Internet where we provide multiple links via T1 lines. T1 lines are far more reliable than cable modem connections and we use multiple T1s to maximize reliability.

Our data centers also have multiple connections to the Internet. Our San Antonio data center has 130mbps in aggregate bandwidth via fiber optic connections to two different network providers. We also duplicate every network component inside our data center, ensuring that should any device fail there will be no impact to our service.

In large County and State deployments, service is provisioned from two different carriers, which are connected by two independent circuits to two fully meshed network clouds. This configuration ensures high availability and maximum redundancy of the entire service solution.

The ENFORCER® Platform

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

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

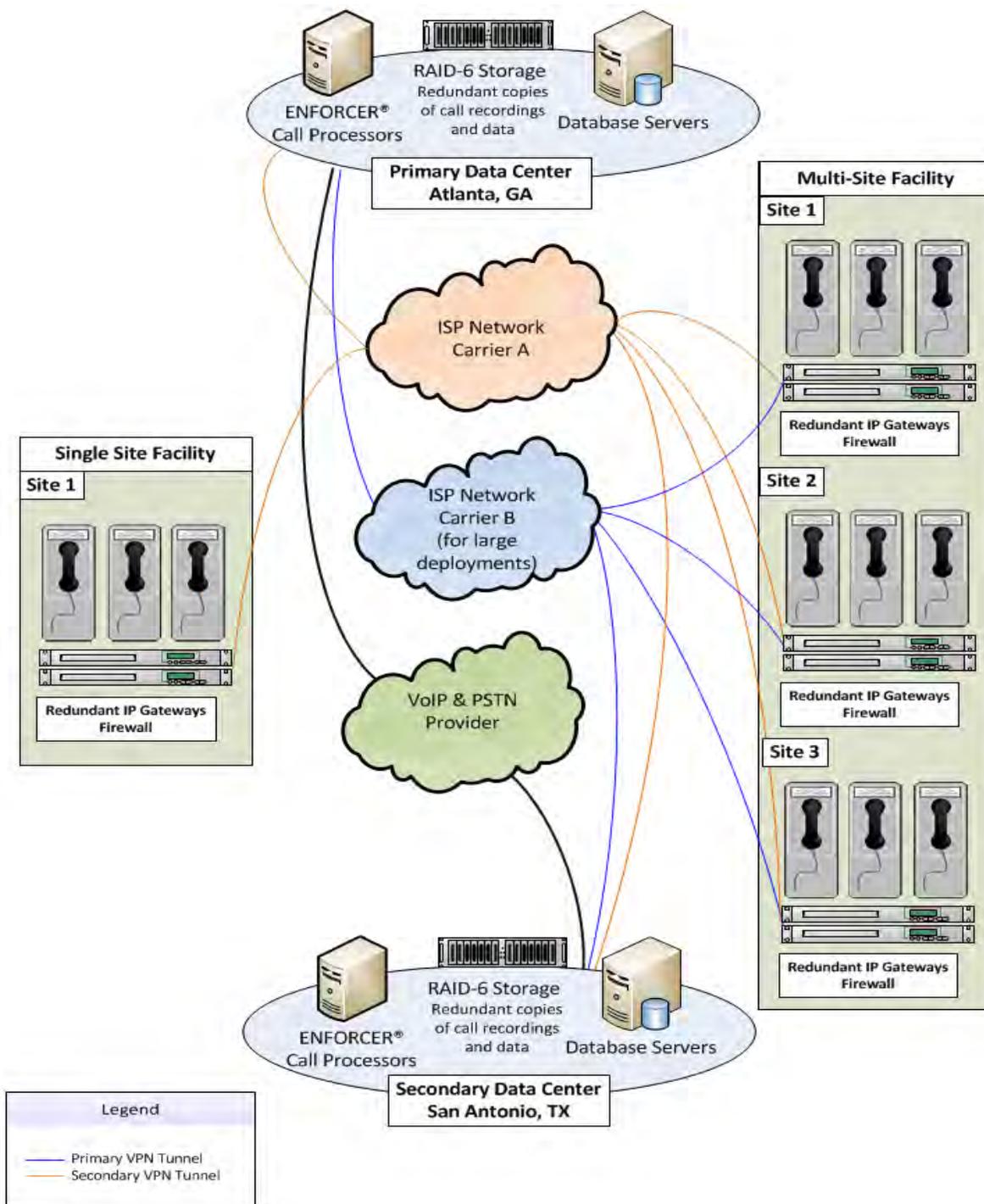
The County's facility will be connected by an always-on, fully-managed, and secure WAN to our data center where all the call-processing, recording and investigative applications will run in our secure server rooms, which are monitored and maintained 24/7/365. We can perform all system maintenance, install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

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

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

ICSolutions has contracted AT&T and Level 3 to deliver carrier-grade network to the data center utilizing diverse and independent cable routes. Access to the network is front-ended with a series of load-balancer devices that ensures maximum efficiency of the call processing platform and downstream processes.

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



Sample System Architecture

Disaster Recovery Plan

ICSolutions has developed a Disaster Recovery Plan which details the steps to ensure business continuity in the event of a system emergency such as a catastrophic event or hardware/network failure. The management team recognizes the importance of maintaining, updating and being familiar with an effective plan to help ensure the continuity of critical business processes and minimize disruption in the event of material disruption.

Our internal planning covers:

- Disruption or disaster at a client facility
- Disruption or failure of a managed WAN or third-party network service (i.e., LIDB validation)
- Disruption or disaster at an ICSolutions data center
- Loss of key personnel

Each separate plan identifies a primary and back-up Incident Commander (IC).

Type 1 – Onsite Equipment Disruption

Please note that The ENFORCER® calling system is fully centralized, with most critical system components located offsite in redundant, geographically separate data centers. Onsite equipment is limited to just the phone instruments themselves, UPS backup power, and Adtran IP Gateways that connect the phones to the offsite call processors.

ICSolutions installs Adtran IP Gateways at each facility to connect inmate phones to the offsite call processor. In the event of a catastrophic failure of Adtran IP Gateways, our field service technicians will maintain spare components and gateways and will be dispatched to the affected facility to replace the defective Adtran IP Gateways. In the event of an onsite disaster that damages most or all of the onsite equipment, the following procedure will be initiated.

For a Type 1 disaster, the primary IC will be the Technical Services Manager with the Client Services Manager as the back-up. Each will be closely acquainted with facility staff and procedures. They will be alerted by our network monitoring applications or a ticket opened online by facility staff or a call into our 24/7/365 Technical Services Center and will:

1. Immediately coordinate a visit from the local technician to assess the damage
2. Put Engineering & Operations team on notice
3. Determine the extent of the damage and the need for replacement parts, as well as the availability of space, and a network access point to either the MPLS or ISP provider
4. Present a plan to the facility to restore all services
5. Coordinate shipment of new system components
6. Both Technical Services Manager and Client Services Manager will stay involved until service is fully restored at the facility

Type 2 – Network Connectivity Disruption

Please note that, for each supported facility, ICSolutions obtains network service from two different network carriers, so that if one carrier experiences an outage, service will instantly fail over to the second carrier. While the following plan will be initiated anytime a network service outage is detected, phone system access will continue to operate normally except in the unlikely event that a disaster should impede service of both network carriers simultaneously.

For a Type 2 disaster, the primary IC will be the Director of Operations and the Technical Services Manager as back-up. Type 2 incidents may also require a full Crisis Response Team (CRT) drawn from the technical staff of our Network Operations (NetOps), Operations, Installation, Engineering and Management teams.

The IC will be notified by our network monitoring applications or a ticket opened online by facility staff or a call into our 24/7/365 Technical Services Center, or by one of our network or database providers and their monitoring staff. The IC will:

1. Immediately notify the network provider and our Network Specialists and Engineering team leaders, who will begin diagnostics and re-route traffic
2. Determine, based on the severity of the incident, whether or not to form a full Crisis Response Team including ICSolutions' Management (if so, in-office VP will become primary IC)
3. Notify the affected facility
4. Present a plan to re-route all traffic and/or restore normal service
5. Make our Network carriers aware of SLAs and escalate as entitled under our service contracts
6. Coordinate operational response from our carriers and NetOps and Engineering teams to re-route traffic, restore normal service
7. Share progress and resolution with the affected facility

Third-party validation sources have built-in redundancy and have proven over the years to be reliable. Any risk of loss regarding third-party support is believed to be minimal since key vendors already have redundancy and failover mechanisms in place. Network common carriers and dial-tone providers maintain their own disaster recovery plans pursuant to applicable regulatory requirements, and ICSolutions' third-party services are also distributed among multiple vendors.

Any network outage should be diagnosed from our primary data center and Network Operations Center (NOC) in San Antonio. In the event of a third-party utility outage such as a broken power cable, the Director of Operations or the most available backup IC would coordinate directly with local utility.

Type 3 – Data Center Disruption

The ENFORCER®'s primary call-processing platform is housed at the primary data center in Atlanta. The Atlanta data center is one of the most sophisticated multi-tenant colocation centers in the country. This purpose-built facility provides network diverse connectivity, rigorous critical systems infrastructure, and multi-tier security. The building provides 86,000 sq/ft of dedicated raised floor space and comes complete with a full complement of private cloud and managed services that are backed with extensive SLA commitments. The Atlanta data center is backed up by an always-on secondary data center located more than 900 miles away in San Antonio. Our Secondary data center at ICSolutions' headquarters is classified as a Tier IV facility, supported by multiple active power and cooling supplies comprised of redundant fault tolerant enterprise-grade components yielding 99.999% of service availability. Should a disruption to normal call processing occur at the Atlanta data center, service will instantly and seamlessly failover to San Antonio until Atlanta is fully restored and back online.

Should either data center undergo a serious disaster, it will be temporarily replaced to ensure continuity of redundant service. While each data center infrastructure is configured for maximum redundancy, ICSolutions will need to add a similarly equipped data center at another location, geographically separated, in order to deliver complete business continuity irrespective of any localized disaster.

As the manufacturer of THE ENFORCER®, ICSolutions is prepared to respond quickly in the unlikely event that a true disaster occurs, completely destroying a primary or backup system. Additionally, each system is monitored on a 24/7/365 basis utilizing Nagios and Nagios monitoring applications. These applications monitor both hardware stats and application software. In the event of a failure, the application will generate alerts to the appropriate rapid response personnel. Critical system data, call records and call recordings are stored on an array of non-volatile hard disks to ensure that any prolonged interruption in power does not result in loss of call records. The disk array provides both reliability and redundant drives for maximum protection of the facility's data. Call records and critical system data are stored at our headquarters in San Antonio, TX, on industrial quality RAID servers.

For a Type 3 incident, the VP of Product Development will be the primary IC, with Director of Operations as secondary IC. A Type 3 incident will be detected immediately by ICSolutions' staff, or the network monitoring applications. For any Type 3 incident, a Crisis Response Team will be formed by the IC coordinating resources from applicable departments.

- ENFORCER® Core Technology: ICSolutions maintains nightly off-site backups of all source code and compiler tools to enable recreation of the support environment virtually anywhere within a few hours.
- All other systems such as reporting, accounting, etc. are backed up nightly and could be restored quickly onto "off-the-shelf" hardware. ICSolutions is the manufacturer of our ENFORCER® solution, and our staff can build a new server stack from readily available hardware and install it at an unaffected co-location to restore redundancy in short order.

In the event that a temporary replacement system must be set up at another data center (such as if a data center were completely destroyed in a natural disaster), ICSolutions has a web-based procurement and inventory management system that can be used by authorized staff in San Antonio, or any other location to order, track and re-route parts to an alternate data center or one of the Keefe Groups regional warehouses or operations centers: New Jersey, Ohio, California, Florida, Missouri, and other geographically disparate locations have both offices and workspace available in an emergency. A team from our San Antonio Engineering center can arrive and have a dedicated workspace to assemble, load, and test a server stack and related systems for installation in a near-by commercial co-location facility, if a prolonged downtime at one of our data centers is expected.

ICSolutions' Engineering team is prepared and able to configure, ship, and replace any damaged or failed system within 12 to 24 hours from on-hand materials, depending on the number of facilities affected at once. ICSolutions is the manufacturer of our proposed solution and has built and installed more than 200 ENFORCERS, so our ability to do so reliably and under deadline is tested and validated regularly in the course of normal operations.

Type 4 – Loss of Key Personnel

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

The ICSolutions' disaster response and business continuity plans are subject to periodic internal review and are updated no less than annually. The timely delivery of parts and supplies is tracked and measured constantly to be sure our supply chain is providing the parts needed to provide or restore service in a timely fashion for all of our clients. The performance of all network and network service providers is monitored constantly, and their adherence to SLAs, uptime, and reliability standards is measured and reported monthly.

THE VISITOR™ VVS Disaster Recovery Plan

THE VISITOR™ is a module on THE ENFORCER®, and since we are offering the VVS and ITS as a single source provider, the procedures outlined in the ITS disaster recovery plan apply to THE VISITOR™, with the addition of on-site disaster recovery. While the video visitation is processed and recordings are stored onsite, the data for the video visitation is maintained at our centralized data centers, just like THE ENFORCER® call data. For any on-site disaster recovery necessary, the primary IC will be the Technical Services Manager with the Client Services Manager as the back-up. The local technician will dispatch to the facility to assess damage and make possible repairs. Then ICS management will assess damage to determine necessary repairs and replacement parts, present a plan to restore services, coordinate shipment, and maintain involvement until service is restored.

Standard

This plan's goals are to bring THE VISITOR™ system back into a serviceable condition so that video visitation is functional. To that end the following systems must be recovered in the following order:

- a. Network Switches and Routers
- b. Database Server
- c. Application Server
- d. Control Workstation
- e. The Visitor™ video visitation units

Preventative Steps

To prevent a loss of THE VISITOR™ system within a facility, a number of steps are taken. The main step is putting THE VISITOR™ system on the facility's backup power system. Each facility is unique in how main power is protected. Some facilities rely on generators while others rely on battery backups. Regardless of the facility's backup power structure, THE VISITOR™ systems are prevented from failure in multiple ways. Separate uninterruptable power supplies (UPS) are supplied for THE VISITOR™ network switches, routers, and video processing and recording servers, and each THE VISITOR™ unit is set to automatically restart when facility power is restored.

Recovery Strategies

Because THE VISITOR™ software application, along with all the County's rules and configurations, as well as all data related to scheduled and historical visitations, visitors, and inmates are maintained off-site with our centralized ENFORCER®, recovery is as simple as restarting the on-site equipment. This section includes the actual steps to recover failures resulting from on-site issues:

- a. Ensure facility power has been restored.
- b. Check all UPSs connected to THE VISITOR™ system. Check that the UPSs are powered on and capable of delivering the required power under load. If the UPSs are powered off, turn them on.

- c. Check the status of each VISITOR™ switch and any routers in THE VISITOR™ network. This can be accomplished by connecting a computer directly to THE VISITOR™ switches and logging into the switch via its console or website.
- d. Reboot THE VISITOR™ Video Call processing/video storage servers. Ensure the server restarts, all services start, and the server is visible on the network. Confirm servers are connect to the centralized database.
- e. Log into THE VISITOR™ application via the admin GUI to verify database connectivity and system functionality. Verify the call correlation service has started. Verify the JMS import service has started.
- f. Reboot THE VISITOR™ Control Workstation. Ensure the workstation restarts, all services start, and the workstation is visible on the network. Log into THE VISITOR™ control software to verify database connection.
- g. Reboot THE VISITOR™ Monitoring Workstation. Ensure the workstation restarts, all services start, and the workstation is visible on the network. Log into THE VISITOR™ control software to verify database connection.
- h. Verify all VVS stations have restarted. If they have not restarted, attempt to restart them with the control workstation Wake-on-LAN function. If VVS stations still have not restarted, physically go to the VVS stations that have not restarted and manually turn them on.
- i. Complete VVS station connectivity test to confirm video and audio quality at each VVS station.

The Bridge Tablets Disaster Recovery Plan

This document details the policies and procedures for the Bridge Tablet. In the event of a disruption to critical IT services or damage to IT equipment or data. These procedures will ensure that those assets are recoverable to the right level and within the right timeframe to deliver a return to normal operations, with minimal impact on the business.

Plan Objectives

- Ability to Restore Cloud Service Services
- Ability to Restore Database
- Source Code Backup
- Cloud Virtualization in case of Hardware Failure

Backup Strategy

Backups have two distinct purposes. The primary purpose is to recover data after its loss, be it by data deletion or corruption. Though backups represent a simple form of disaster recovery, and should be part of any disaster recovery plan, backups by themselves should not be considered a complete disaster recovery plan. A good backup strategy is the best defense against data loss.

Test Schedule

The DR plan will be tested in its entirety once every 30 days. Recovery process for IT service will be tested once every 30 days.

Service RPO & RTO Targets

Web Access

- Scenario: Server Failure IP Issues
- RPO: 24 Hours
- RTO: 24 Hours
- Priority: Very High

Server Outage

- Scenario: Server Failure
- RPO: 4 Hours
- RTO: 4 Hours
- Priority: Emergency (Top Priority)

General

- Scenario: Kiosk Compromised
- RPO: 1 Hour After Notice
- RTO: 1 Hour After Notice
- Priority: Very High

Plan Review

The DR plan itself will be formally reviewed annually and be approved by the Board of Directors each June Board meeting.

Incident Response

The DR plan is to be activated when one or more of the following criteria are met:

- Cloud Services Outage
- National Disaster
- Administrative/Clerical Critical Errors
- Acts of God

For any incident, the person discovering the incident must notify the DR stakeholders, who collectively assume responsibility for deciding which, if any, aspects of the DR plan should be implemented, and for establishing communication with employees, management, partners and customers.

Disaster Recovery Procedures

Depending on the incident, and on the number and nature of the IT services affected, one or more of the following DR procedures may be affected by the DR team:

DR Plan for Damaged Servers

Scenario: Amazon Web Services Down

Possible Causes: DDoS, Natural Disasters, Act of God

IT Services and Data at Risk: User Interface, Complete down

Impact: Services fully down; Not operational

Plan of Action

1. Identify issue; CIO to coordinate initial response.
2. Migrate server backup to working provider; reestablish DNS to new location
3. Evaluate damage.
4. Contact Amazon Web Services
5. Establish data recovery targets and timeframes.

DR Plan for Database Loss / Corruption or Deleted Files

Scenario: Loss of Data

Possible Causes: User Error, Bad Sync with JMS, etc.

IT Services and Data at Risk: Jail Administration Functions & Financials

Impact: Mild to severe

Plan of Action

Restore needed database entries.

B2. Personal Identification Number (PIN)

1. The system will utilize PINs. Describe your system's use of PINs, including Open PIN, Restricted PIN, and Closed PIN.

ICSolutions Response:

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

THE ENFORCER® system accommodates the use of AIC personal identification numbers (PINs) for call tracking and control. Various numbering schemes are supported in order to best fit the existing AIC 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**. THE ENFORCER® accommodates various PIN lengths ranging from 4 digits to 20 digits. This enables us to fit THE ENFORCER® to any existing AIC identification method in use at the facility today.

AIC accounts and PINs can be established automatically through a direct interface with the facility's Jail Management System or Booking system to automate PIN administration. With the interface option, the information entered during the booking process is shared with the phone system automatically, and no additional entry is required. All active and inactive PINs will be updated automatically in real time.

THE ENFORCER® features an open architecture that allows it to easily integrate with other Jail systems to automate processes, such as PIN administration. THE ENFORCER® can accept data in virtually any format, affording it great flexibility in interfacing with other vendors to automate the flow of information at the Jail across multiple systems. Interfacing with JMS, Commissary, AIC Banking, and other Jail systems reduces the data entry burden on Jail staff, ensures data consistency across disparate information sets, and allows vendors to work together to provide the broadest range of products and services to Jail staff and constituents.

If necessary, PINs can also be entered manually. With the manual process the AIC name and other information can be entered on a AIC Profile from an administrative workstation. This is a simple process requiring approximately one minute for each AIC.

Open and Closed PINs

When the AIC PIN feature is used, a PIN will be required and included in each call record. This enables searching and reporting on call records on a AIC-specific basis. The system can be configured to create the PINs at time of booking and eliminated at time of discharge. In addition, the system supports the retention of specific AIC PINs where the AIC is incarcerated in absentia due to, for example, trial or hospitalization at a separate location. The following screenshot reflects the Administrative interface that is utilized in the ID-PIN process.

The screenshot displays the 'Inmate Detail' page for inmate 100206 (SMITH, PAMELA). The 'General Information' section includes fields for Status (Active), Last Name (SMITH), First Name (PAMELA), Middle Name (DAWN), ID (100206), Location (BOOK), Facility (ICS Demo 01, TX), and Recorded Name (No Recording). The PIN field is set to 0020 and is highlighted with a red box. The Passcode field is also highlighted with a red box and has an 'Edit' button next to it. Below the general information, there are sections for Calling Rules, Activity, Balances, Class of Service, Voice Verification, and Alerts. The Activity section shows a list of call records with columns for Attempt, Success, Reject, and Bad PIN. The Voice Verification section shows the Verifier status (Enabled) and Verification Stats (Attempt: 0, Retry Request: 0, Rejected: 0).

AIC Profile – Assign PINs

For greater flexibility, ICSolutions offers **the option to activate PIN on some phones and not on others**. For example, it may be desirable to require PIN in all common area phones, but not in the booking or intake area.

THE ENFORCER® also accommodates includes voice identification technology to biometrically ensure that each AIC placing a call is in fact the AIC assigned to the PIN they've entered for the call.

PIN Restrictions

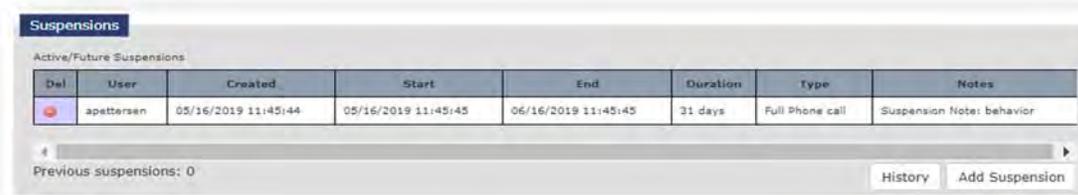
THE ENFORCER® allows authorized users to add several combinations of restrictions to any AIC, phone, location, or outside number. The basic security levels associated with each AIC's PIN are as follows:

- **PIN Only** – This requires a valid PIN to be entered each time a call is placed. The AIC may call any number that is not blocked and may use any telephone to place a call.
- **PIN with AIC -Specific Controls** – This option also requires that a valid PIN be entered each time a call is placed. Additionally, the AIC may be limited to using only certain phones, call duration, or calling during specified hours. These controls may be used in conjunction with a AIC specific list of allowed phone numbers as well as an optional voice verification feature and/or voice verification feature.
- **PIN with Allowed Call List** – In addition to requiring a valid PIN to be entered for each call placed, AICs are limited to calling only the approved list of allowed numbers associated with their account.
- **PIN with Voice Verification** – The AIC's PIN is associated with a unique voice print. Each call placed verifies that the PIN and the voice print match at the beginning of the call.

PIN Suspension

THE ENFORCER® supports the suspension of AIC 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 AIC may only call legal counsel until the suspension period ends. When the suspension is over, calling privileges are automatically restored by the system at the time designated by the authorized user.

AIC suspensions are defined in the AIC Profile screen. At the bottom of this screen is the **AIC Suspension** section highlighted by a red box.



The screenshot shows a software interface titled "Suspensions". Below the title is a sub-header "Active/Future Suspensions" and a table with the following data:

Del	User	Created	Start	End	Duration	Type	Notes
	apattersen	05/16/2019 11:45:44	05/16/2019 11:45:45	06/16/2019 11:45:45	31 days	Full Phone call	Suspension Note: behavior

Below the table, it says "Previous suspensions: 0". At the bottom right, there are two buttons: "History" and "Add Suspension".

Inmate Profile – Inmate Suspension

By selecting the **Suspensions** button, users will be brought to the following screen which will enable them to complete suspending call privileges.

Suspension of Calling Privileges

Suspension History

Inmate ID: 100206, PAMELA DAWN SMITH

Back

User	Created	Start	End	Duration	Type	Disabled	Notes
apetersen	05/16/2019 11:45:44	05/16/2019 11:45:45	06/16/2019 11:45:45	31 days	Full Phone call		Suspension Note: behavior

Suspension History

There are two categories of Suspensions. **'Full'** means the AIC will not be allowed to place any calls, including calls to attorneys or free numbers. **'Standard'** is the default setting and allows the AIC to place calls only to attorneys or numbers that are identified as privileged numbers. Once the desired type of suspension has been selected, users must define the length of time that this suspension should take effect.

Authorized users can select the appropriate **Start Date** for the suspension (either immediately, or in the future), and then select either the **End Date** or the **Duration** (in hours, days, weeks, or months). Lastly, notes must be added into the Notes/Comments field to add any further required information. Authorized personnel may disable a suspension manually at any time.

2. The system will have the capability to automatically create PINs.

ICSolutions Response:

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

AIC accounts and PINs can be established automatically through a direct interface with the facility's Jail Management System or Booking system to automate PIN administration. With the interface option, the information entered during the booking process is shared with the phone system automatically, and no additional entry is required. All active and inactive PINs will be updated automatically in real time.

THE ENFORCER® features an open architecture that allows it to easily integrate with other Jail systems to automate processes, such as PIN administration. THE ENFORCER® can accept data in virtually any format, affording it great flexibility in interfacing with other vendors to automate the flow of information at the Jail across multiple systems. Interfacing with JMS, Commissary, AIC Banking, and other Jail systems reduces the data entry burden on Jail staff, ensures data consistency across disparate information sets, and allows vendors to work together to provide the broadest range of products and services to Jail staff and constituents.

3. The system will prevent assigning duplicate PINs and not allow a PIN to be used by two AICs at the same time.

ICSolutions Response:

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

THE ENFORCER® Calling Platform is an intelligent call processing unit that has multiple fail-safes in regards to the duplication of data, including PIN numbers. Essentially, the prevention of duplicate PIN assignment happens in a few different ways.

Clients often choose to implement a PIN system that directly correlates with the other systems that are currently in place. For instance, if a AIC already has a PIN/ID linked to another system (such as JMS or Commissary), many times we will simply port over that structure and continue utilizing the PIN/ID system already in place in order to provide continuity across all platforms.

In addition, THE ENFORCER® Calling Platform quickly checks itself upon assignment of a new PIN in order to ensure that particular PIN is not in use by another AIC. If it senses that the PIN is currently in use, it will simply re-generate a new PIN, or request the user to enter a new PIN.

4. The system will allow for PIN digits to be at least 4 and not greater than 16.

ICSolutions Response:

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

THE ENFORCER® accommodates various PIN lengths ranging from 4 digits to 20 digits. This enables us to fit THE ENFORCER® to any existing AIC identification method in use at the facility today. To meet Klamath County's specifications, the PIN would not be allowed to be greater than 16 digits.

5. Vendor must Develop and implement necessary interface with the County's Jail Management System (EIS) for automatic creation and activation of account at booking and automatic deactivation at release.

ICSolutions Response:

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

AIC accounts and PINs can be established automatically through a direct interface with the facility's Jail Management System or Booking system to automate PIN administration. With the interface option, the information entered during the booking process is shared with the phone system automatically, and no additional entry is required. All active and inactive PINs will be updated automatically in real time.

ICSolutions designs, builds and runs our own back office, including data-centers, networked systems, and dozens of secure interfaces linking our network and databases to third-party services and vendors across the country. With our dedicated, in-house team of software engineers and network architects, we guarantee our ability to create customized interfaces with the County's other vendors to support our full range of premium integrated services.

ICSolutions already interfaces with the County's EIS JMS for some of our other clients. We have implemented hundreds of real-time web service integrations, as well as batch processes using FTP and sFTP, incorporating SOAP, XML, and CSV data exchange protocols with inmate commissary, banking/trust account systems, JMS and/or VINE systems for many of our clients. These integrations allow us to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities.

Some Correctional Industry Application vendors charge exorbitant fees for integrations; but ICSolutions will gladly provide interfaces with any vendor and software the County uses now or chooses to implement in the future – with absolutely no extra charge!

B3. Fraud Management

1. The system shall be to able detect, notify, and prevent three-way or conference calls, except for those calls to attorneys or other approved numbers. Please provide a description of the process you have deployed on your platform and why you feel the technical approach provides the best 3-way detection solution.

ICSolutions Response:

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

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 AIC and called party;

or

- C) flag the call for investigation, play a notification to the AIC 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 AIC 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 AICs to make future calls. Unlike the old methodology, which only blocked or cut off the called party, the AIC 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 AIC places a telephone call, a recording will be transmitted over the connection notifying the AIC of the three-way call deterrence policy, whereby, if a three-way call is detected, all future calls placed by the AIC 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.

2. The system shall prevent the AIC from obtaining a second dial tone, or "chain-dialing."

ICSolutions Response:

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

AIC are not permitted to obtain secondary dial tone or to "chain dial" at any time. Any attempts to manipulate the AIC phone or hook-switch in order to bypass system controls will result in immediate call disconnection, forcing the AIC to begin a new call with all call controls in full effect.

3. The system shall prevent the AIC or called party from dialing extra digits after the call is accepted unless to authorized destinations.

ICSolutions Response:

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

The system continuously monitors each call connection for any AIC attempts to bypass the system controls. THE ENFORCER® is configured to disable the AIC phone keypad once the call is connected to the destination number. The system does not enable the AIC or the called party to dial extra digits after the call has been accepted. Upon termination of each call, the AIC is returned to the call initiation script and required to go through the entire controlled process in order to place another call.

AIC are not permitted to obtain secondary dial tone or to “chain dial” at any time. THE ENFORCER® is configured to only accept a specific number of digits based on the options selected during the call prompt process. If a AIC selects the option to make a domestic call, the system allows the AIC to dial only 10 digits. After 10 digits are dialed, the keypad is disabled. The system does not enable the AIC or the called party from dialing extra digits after the call has been accepted.

4. The system must be able to allow extra digits to specified dialed numbers by the facility. Please describe process.

ICSolutions Response:

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

The system administrator can program through THE ENFORCER® to allow up to 4 extra dialed digits for specific phone numbers – such an attorney’s number, where dialing an extension may be necessary.

5. The system shall be able to remotely monitor AIC calls and be able to transfer calls in progress to investigators.

ICSolutions Response:

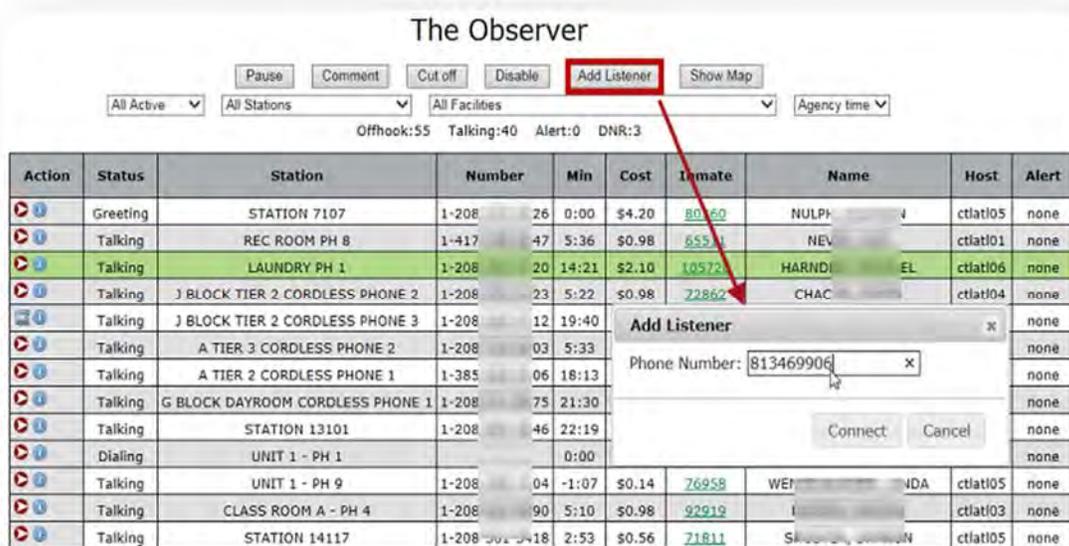
ICSolutions has read, agrees, and will comply with the requirements as stated.

THE ENFORCER® is entirely web-based, so authorized facility users may log in to THE ENFORCER® to access system functions from any location, whether on-site or remote.

THE ENFORCER® offers real-time, live call monitoring of calls in progress. This function is **silent and undetectable by either the AIC or called party**. Multiple monitoring sessions can occur at the same time **without any impact to ongoing call processing or recording**.

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

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 AIC PINs or specific destination numbers to indicate that the AIC 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 AIC phone regardless of which AIC dialed the number. When an alert is placed on a call, the call will be transferred to an investigator’s phone while in progress so that the investigator can monitor the call.

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 an ENFORCER® monitoring session for almost instantaneous access to AIC activity. This capability is silent and undetectable by the AIC and the called party.

Investigators can set THE ENFORCER® to automatically transfer calls to them for monitoring wherever they may be by using ICSolutions unique “Find Me, Follow Me” service. “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.

- 6. The system shall identify the name of the facility and the AIC placing the call to the called party.

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 [AIC name], a AIC at the Klamath County Jail.”

7. The system shall be able to play prompts randomly or at configurable timed intervals throughout the call.

ICSolutions Response:

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

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 1-minute warning prompt can be custom-configured to play additional warning prompts, such as 2-minute and 30-second warning prompts, prior to disconnecting the call.

8. The system shall prevent "Hook-switch dialing," and other fraudulent activities. Please describe.

ICSolutions Response:

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

THE ENFORCER® will be configured to only allow outgoing, station-to-station collect calling. All other call types are disabled and therefore, the AIC is prohibited from choosing other calling methods. THE ENFORCER® monitors all calls and prohibits AIC fraud at every step of the call process. THE ENFORCER® provides an exhaustive list of features that detect and prevent fraudulent, illicit or unauthorized activity.

- **PINs:** Each time a AIC places a call, they are first required to enter their assigned PIN. By associating a PIN number with every call, the system provides investigators and security personnel with the ability to identify specific AICs when setting alerts, monitoring calls, retrieving call recordings, searching call detail records, generating reports, etc.
- **Custom Call Restrictions:** AIC 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 AICs.
- **Random Voice Overlays:** THE ENFORCER® can play randomly interjected voice prompts as requested. These voice prompts can be custom recorded as requested by the facility, or a standard voice prompt such as this may be used: "This call is from a correctional facility, and is subject to monitoring and recording." Voice overlays indicate where the call originated. Any inappropriate calls can be easily reported to facility personnel.
- **Real-Time Call Validation:** ICSolutions' call validation incorporates real-time validation responses from Local Exchange Carriers, compliance with carriers who do not permit collect calls, and managerial restrictions such as blocked-number lists.

Call validation counteracts fraud by correctly identifying the location of called numbers to prevent the use of prepaid cell phones or pay phones to commit fraudulent activities. By validating numbers, we have the most up-to-date information about a BTN.

- **Continuous System Monitoring:** As an additional fraud prevention tool, ICSolutions proactively monitors system data by looking for fluctuations in call traffic and failed attempts that could indicate fraud.
- **No Incoming Calls:** All AIC 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 AIC telephones are incapable of processing an inbound call, and, as such, ICSolutions can warrant that no AIC telephone shall be capable of receiving an incoming call.
- **No Chain Dialing or Hook-switch Flashing:** AICs are not permitted to obtain secondary dial tone or to “chain dial” at any time. Any attempts to manipulate the AIC phone or hook-switch in order to bypass system controls will result in immediate call disconnection, forcing the AIC to begin a new call with all call controls in full effect.
- **No Three-Way Calls:** 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
 - flag the call for investigation;
 - flag the call for investigation, and play a warning message to the AIC and called party; or
 - flag the call for investigation, play a notification to the AIC and called party, and terminate the call.

THE ENFORCER® monitors each call connection for any AIC attempts to bypass the system controls. If a AIC presses keys on the keypad following call connection, the system detects this activity and terminates the call. Any call terminated for this reason is marked accordingly in the call detail record.

9. The system shall allow call blocking of specific numbers for the entire agency and/ or configurable by each site.

ICSolutions Response:

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

THE ENFORCER offers extensive blocking capabilities as a standard feature. Blocking can be performed on multiple levels, in various scenarios, including:

- On-demand by authorized County or ICSolutions personnel with the appropriate access level
- On specific phone numbers facility-wide using the Global Number Table
- On specific phone numbers only for specific AICs in the AIC’s PAN list
- By called parties during the call set-up process
- Automatically after a called party refuses the call a set number of times
- Blocking a range of phone numbers using the Wildcard blocking feature

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:

- Block groups of numbers such as: 800, 888, 866, 911, 1411, 555-1212, 1010XXX, etc.
- Block individual numbers – **unlimited quantity**
- Blocks from your existing system will be imported during installation process
- Soft Block resulting from multiple refused calls
- REAL-TIME block activation
- Simple workstation block entry
- Blocked number report

Blocks can be added on site through the system workstation or via remote access by ICSolutions' support personnel using the Global Number Edit screen shown below. To implement a block, the user simply searches for the specific phone number in the Global Number database, selects the "Block" category, and clicks "Save Changes." The block is applied immediately and in real-time.

The screenshot displays the 'Global Number Edit' interface. At the top, there are buttons for 'Back', 'Delete', 'Add Note', 'Cancel Changes', and 'Save Changes'. The 'General Information' section includes fields for 'Number' (1-202-321-0221), 'Name' (Bailey, Roscoe), 'Description' (ICS Block), 'Address', 'Line 2', 'City', 'State', and 'ZIP'. The 'Access Control' section shows 'Call Type' set to 'All' and 'Block Type' set to 'Not Blocked'. A dropdown menu is open for 'Block Type', listing options: 'Not Blocked', 'Facility', 'Security', 'Agent', 'Keypad', 'Soft Blk', 'One Call', 'Accounting', 'OMS Block', and 'ICS Block'. The 'ICS Block' option is highlighted with a red box. The 'Features' section shows 'None' and an 'Edit Features' button.

Global Number Edit - Add blocked Number

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.

Inmate-Specific Blocked Numbers

To block calls only from a specific AIC to a particular number add the number to that AIC's PAN (Personal Allowed Number List) and check in the "Block" column as shown below.

Inmate ID: 5447 TAUREAN DWAYNE FLOWERS
[Save Changes](#) [Back to Inmate Editor](#) [PAN History](#)
 (3 digit speed dials must start with a '1' for PANS)
 Active Non-Blocked PANS: 0 Active Blocked PANS: 4 Total Active PANS: 4 Total Inactive PANS: 0

PAN Num	Active	Phone Number	Speed Dial	First Name	Last Name	Relationship	Description	Block	In use	Call Type	Approved
		Address 1		Address 2	City	State	Zip		Alt Phone		
1	<input checked="" type="checkbox"/>	1-269-425-6771		stacey	barker	protected		Facility	1	All	01/11/2015
											jworden
2	<input checked="" type="checkbox"/>	1-269-589-2252		stacey	barker	protected		Facility	2	All	01/23/2015
											jworden
3	<input checked="" type="checkbox"/>	1-269-753-8371		dontey	west	protected		Facility	1	All	01/23/2015
											jworden
4	<input checked="" type="checkbox"/>	1-269-993-2743						Facility	2	All	02/22/2015
											cp

Edit PAN - Add Inmate-Specific Call Block

10. The system shall provide ability to approve and disapprove specific phone numbers by telephone.

ICSolutions Response:

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

Personal Allowed Number (PAN) List

The proposed ENFORCER® system may be configured to require a list of Personal Allowed Numbers or PANs. This is a list of defined telephone numbers that each AIC is permitted to call. Each time the County activates the PAN feature for a AIC, you can select a maximum number of PANs to allow on a AIC'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.

Inmate Detail

100206 (SMITH, PAMELA) Back Add Note Share Calls Visitation Cancel Save

General Information

Status: Active (dropdown) | Last Name: SMITH | First Name: PAMELA | Middle Name: DAWN

ID: 100206 | Location: BOOK | Facility: ICS Demo 01, TX | Transfer: [dropdown] | Recorded Name: No Recording

PIN: [input] | Passcode: [input] | Edit | Pin Reset | TDD / YRS | High Profile | Edit

Calling Rules: Activity Voice Verification Balances Class of Service Alerts Suspensions **PANS** Visitation Schedule Notes

Calling Rules

Free Calls: Allowed | Last Reset: 11/23/2018

Enabled: 2 Remaining: 2

PANS Required Max PANS Allowed: [input] Default: 20

Station Group Restrictions: [input]

Activity

Last Call: Attempt 11/24/2018 07:12:41 | Success 04/11/2019 11:31:56 | Reject 04/11/2019 11:31:56 | Fail 11/24/2018 07:12:41 | Bad PIN 04/11/2019 11:31:56

Last Activation: 2019-04-04 10:18:19 | Last Release: 2018-11-24 08:05:45

Inmate Profile – PANS Allowed

A AIC’s PAN list can be accessed by clicking on the PAN quick link at the bottom of an INMATE PROFILE screen. As shown on the following page, the user can then view the existing PANS for a number, add or delete PANS, block or unblock a number, and view a AIC’s calling history for PAN numbers. Additionally, a PAN list can be used as a AIC-specific override to a phone number that has been blocked globally (i.e., for all other AICs).

PANS (Personal Allowed/Blocked Numbers)

Inmate ID: 101360 IAN WAYNE SMITH

Save Changes Back to Inmate Editor PAN History

(3 digit speed dials must start with a '1' for PANS)

2 out of a 20 Non-Blocked PANS used | Active Non-Blocked PANS: 2 | Active Blocked PANS: 0 | Total Active PANS: 2 | Total Inactive PANS: 0

PAN Num	Active	Phone Number	Speed Dial	First Name	Last Name	Relationship	Description	Allow All Phone	In Use	Call Type	Approved
1	<input checked="" type="checkbox"/>	1-321-456-8790 123 Main Street	<input type="checkbox"/>	John	Smith	Brother	AK 12345	Facility	1	All	04/11/2019 apetersen
2	<input checked="" type="checkbox"/>	1-987-654-3210 123 Main Street	<input type="checkbox"/>	April	Smith	Sister-in-Law	AK 12345	Facility	1	All	04/11/2019 apetersen
3	<input type="checkbox"/>	[input]	<input type="checkbox"/>	[input]	[input]	[input]	[input]	Not Blocked	[dropdown]	All	[input]

Personal Allowed Number List

The ENFORCER® documents updates to PAN entries with a date/time stamp. As shown in the screen below, the PAN history can be accessed simply by clicking the PAN HISTORY button. The history displays when a PAN was created, updated or deleted.

PAN History

Inmate ID: 101360, IAN WAYNE SMITH

Back

Phone	Date Altered	User	Action	Speed Dial	Name	Relationship	Address	Block
19876543210	04/11/2019 17:45:11	apettersen	UPDATE		Smith	Sister-In-Law	123 Main Street Anyplace, AK 12345	Facility
13214568790	04/11/2019 17:45:11	apettersen	UPDATE		Smith	Brother	123 Main Street Anyplace, AK 12345	Facility
19876543210	04/11/2019 17:42:15	apettersen	INSERT		Smith	Sister-In-Law	123 Main Street Anyplace, AK 12345	Not Blocked
13214568790	04/11/2019 17:40:29	apettersen	INSERT		Smith	Brother	123 Main Street Anyplace, AK 12345	Not Blocked

PAN History

In addition, The ENFORCER® system offers several tools to query and report PAN information. These include:

- Display all PAN records for a AIC account.
- Display all AIC ID's having access to a specific PAN.
- Display all free or no-charge PAN records.
- Display all PAN records having administration blocks.
- Display all PAN records having telephone company blocks.
- Print reports for the above queries.

04/11/2019 12:58 - Page 1

Inmate PAN Lists
Facility: ICS Enforcer Demo

site = All; inmate id = ALL; pan status = Active Only; inmate status = Active Inmates; first name = ALL;
middle name = ALL; last name = ALL; cp name = ALL; cp phone = ALL; block = Blocked

Site	Inmate ID	Inmate Name	Phone Number	CP Name	Relationship	Bkck	Actv	Description
ICS Demo 01, TX	10690	ETHEREDGE, LYDON	RONALD	1-256-620-2709		YES	YES	
Subtotal		1						
Site	Inmate ID	Inmate Name	Phone Number	CP Name	Relationship	Bkck	Actv	Description
ICS Demo 01, TX	1576	LITTLE, BENJAMIN JABRON		1-813-469-9060		NO	YES	
ICS Demo 01, TX				1-318-230-0400		NO	YES	
Subtotal		2						

Sample PAN List Report

Self-Learning Mode

In order to minimize the time required to enter an allowed list for each AIC, the system provides a useful "self-learning" feature. Upon assignment of a PIN, the AIC is given a defined time period (usually 24 hours) to enter an allowed call list by dialing the numbers on any AIC telephone. It is not necessary to complete a call to the number to add it to the list. Once the learning period is over, 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.

11. The system shall permit the called party to block future calls from the facility.

ICSolutions Response:

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

Called Party Block

During the call setup process, the called party is given the option to block all calls from the facility. A called party block completely overrides any PAN entries on individual AICs' Authorized Telephone Number List. The called party simply enters the appropriate digit on the keypad, and the block will go into effect globally.

When the called party answers they are presented the following prompts:

- *"Hello, you have a collect call from (AIC's name) a AIC at (facility name)."*
- *"To accept this call press or say 5"*
- *"To refuse this call hang up now"*
- ***"To block this call and future calls from this facility, press or say 9"***
- *"To hear the charges for this call press or say 2"*
- *"This call will be recorded and is subject to monitoring at any time."*
- *"Thank you for using I C Solutions. You may begin speaking now."*

When the called party places the block, the call detail record will reflect that the call was blocked by the called party. The block will remain in effect until a facility user removes the block or requests the block to be removed, or until the called party requests the block be removed via our Customer Service department.

The screenshot displays a web-based form for editing a global number. At the top right, there are buttons for 'Back', 'Delete', 'Add Note', 'Cancel Changes', and 'Save Changes'. The form is divided into several sections: 'General Information' with fields for Number (1-202-321-0221), Name (Bailey, Roscoe), Description (ICS Block), Address, Line 2, City, State, and ZIP; 'Access Control' with 'Call Type' set to 'All' and 'Block Type' set to 'Not Blocked'; and 'Features' with 'None' selected. A dropdown menu for 'Block Type' is open, showing options: 'Not Blocked', 'Facility', 'Security', 'Keypad' (highlighted with a red box), 'One Call', 'Accounting', 'OMS Block', and 'ICS Block'. The 'Last Updated' timestamp is 07/11/2017 15:33 By: bclark.

Global Number Edit – Keypad Block

12. The system shall have the capability to suspend an AIC privileges from placing a call and set a beginning and end date without the need to manually re-enable privileges.

ICSolutions Response:

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

The ENFORCER® supports the suspension of AIC 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 AIC may only call legal counsel until the suspension period ends. When the suspension is over, calling privileges are automatically restored by the system at the time designated by the authorized user.

AIC suspensions are defined in the INMATE PROFILE screen. At the bottom of this screen is the INMATE SUSPENSION section highlighted by a red box.

Suspensions

Active/Future Suspensions

Del	User	Created	Start	End	Duration	Type	Notes
	apettersen	05/16/2019 11:45:44	05/16/2019 11:45:45	06/16/2019 11:45:45	31 days	Full Phone call	Suspension Note: behavior

Previous suspensions: 0

History Add Suspension

Inmate Profile – Inmate Suspension

By selecting the SUSPENSIONS button, users will be brought to the following screen, which will enable them to complete suspending call privileges.

Suspend Inmate

Start Date ASAP

Duration 1 month

End Date 1 month

Suspension Type Phone call

No Face to Face

Full Suspension Privileged calls will not be allowed

Reason for Suspension Add note here

Save Cancel

Suspension of Calling Privileges

Suspension History

Inmate ID: 100206, PAMELA DAWN SMITH

Back

User	Created	Start	End	Duration	Type	Disabled	Notes
apettersen	05/16/2019 11:45:44	05/16/2019 11:45:45	06/16/2019 11:45:45	31 days	Full Phone call		Suspension Note: behavior

Suspension History

There are two categories of Suspensions. FULL means the AIC will not be allowed to place any calls, including calls to attorneys or free numbers. STANDARD is the default setting, and allows the AIC to place calls only to attorneys or numbers that are identified as privileged numbers. Once the desired type of suspension has been selected, users must define the length of time that this suspension should take effect.

Authorized users can select the appropriate START DATE for the suspension (either immediately or in the future), and then select either the END DATE or the DURATION (in hours, days, weeks, or months). Lastly, notes must be added into the NOTES/COMMENTS field to add any further required information. Authorized personnel may disable a suspension manually at any time.

- 13. The system shall allow the AIC to record their name one time and store this recorded name for all future calls.

ICSolutions Response:

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

THE ENFORCER® calling platform can be configured to require each AIC to record his/her name when the AIC places the first phone call using their assigned ID/PIN. 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 AICs from “passing messages” and ensures that the called party is provided with the AIC’s name during the call greeting.

If desired, AIC names may be recorded by staff at the time each AIC is booked. If there is an error during the recording or too much background noise at the time the name is recorded, staff may reset the name recording function for that particular AIC using any ENFORCER® workstation.



Inmate Account Detail - Assign/Edit PIN and Call Limits

- 14. The system shall be able to provide a real time validation of calls that are forwarded.

ICSolutions Response:

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

We have described our call forwarding detection features below:

The first line of defense occurs at call validation – this is the typical approach taken by providers who provide call forwarding detection. ICSolutions has identified specific operating carriers (OCs) primarily used by call forwarding services such as Vumber, Google Voice, Conscallhome, etc. When combined with our unique billing name and address verification (BNA) process for Prepaid customers, this information provides rules-based methods for blocking call forwarding services.

Note: Blocking of any telephone numbers must occur in partnership with the County as law enforcement; although some providers do block without explicit consent of / direction from law enforcement this policy risks adverse action by the Federal Communications Commission.

The second line occurs through querying network information. The Public Switched Telephone Network (PSTN) utilizes the Signaling System Number # 7 (SS7) protocol for interoffice signaling. The primary function of SS7 is to provide call control, remote network management, and maintenance capabilities for the inter-office telephone network. SS7 performs these functions by exchanging control messages between SS7 telephone exchanges (signaling points or SPs) and SS7 signaling transfer points (STPs). In this scenario, the terminating exchange would pass a message to the originating exchange that the terminating number was forwarded to another destination.

A similar message exists in a SIP-enabled telephony network. SIP (Session Initiated Protocol) provides a signaling and call setup protocol for IP-based communications that can support a superset of the call processing functions and features present in the PSTN. SIP by itself does not define these features; rather, its focus is call-setup and signaling. The features that permit familiar telephone-like operations: dialing a number, causing a phone to ring, hearing ring-back tones or a busy signal – are performed by proxy servers and user agents. Implementation and terminology are different in the SIP world but to the end-user, the behavior is similar.

In a SIP-enabled telephony network, Message Type 181 indicates that the call is being forwarded. This message is available to be returned to the point of call origination. Additionally, most SIP carriers provide the re-direct information (call forwarded number) in the upstream data packet. ICSolutions is actively working with its carriers to ensure that these 181 messages are passed to the call processing platform.

Once these messages are received by THE ENFORCER®, it can interpret and trigger appropriate events in the platform. Based on defined and implemented business rules THE ENFORCER® can be configured to take the below action when Message Type 181 is returned from the SIP network.

- Allow the call to continue and make a notation on the call record;
- Allow the call to continue, make a notation on the call record and send an alert to a designated facility staff member;
- Notify the AIC and disconnect the call, making a notation on the call record;
- Disconnect the call and make a notation on the call record.

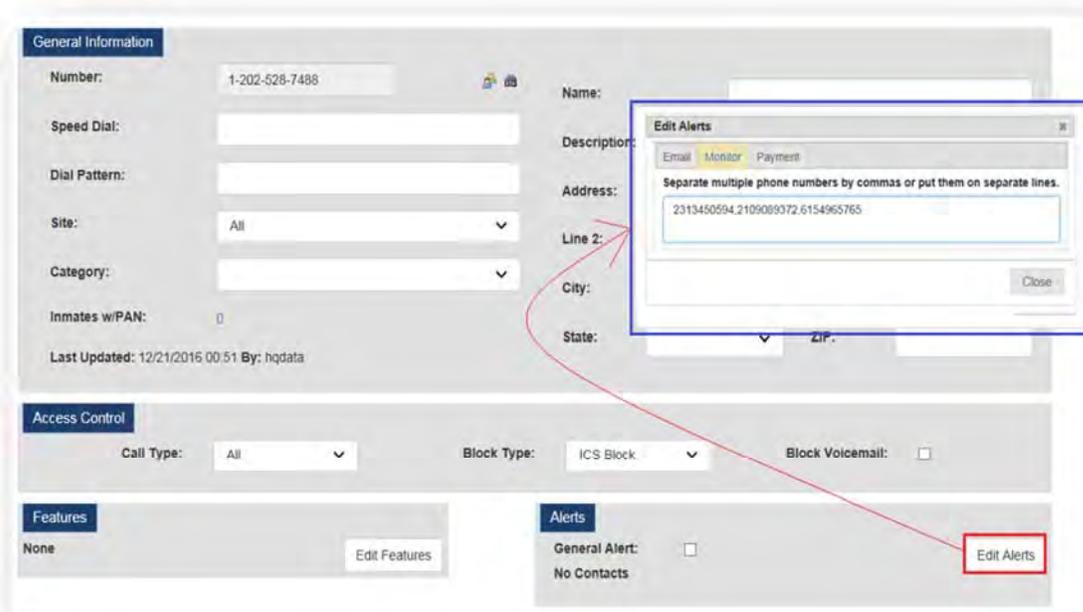
15. The system must allow department personnel to assign surveillance alerts by individual AIC PIN or dialed number. These alerts should include, but not be limited to, the following features:
- a. Alert to an investigators cell phone or any direct dialed number.
 - b. Allow real time listening of conversation in progress.
 - c. Allow the ability to disconnect the call in progress.
 - d. Allow investigators to assign and enter a PIN when alert call is received.
 - e. Allow the ability to hide the alert from other authorized users that have access to the system.
 - f. Allow investigators to enter optional e-mail address to receive notification of calls by AICs and to dialed numbers that are under surveillance.
 - g. Allow investigators to enter optional cell phone number to receive text notification of calls by AICs and to dialed numbers that are under surveillance.

ICSolutions Response:

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

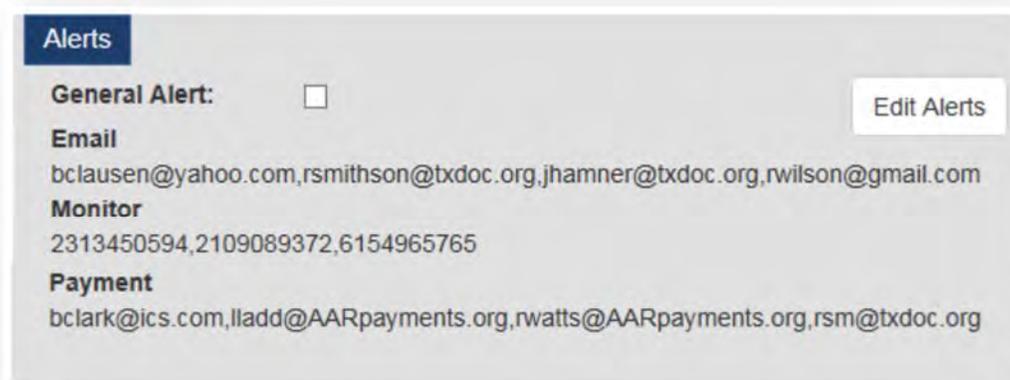
Alerts

THE ENFORCER® provides an Alert feature to aid investigators in up-to-the-minute AIC telephone activity. THE ENFORCER® alerts can be placed on specific AIC PINs or specific destination numbers to indicate that the AIC or number is currently involved in a conversation or to indicate that a Prepaid or Debit account has been funded.



Edit Alerts for a Specific Phone Number

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 AIC phone regardless of which AIC dialed the number. The alerts available with THE ENFORCER® are described in detail below.



The image shows a screenshot of an 'Alerts' dialog box. It has a title bar with the word 'Alerts' in a blue box. Below the title bar, there is a 'General Alert:' label followed by an unchecked checkbox. To the right of the checkbox is a button labeled 'Edit Alerts'. Underneath, there are three sections: 'Email' with a list of email addresses (bclausen@yahoo.com, rsmithson@txdoc.org, jhamner@txdoc.org, rwilson@gmail.com), 'Monitor' with a list of phone numbers (2313450594, 2109089372, 6154965765), and 'Payment' with a list of email addresses (bclark@ics.com, lladd@AARpayments.org, rwatts@AARpayments.org, rsm@txdoc.org).

Alerts dialog box

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 an ENFORCER® monitoring session for almost instantaneous access to AIC activity. This capability is silent and undetectable by the AIC and the called party.

Investigators can set THE ENFORCER® to automatically transfer calls to them for monitoring wherever they may be by using ICSolutions unique "Find Me, Follow Me" service. "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.

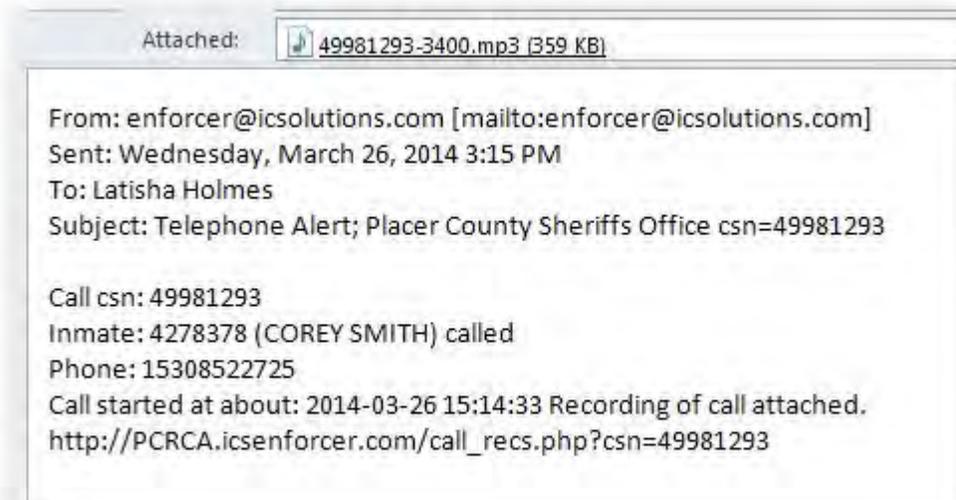


Monitoring Alerts

Once an investigator is patched into an ENFORCER® monitoring session from an alert, the investigator can monitor, "bargue in," or terminate a call between a AIC and a called party by pressing the appropriate digit on the keypad.

Email/SMS Alerts

THE ENFORCER® can send email or SMS messages to an administrative workstation or any public email address when an alert is triggered. The email alert will contain the called phone number, the AIC name and ID, the start date and time, a link to the call record, and the call recording.



Information Contained in an Email Alert

Pager Alerts

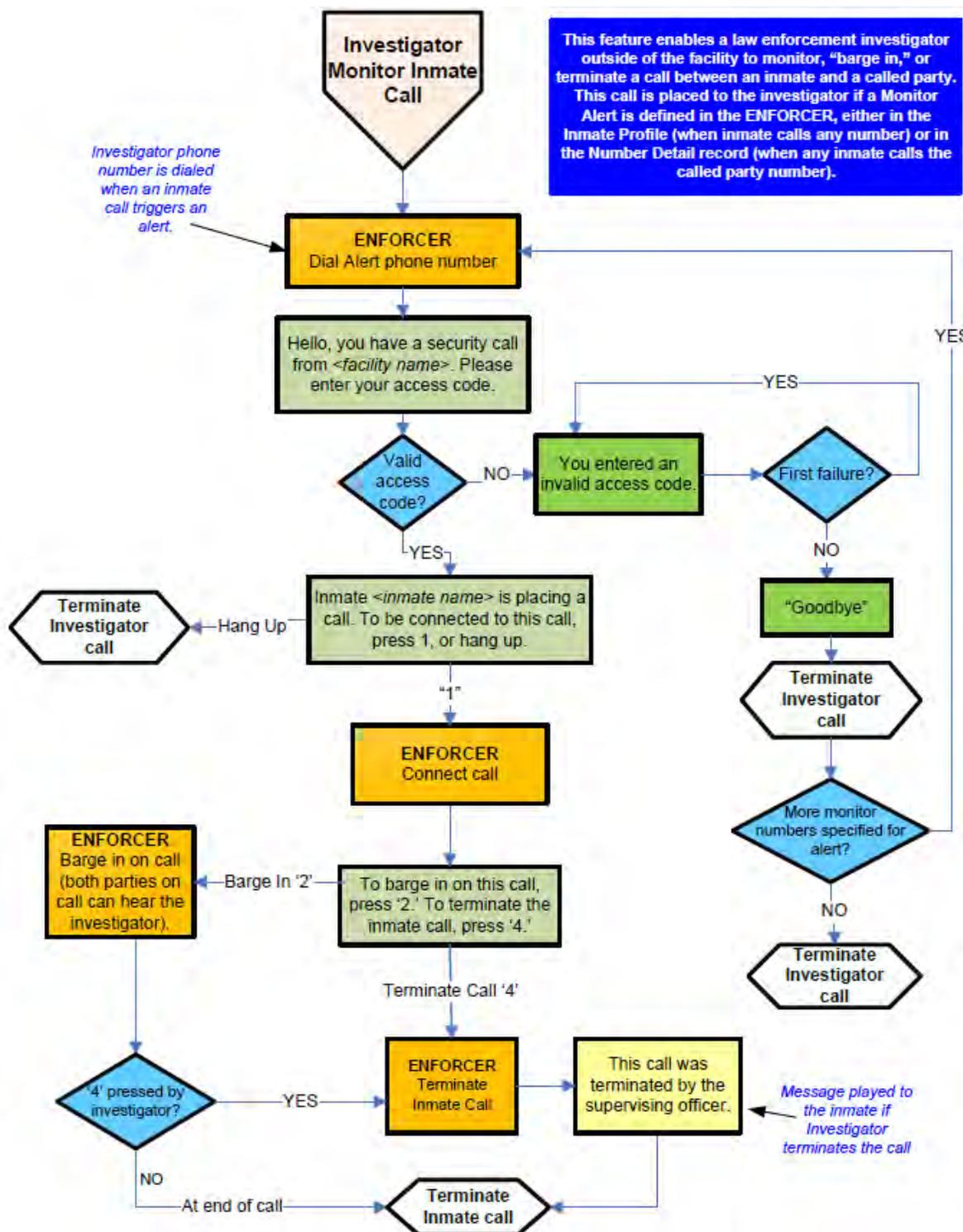
THE ENFORCER® can issue numeric messages to paging services to alert an investigator that a call is in progress.

Funding Alerts

THE ENFORCER® allows investigators to set alerts on AICs of interest and/or telephone numbers of interest. When a Debit or Prepaid account is funded that is associated with a AIC or telephone number of interest, the designated investigators are immediately alerted via email. Email alerts contain information such as AIC 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.

Monitoring Alerted Calls

Once an investigator is patched into an ENFORCER® monitoring session from an alert, the investigator can monitor, "bargue in," or terminate a call between a AIC and a called party by pressing the appropriate digit on the keypad, as shown in the call flow below.



16. The System should allow for temporary username and passwords to allow investigators access to AIC recordings. Describe your systems ability to allow authorized user access to system User Utilities from any Windows 10 based PC that has access to the internet.

ICSolutions Response:

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

ICSolutions can provide you with the tools to share restricted information with other investigative agencies. While some other vendors do provide data sharing with external investigators (FBI, counties, other states, etc.), they do not give the Facility any control over what information each external user can see and access. With THE ENFORCER®, County administrators have complete control over which data users can see and access. For investigative purposes, administrators can allow an external law enforcement agent to view, listen to, and/or download *only* the data and call recordings that the County wants to share with that agent.

Authorized jail personnel can give **restricted permission** to any individual or group of people, either temporarily or long-term, to access information on their phone system. For each user or group of users, authorized jail personnel can control what functions the user(s) will be able to perform and what kinds of information they can see and hear. The County can choose to share not only **call data**, but also **call recordings** and even **biometric voice prints** (where applicable).

B4. Call Monitoring & Recording

1. Vendor shall provide detailed information on its data storage locations, data redundancy practices, and the processes used when copying and storing all data for phone and video systems.

ICSolutions Response:

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

The centralized ENFORCER® is designed with a distributed processing architecture to minimize the risk of catastrophic system failure and reduce the risk that any single component could result in a complete system outage, data loss, or inaccessibility of data.

The most susceptible components are equipped with internal redundancy and/or hot swappable spares (hard disks, cooling fans, power supplies) to ensure minimal risk of service affecting failure and reduced time to repair. ICSolutions builds each ENFORCER® call processor utilizing enterprise-grade components which provide the highest level of performance and reliability. The Quality Standard for THE ENFORCER® calling platform is 99.999% system availability.

ICSolutions employs multiple levels of redundancy to ensure 99.999% uptime for THE ENFORCER® calling platform, as well as to protect against data loss and ensure continuous availability of call recording and data:

1. **Network Redundancy:** THE ENFORCER® is built on full network redundancy. We start with the "last-mile" connection between the jail and the Internet, where we provide multiple links via T1 lines. T1 lines are far more reliable than cable modem connections and we use multiple T1s to maximize reliability.

Our data centers also have multiple connections to the internet. Our San Antonio data center has 130mbps in aggregate bandwidth via fiber optic connections to two different network providers.

We also duplicate every network component inside our data center, ensuring that should any device fail there will be no impact to our service.

For large County and State deployments, 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.

2. **Call Processing Redundancy:** While the primary call processor is housed at our primary data center in Atlanta, we also install a fully functional, always-on backup call processor 900 miles away in our national headquarters and engineering center 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.
3. **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, additional copies would still be available for disaster recovery purposes. At each of the data centers, call recordings and data are stored on internally redundant digital storage devices.
4. **Power Redundancy:** Our servers are built with redundant power supplies and no two power supplies in a server share a circuit. This ensures that if a power supply fails or a circuit needs to be taken offline, there will be no interruption to call processing. In our San Antonio data center, servers are powered by redundant UPS systems (Liebert and APC) and backed by a generator.
5. **Cooling Redundancy:** Our data centers have redundant AC units and remote environmental monitoring.

Through our system monitoring tools, ICSolutions continually monitors key areas and automatically assigns service representatives and/or dispatches field technicians to ensure optimal operation of our systems. Our monitoring systems actively monitor communication channels, call processors, disks, messages, and servers to ensure optimal operations at all times. System performance is monitored and the facility will be notified immediately upon the occurrence of non-performing equipment.

Call Recordings & Data

The ENFORCER® enables immediate, online retrieval of any recording **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 recording storage that are updated continuously in real time. This eliminates the hassles of loading and unloading tapes or optical disks, because **all recordings 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.

Through our system monitoring tools, ICSolutions continually monitors key areas and automatically assigns service representatives and/or dispatches field technicians to ensure optimal operation of our systems. Our monitoring systems actively monitor communication channels, call processors, disks, messages, and servers to ensure optimal operations at all times. System performance is monitored and the facility will be notified immediately upon the occurrence of non-performing equipment.

2. The stored call recordings should be maintained at the Vendors central depository and remain uncompressed until the County's authorized personnel requests them to be downloaded.

ICSolutions Response:

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

ICSolutions is proposing a centralized solution which sends all CDRs and recordings to our Primary data center in Atlanta, which are backed up at our secondary data center in San Antonio. **All recordings are stored online for the life of the contract.** THE ENFORCER® enables immediate, online retrieval of any recording via THE ENFORCER® user interface, at any time with no change of storage media.

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.

Access to the call recordings or call monitoring is executed through a series of usernames, passwords and account privileges. Any individual desiring access to the recording playback or call monitoring must have a valid username with sufficient privileges and a valid password. In addition, no individual is given direct access to the actual recordings on disk in order to maintain absolute integrity. The system will pass copies of its recordings to individuals through the call record selection process. Access to or manipulation of the source recording is never allowed.

3. All call recordings shall be stored online and available through the online user interface for 1 year.

ICSolutions Response:

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

All recordings are stored online for the life of the contract. THE ENFORCER® enables immediate, online retrieval of any recording via THE ENFORCER® user interface, at any time with no change of storage media.

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.

4. Facility personnel must be able to search call recordings by dialed number, date, time, AIC account, or site name.

ICSolutions Response:

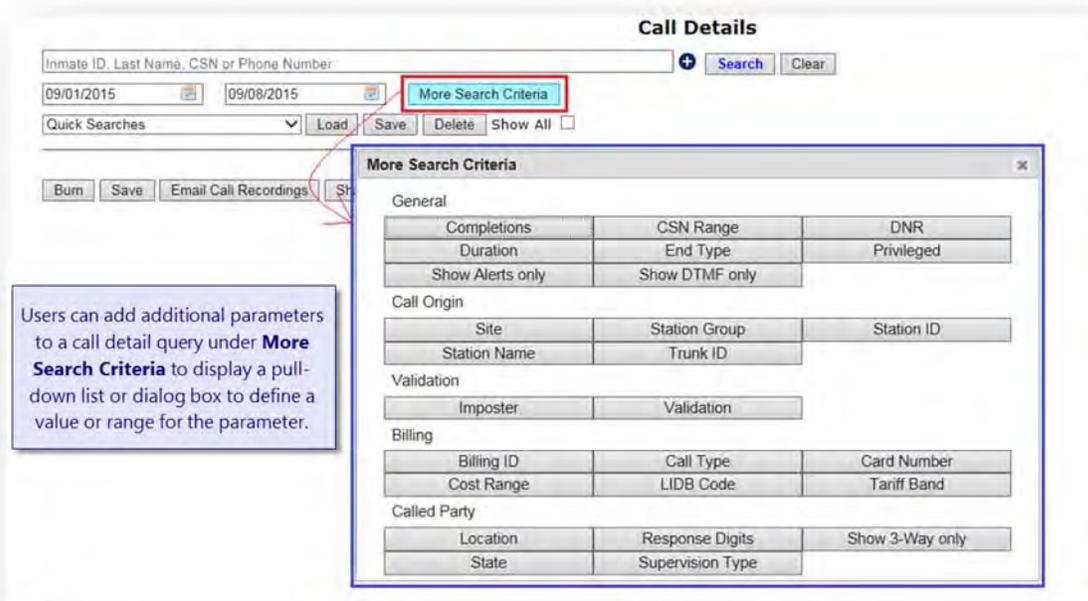
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

The system has extensive search capabilities for Investigators. Call recordings can be retrieved based on:

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

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.



Call Detail Report – Select criteria for custom query

5. Facility personnel must be able to simultaneously live monitor conversations while the system is recording the conversations.

ICSolutions Response:

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

Multiple monitoring sessions can occur at the same time without any impact to ongoing call processing or recording.

6. Facility personnel must be able to monitor, disconnect, and/or barge into a live call.

ICSolutions Response:

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

THE ENFORCER® offers real-time, live call monitoring of calls in progress. Call monitoring with The Observer is accessed through the Monitor Phones tab of THE ENFORCER® GUI. 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**.

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

The Observer

Pause Comment Cut off Disable Add Listener Show Map

All Active All Stations Project time

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	347122	ALVES, CORAN	none
	Talking	E-2	1-775-287-7127	8.24	\$3.15	410656	WILLIAMS, NIKI	none
	Talking	C4	1-316-218-5613	13.41	\$2.38	084183	OSIL, ROBERT	Inmate
	Dialing	F-1	1-230-230-5330	0.00	\$0.00	067122	LANG, MARK	none
	Greeting	G-1	1-928-486-8148	0.00	\$3.45	363912	ESTEFAN, ETHAN	none
	Talking	J-4	1-928-230-5335	4.49	\$1.15	067606	BAILEY, EMILY	none
	Talking	K-4	1-480-348-5401	12.59	\$2.99	393912	DUNCAN, WILL	none
	Talking	L-1	1-210-555-9999	2.30	\$5.00	185575	MCKAY, MARK	none

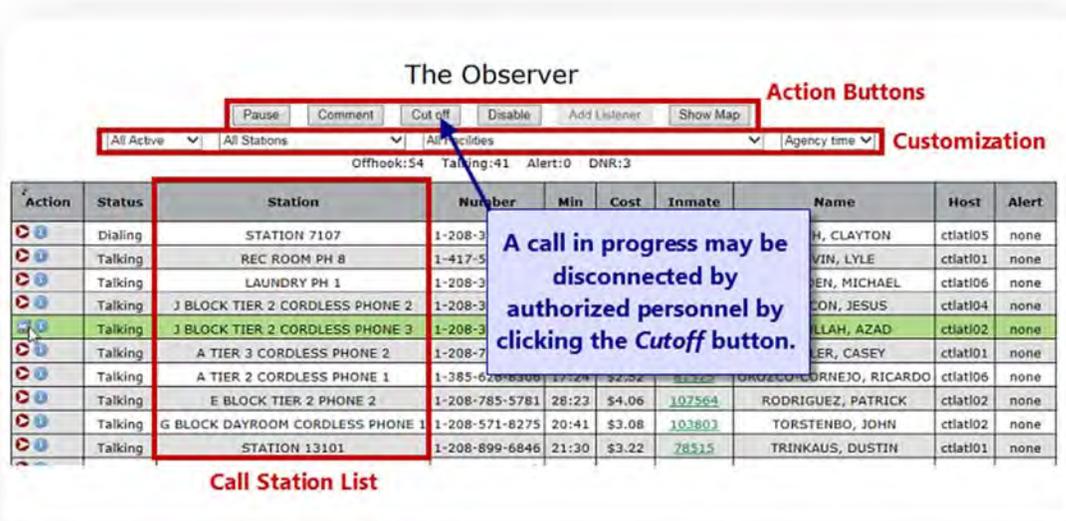
Call details

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

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 “barge in” to calls in progress and speak to both parties



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 a call is five minutes in when a user begins monitoring the call, the user may scroll back to any point in the call and listen to the audio.



Call 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.

The Observer

Pause Comment Cut off Disable **Add Listener** Show Map

All Active All Stations All Facilities Agency time

Offhook:55 Talking:40 Alert:0 DNR:3

Action	Status	Station	Number	Min	Cost	Inmate	Name	Host	Alert		
	Greeting	STATION 7107	1-208	26	0:00	\$4.20	80660	NULPH	ctlat05	none	
	Talking	REC ROOM PH 8	1-417	47	5:36	\$0.98	6551	NEV	ctlat01	none	
	Talking	LAUNDRY PH 1	1-208	20	14:21	\$2.10	10572	HARNDI	ctlat06	none	
	Talking	J BLOCK TIER 2 CORDLESS PHONE 2	1-208	23	5:22	\$0.98	72862	CHAC	ctlat04	none	
	Talking	J BLOCK TIER 2 CORDLESS PHONE 3	1-208	12	19:40					none	
	Talking	A TIER 3 CORDLESS PHONE 2	1-208	03	5:33					none	
	Talking	A TIER 2 CORDLESS PHONE 1	1-385	06	18:13					none	
	Talking	G BLOCK DAYROOM CORDLESS PHONE 1	1-208	75	21:30					none	
	Talking	STATION 13101	1-208	46	22:19					none	
	Dialing	UNIT 1 - PH 1			0:00					none	
	Talking	UNIT 1 - PH 9	1-208	04	-1:07	\$0.14	76958	WEN	NDA	ctlat05	none
	Talking	CLASS ROOM A - PH 4	1-208	90	5:10	\$0.98	92919			ctlat03	none
	Talking	STATION 14117	1-208	04:18	2:53	\$0.56	71811			ctlat05	none

Add Listener x

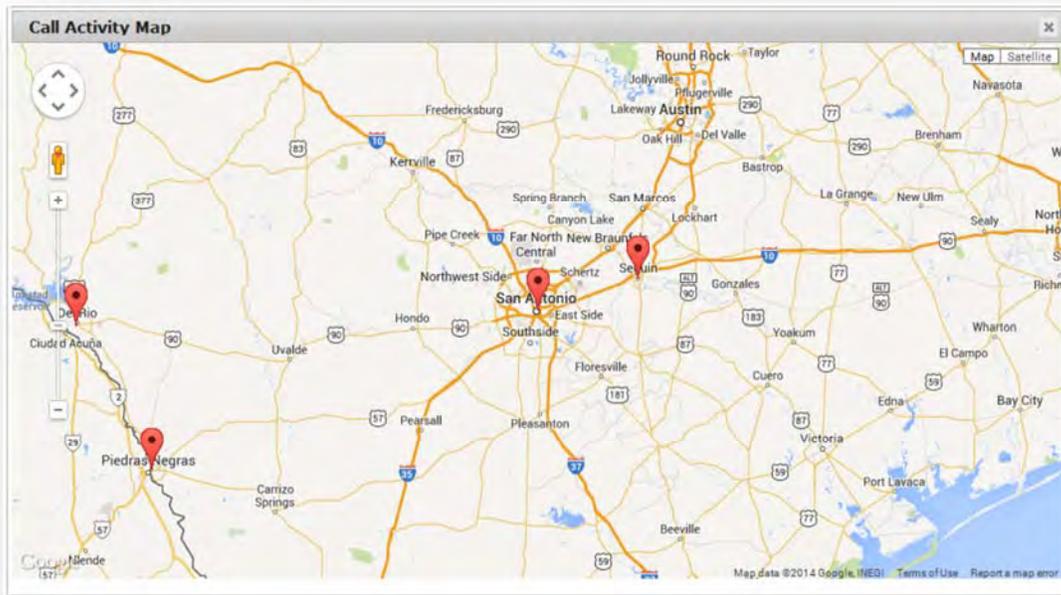
Phone Number: x

Connect Cancel

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

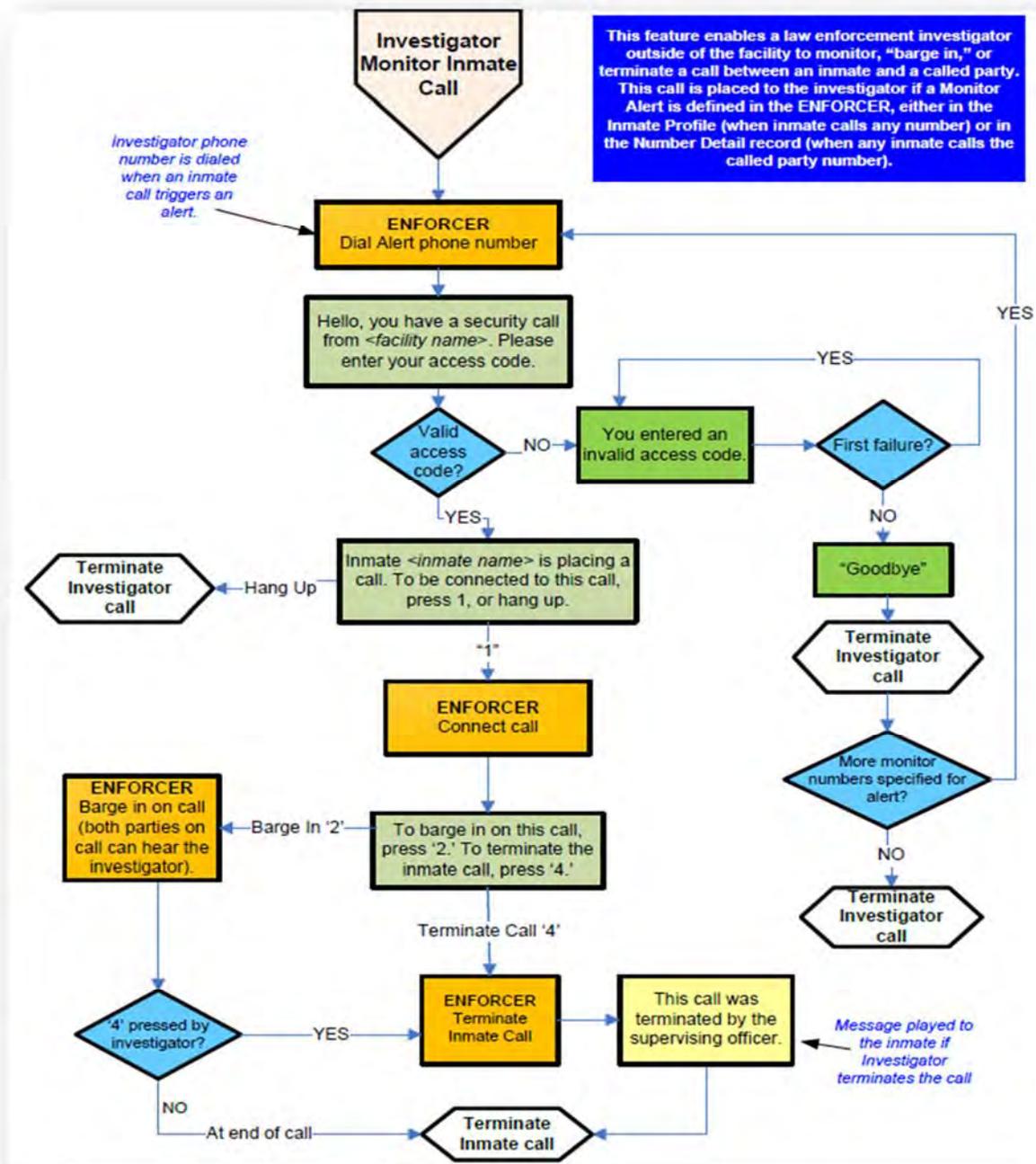
By clicking the Show Map action button, The Observer displays a map that shows the location of the site/facility as well as the destination of all calls (both in-progress and completed calls). Users can limit the calls displayed by selecting the call type from the drop-down menu (Active, Inactive, Alerts,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



Live Monitoring Call Activity Map

Barge In

When an investigator is alerted or added as a listener to a particular call in progress, the investigator may barge in on the call in progress to talk to both parties. This feature enables a law enforcement investigator outside of the facility to monitor, "barge in," or terminate a call between an inmate and a called party by pressing the appropriate digit on the keypad when prompted, as described in the call flow below.



7. The system must provide a call history through live monitoring to allow personnel to see recent activity for phone numbers and phones without navigating away from live monitoring.

ICSolutions Response:

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

THE ENFORCER® allows authorized users to view live calls in progress as well as call history. When the user selects "All Phones" in the Call Status screen, the most recent activity for all stations is displayed, which includes calls that are currently in progress ("active" stations) as well as the last call completed on stations where a call is not currently in progress ("inactive" stations). When a user double-clicks that call, the call detail is displayed directly below the Call Status screen.

8. Please describe additional tools available.

ICSolutions Response:

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

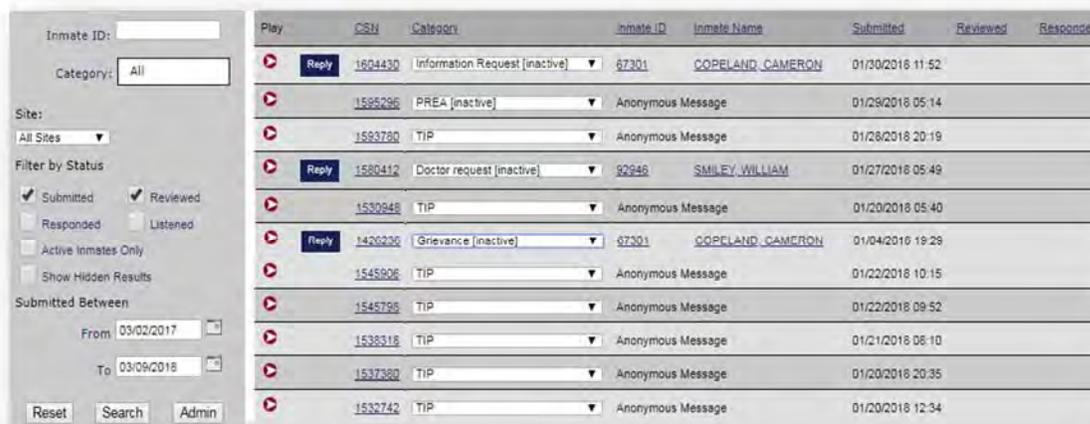
ICSolutions offers several product lines to **efficiently manage inmates from booking to release** – including ICSolutions' Reverse Lookup, Inmate Voicemail, The Communicator Inmate Communications Portal, The VerifierSM Voice Biometrics, The Word Detector Keyword Search, and more. These integrated services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



Value Added Products

The Communicator Paperless Inmate Communications Portal

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



Play	CSN	Category	Inmate ID	Inmate Name	Submitted	Reviewed	Responded
		1604430	Information Request [inactive]	67301	COPELAND, CAMERON	01/30/2016 11:52	
		1585296	PREA [inactive]	Anonymous Message		01/29/2016 05:14	
		1583730	TIP	Anonymous Message		01/28/2016 20:19	
		1580412	Doctor request [inactive]	92946	SMILEY, WILLIAM	01/27/2016 05:49	
		1530948	TIP	Anonymous Message		01/20/2016 05:40	
		1420236	Grievance [inactive]	67301	COPELAND, CAMERON	01/04/2016 19:28	
		1545906	TIP	Anonymous Message		01/22/2016 10:15	
		1545758	TIP	Anonymous Message		01/22/2016 09:52	
		1538518	TIP	Anonymous Message		01/21/2016 06:10	
		1537380	TIP	Anonymous Message		01/20/2016 20:35	
		1532742	TIP	Anonymous Message		01/20/2016 12:34	

The Communicator Message screen

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

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

Inmate Voice Messaging

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

Inmate Voicemail

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

The outside party would access the voicemail system by dialing the published toll-free number. Once connected to the voicemail platform, the outside party will be prompted to enter their Prepaid account information to confirm availability of funds. If funds are available, the system will prompt the user to enter the inmate ID, or enter the first 3 letters of the inmate's last name to retrieve an inmate listing. The user will select an inmate from the listing and will be able to record a 30-second message.

Message of the Day

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

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

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

Inmate Messaging

Inmate ID, Last Name, or CSN OR

Date Ranges

Message Type:

Action	Type	Inmate ID	CSN	Inmate Name	Site	Location	BTN or Created By	Created	First Listed	Status
	Notification	4519	1661926	HANNERS, BOBBY	ICS Demo 01, TX	G DORM	api_visitor_pos	02/07/2018 14:24	Never	New
	Notification	514	1661794	HYDE, JERALD	ICS Demo 01, TX	B BLOCK	api_visitor_pos	02/07/2018 14:04	Never	New
	Notification	88717	1661046	LUNA-ESMERALDA, LEONARDO	ICS Demo 01, TX	B BLOCK	api_visitor_pos	02/07/2018 13:41	Never	New
	Notification	81372	1661552	COUCH, BRANLON	ICS					
	Notification	27766	1661434	LOYD, HENRY	ICS					
	Notification	46102	1661196	WOOD, JAMIE	ICS					
	Notification	6759	1660918	HICKS, TIMOTHY	ICS					
	Notification	24280	1660914	PANNEL, TYLER	ICS					
	Notification	7572	1660882	BOONE, TIMOTHY	ICS					
	Notification	3916	1660774	HOLLOWAY, AMBER	ICS Demo 01, TX	D BLOCK	api_visitor_pos	02/07/2018 11:47	Never	New

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

Click the bubble icon to view the message text.

Click the Play button to listen to the recording.

Inmate Messaging Screen – Message of the Day text

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

Funding Announcements

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

Reverse Lookup

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

The Reverse Directory database is accessed via a secure link to the Internet, and is constantly updated. ICSolutions will provide this information for the entire contract term and any extension terms **at no cost to the facility**.

Reverse Directory information may be looked up from an inmate's Personal Allowed/Blocked Numbers List screen by clicking on the Details link for a selected number or from a Call Detail Record by clicking on the phone number of the called party.

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

General Information

Number:

Speed Dial:

Dial Pattern:

Site:

Category:

Inmates w/PAN:

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

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

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

1595 Acornway
Morgan Hill, CA 95037

Reverse Lookup

Records Seal

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

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

Full Records Seal – Seal *all* records for an inmate, including the Inmate Profile, all Call Detail Records (CDRs), all call recordings, and any inmate data otherwise available to ENFORCER® reporting functions. In other words, *every* piece of inmate information in THE ENFORCER® is sealed completely.

Partial Records Seal – Seal *CDRs and call recordings only* for a selected date range. This date range can be mandated by the court for a time window associated with events related to the case. As with other ENFORCER® functions, the authorized user can use calendar icons to select a start date and end date for the call records and recordings to be sealed. (All CDRs and call recordings that do not fall within the date range are still accessible for user queries and ENFORCER® reporting.

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

The Analyzer Link Analysis Tools

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

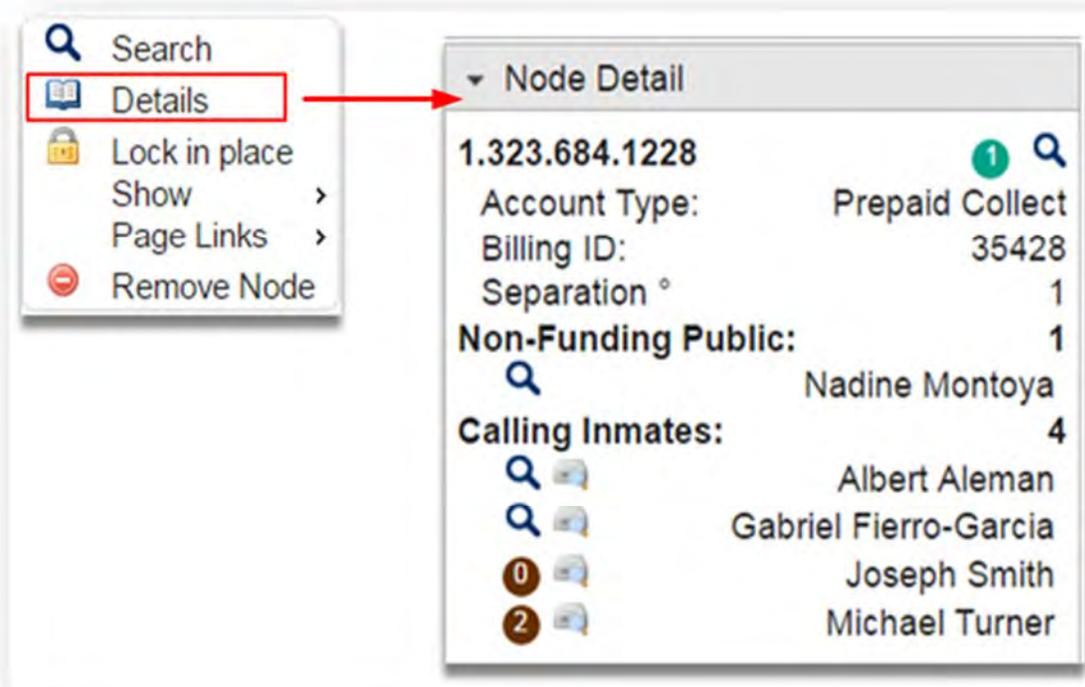
The Analyzer[™] module is a powerful data mapping tool that enables you to graph complex data relationships based on ***inmate calling activity*** and ***account funding activity*** in THE ENFORCER®, as well as video visitation activity in The Visitor™. The information displayed using The Analyzer[™]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

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

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

The Analyzer[®] builds and displays dynamic visual maps based on user-specified input. These graphs show commonalities in calling, funding, and visitation patterns, such as:

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



The Analyzer – Displaying Detail for a Specific Record

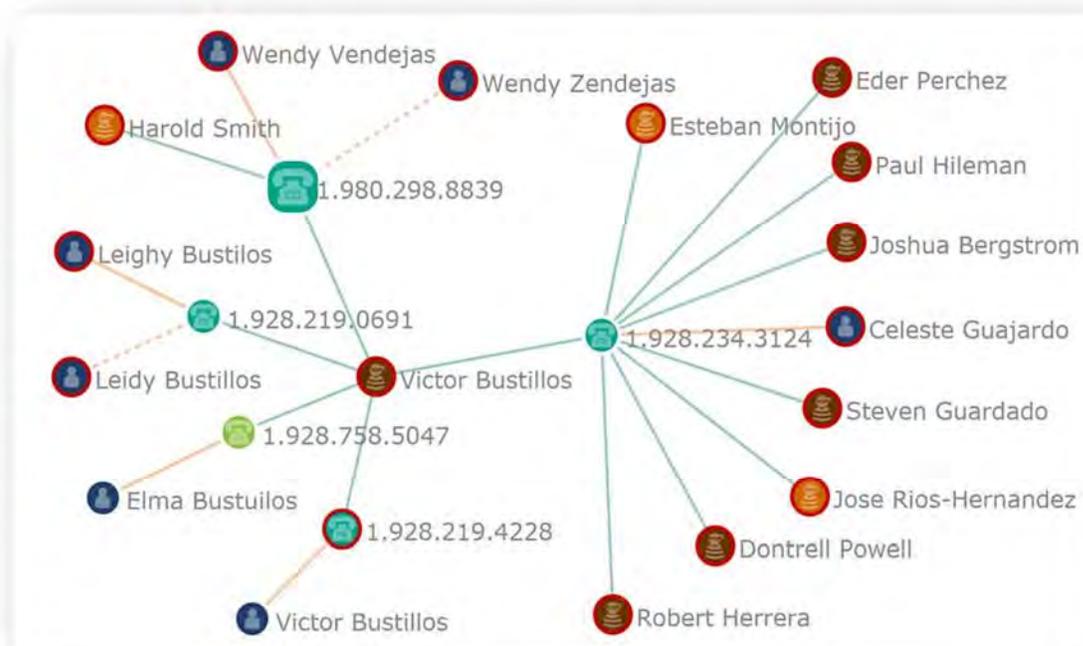
Key Features of The Analyzer

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

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

The Analyzer Map

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



The Analyzer Visual Map

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

- **Degree of Separation** – Decreasing the value will help reduce the levels the search will execute automatically
- **Minimum Distinct Inmates** – Increasing the value will have a moderate to significant effect on the size of the graph. The smaller this number is, the more phones would be allowed into the graph in addition to phones having a large number of inmates
- **Completed Calls Only** – Enabling this feature will have a moderate to significant effect on the size of the graph
- **Call Types** – Decreasing the number of Call Types to be included in the search can have a moderate to significant effect on the size of the graph. A phone may be called by multiple Call Types and may or may not be included in the graph, depending on which Call Types are specified
- **Date Range** – Decreasing the range to be searched will have a significant effect on the size of the graph, based on the interactions which occurred within a shorter time span



Sample Search Criteria

Group/Gang Affiliations

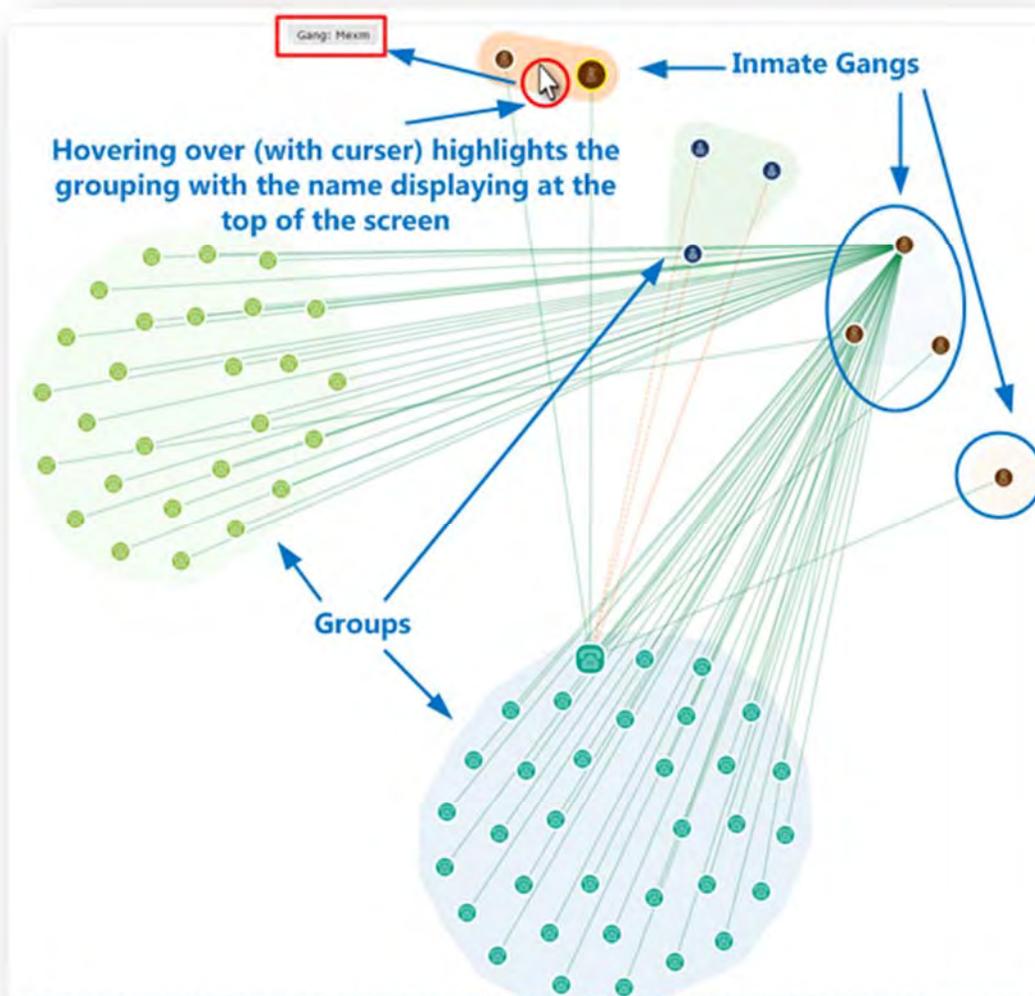
Authorized users may search by Gang if THE ENFORCER® is integrated with a Jail Management System (JMS) feed that provides gang information. When the *Enable Grouping/Gangs* check box has been selected, The Analyzer[®] graph will automatically rearrange the Nodes into groups/gangs if this information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



Enable Group/Gangs Checkbox

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

When the user hovers over a group/gang, all groupings are highlighted, and the name of the group/gang will appear at the top of the screen (as indicated with the red box).



Graph with Grouping/Gangs Feature Enabled

Call Analysis

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

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

Calling Matrix

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

Inmate Calling Analysis feature

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

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

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

The Word Detector

Keyword Search Powered by Nexidia

With our optional Word Detector keyword search tool, powered by Nexidia, investigators can quickly scan thousands of call recordings to locate words or phrases of interest. **Pricing for this optional service is available upon request.**

The Word Detector searches for the sounds that make up words, and therefore it is highly accurate, even in a conversation with simultaneous speakers, dialects, and background noise – all typical conditions in a corrections environment. ICSolutions first began offering The Word Detector as an integrated application on THE ENFORCER® in 2012, and it is currently in use at **nearly three dozen facilities**. The Word Detector is offered at no cost to Klamath County.



ICSolutions Client Testimonial

Powerful Investigative Tool

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

Warden Carl Humphrey, SCCI – Spalding County, GA

Keyword Search – Expanded Capabilities

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

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

Search complete: Found 4 matches in 994 records "attorney"

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

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

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

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

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

Thesaurus

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



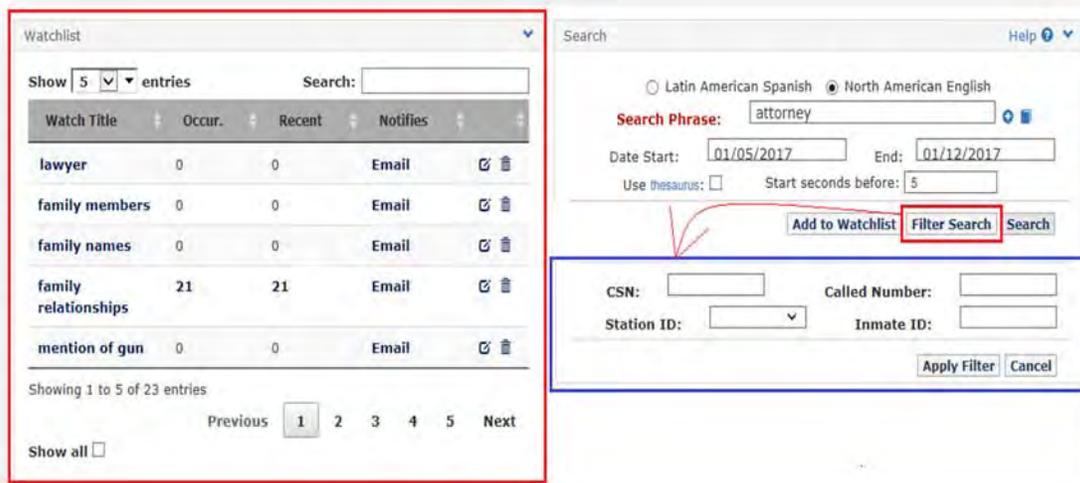
The screenshot shows a search interface with the following elements:

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

Thesaurus Access – Add or Delete Synonyms

Watchlists

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



Searching Watchlists in The Word Detector

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

Argus Transcription & Translation

The optional Argus transcription tool allows transcription of selected recordings for investigative purposes. **Pricing for this optional service is available upon request.**

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

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

The transcription engine is unmatched in its accuracy. Utilizing calls from the Alabama Department of Corrections, the engine reported accuracy on average of 90%. These results were achieved with no calibration of the transcription engine, meaning that higher accuracy may be possible, as the engine teaches itself the various calls/accounts for call quality, using state of the art machine learning/artificial intelligence. **Argus' transcription engine can transcribe more than 25 languages.**

Reports > Results by Date > PIN Sharing - Grid

125 Result(s) Found Search:

	Print	Call Time	Duration	Phone	Result	
1	GERARDO GOMEZ-PACHECO	04-09-2019 07:04:00	00:01:52	(773) 678-0699	EDGAR CADENAS-ROJAS-126094772	
2	SEBASTIAN LUCAS-LUCAS	04-09-2019 07:04:05	00:03:10	(662) 582-5762	ALEXANDER MEDINA-BARRIOS-4934767	
3	WILLIAM BELLEW	04-09-2019 07:04:25	00:03:46	(256) 295-4332	JOHNNY SWANN-2569	
4	JORGE OROPEZA-SALAS	04-09-2019 08:04:34	00:02:02	(920) 681-1808	JUAN JUAREZ-ROSARIO-123160112	
5	THOMAS LONG	04-09-2019 08:04:57	00:14:28	(205) 913-2481	JEFFREY BRYAN-55055	
6	JULIO ROMERO-TIBURCIO	04-09-2019 09:04:54	00:02:34	(812) 987-8816	JOSE REYES-HERNANDEZ-120715463	
7	GERARDO GOMEZ-PACHECO	04-09-2019 09:04:57	00:02:45	(773) 678-0699	RYAN WHETHAM-10560444	
8	KIM CAMPBELL	04-09-2019 10:04:00	00:02:34	(615) 485-5932	CAROL BELLENFANT-49776	
9	LUCINDA ROBLERO-PEREZ	04-09-2019 10:04:00	00:02:52	(512) 552-5316	MARTHA HERRERA-GARCIA-125286194	
10	NATALHY ARMAS-	04-09-2019 10:04:11	00:02:27	(956) 269-3764	LENA GRAUS-RODRIGUEZ-126323124	

Reports – Results by Date

To select a call for transcription, users click the TRANSCRIPTION icon. Calls that have previously been transcribed show a check mark over the TRANSCRIPTION icon. To play the audio of the call, users select the first icon from the left of the loudspeaker.

Workflow > Schedule

Task

Location: Select Location PIN Sharing: Inmate to Inmate:

By PIN Number: By Inmate Voice: By Civilian Voice:

Destination Number: Hotlist:

Inmate: David Brown
 Inmate: Darius Johnson
(CTRL+Click for multiple selections)

Assign Task

ID	Task Name	Creation Date	Group	User	
1	testing	06/01/2015		Andy Horton	<input type="checkbox"/> <input type="text"/>
2	Inmate	05/26/2015		Andy Horton	<input checked="" type="checkbox"/> <input type="text"/>
3	#Test	05/26/2015		Robert Sterling	<input type="checkbox"/> <input type="text"/>

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



Sample Transcription

Word Flow

The transcription of the call even appears on the player as shown in the image. Not only is the transcription shown, but the investigator can also select words within the transcription to launch/search for Keywords in other calls. This capability is unmatched and unavailable on any other solution available in the marketplace. It is a completely integrated, voice biometric, transcription, and keyword engine.

Pricing for Argus transcription and translation is available upon request.

Cell Phone Control

The following Cell Phone Control products are offered as optional, value-added services which can be offered at the County's discretion. **Pricing for these optional products is available upon request.**

CEIA Magneto Static Detector (MSD)

The CEIA MSD is a highly portable cell phone, weapon, and contraband detector that can locate all cell phones and other contraband concealed on the person or in body cavities (including key fob cell phones), with or without batteries. Its multi-zone targeting indication identifies the location of contraband on the body, and it includes a Bluetooth headset for covert alarm signaling, whereby detection is silent to the inmate.

The CEIA MSD is fully weatherproof for use outdoors or inside, and provided for up to 26 hours of continuous use on the embedded battery. Best of all, the MSD's extremely durable design yet lightweight, one-piece design is portable and requires no assembly – allowing for setup within 10 seconds!

- Detection of all cell phones and other ferrous contraband concealed on the person or in body cavities (including key fob cell phones, smart phones, radio transceivers, etc.)
- Constant Sensitivity across the detection area in pass-through operations
- Multi-Zone targeting indication identifies location of contraband on the body
- Covert operation through use of Bluetooth wireless headset
- Fully weatherproof for outdoor use (IP65 certified)
- 26 hours continuous operation
- Unmatched detection in all environments without adjustment
- Extremely durable design
- No assembly required: Setup in less than 10 seconds



Cellebrite's UFED Ultimate

Cellebrite's *UFED Touch Ultimate* is an all-in-one mobile forensic solution. UFED Touch Ultimate performs physical, logical, and file system extractions of cell phones – performing a complete data extraction of existing, hidden, and deleted phone data, including call history, text messages, contacts, email, chat, media files, geotags, passwords, and more! UFED Touch Ultimate will give you unparalleled access to investigative cellular data.



UFED Touch Ultimate

UFED Ultimate also includes *UFED Physical Analyzer*, the most powerful and feature-rich mobile forensics tool in the industry. UFED Physical Analyzer highlights the most critical components of an extracted phone's memory data, making navigating through the data easier and more flexible than ever, while providing in-depth decoding, analysis and reporting methods. Users can generate reports, print them, and/or save them to their computer in PDF, HTML, XLS, and XML formats.

B5. Call Acceptance

1. The system will not allow communication until the called party until the call has been accepted.

ICSolutions Response:

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

Whenever an inmate places a call to a called party, the inmate is muted to prevent communication with the called party until the call is connected. THE ENFORCER® system offers several options for call delivery:

- Allow the inmate to hear call progress, but prevent the inmate from being heard by the called party until acceptance is confirmed.
- Place the inmate on hold once the called party answers, preventing the inmate from hearing the called party or being heard by the called party until acceptance is confirmed.

Regardless of which option is preferred, the AIC cannot communicate with the called party until the call has been positively accepted. Both the inmate and called party are notified upon acceptance of the call that the call may be recorded and monitored for security purposes. If the call is accepted by the called party, the inmate hears *"Thank you for using ICSolutions. This call may be monitored or recorded. You may begin speaking now."*

2. The system shall detect the difference between an accepted call, and an answering machine, busy signal, and other telephone activity. Please describe.

ICSolutions Response:

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

The called party must press, dial, or say a digit to indicate positive acceptance. Positive call acceptance is required for all collect, debit, and prepaid calls. 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 the appropriate DTMF tones, spoken number or count of rotary-dial pulses.

The call will not be connected should the system detect irregular ringing signals, answering machines, digital voice mail, cellular telephones, ring-back tones, pagers, operator intercepts, quick disconnects, chain dialing, no voice from called party, etc. 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.

3. The proposed system shall provide an option for the called party to request rate of the call prior to acceptance.

ICSolutions Response:

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

Called parties are given the option of requesting a rate quote for all calls where they will be responsible for payment (i.e. all calls with the exception of inmate debit calls, which are paid for by the inmate).

When the called party answers they are presented the following prompts:

- "Hello, you have a collect call from (inmate's name) an inmate at (facility name)."
- "To accept this call press 5"
- "To refuse this call hang up now"
- "To block this call and future calls from this facility, press 9"
- **"To hear the charges for this call press 2"**
- "This call will be recorded and is subject to monitoring at any time."
- "Thank you for using I C Solutions. You may begin speaking now."

4. The called party must actively accept the call with the option to enable auto accept of designated telephone numbers.

ICSolutions Response:

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

When the called party answers they are presented the following prompts:

- "Hello, you have a collect call from (inmate's name) an inmate at (facility name)."
- **"To accept this call press 5"**
- **"To refuse this call hang up now"**
- "To block this call and future calls from this facility, press 9"
- "To hear the charges for this call press 2"
- "This call will be recorded and is subject to monitoring at any time."
- "Thank you for using I C Solutions. You may begin speaking now."

Passive or voice-activated call acceptance – whereby the call processor listens for a voice on the called party end of the line, and connects the call upon voice detection – is configurable and can be programmed per dialed number by any authorized facility staff with appropriate ENFORCER® login credentials.

5. Billing does not begin until the call is accepted by the called party.

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. Charges are not assessed for refused calls, no answer, busy, answering machines, faxes, or pagers.

B6. System Security

1. The system must be able to be programmed for auto shut-off at times designated by the County

ICSolutions Response:

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

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 - 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.

Groupname	Day	Schedule	Edit	
Default ?	Mon	7:00-21:45	on all day	off all day
Default	Tue	0:00-21:45	on all day	off all day
Default	Wed	7:00-21:45	on all day	off all day
Default	Thu	7:00-21:45	on all day	off all day
Default	Fri	7:00-21:45	on all day	off all day
Default	Sat	7:00-21:45	on all day	off all day
Default	Sun	7:00-21:45	on all day	off all day
Default	Hol	7:00-21:45	on all day	off all day regular service

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.

Groupname	Day	Schedule	Edit
Default ?	Mon-Sun,Hol	0:00-24:00	<input type="button" value="Edit..."/>
Trunks	Mon	8:00-18:00	<input type="button" value="Edit..."/>
Trunks	Tue-Sun	no service	<input type="button" value="Edit..."/>
Trunks	Hol	regular service	<input type="button" value="Edit..."/>

Add Schedule to Group

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

2. County personnel must be able to manually shut down the system in case of emergency and must be capable of being enabled by customer, site, phone group and/or telephone.

ICSolutions Response:

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

THE ENFORCER® system is configured to support the automatic and manual cut-off of the inmate phone system by individual phone or housing unit configurations based on a pre-defined schedule or in the event of an emergency that requires immediate shutdown of the inmate telephone system.

Phone Shut-Down – Electronic

THE ENFORCER® calling platform enables users to shut-down the phones in a variety of ways. To schedule a phone shut-down, the user logs in to THE ENFORCER and navigates to the SITE ADMIN tab of THE ENFORCER and selects PHONE SHUTDOWN.



Site Admin Tab – Phone Shutdown

From this tab you will notice two separate options to shut-down the phones. By selecting PHONE SHUTDOWN, THE ENFORCER® will display a screen which enables users to schedule a shut-down.

Scheduled Station Shutdown

Note: This option is typically used in situations where maintenance is to be performed. Users may select ALL STATIONS from the Station Group Column, or select other specified groups.

To shut-down phones immediately and in real-time, the user selects the PHONE DISABLE tab. This will display a screen from which a single station, multiple stations, or individual calls may be quickly switched on/off through the workstation CALL STATUS display.

Call Status – Emergency/Temporary Phone Disable

To take a station offline, an investigator or operator would select the desired station port, and then click either the **DISABLE** button, or the **CUTOFF AND DISABLE** button. The difference between these buttons are significant as the **DISABLE** button will allow a station/phone in-use to complete the call it is processing before termination; whereas the **CUTOFF AND DISABLE** button immediately terminates the station/phone regardless whether it is in use or not.

It is important to note that all administrative changes made in THE ENFORCER® system occur instantaneously and in real time, so the time required for this action depends only upon the speed of the operator.

Phone Shut-Down – Mechanical



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.

Telcom Marketing Group
KS-6100 Kill Switch Box

3. The system shall be password protected to permit only authorized facility personnel access to the system.

ICSolutions Response:

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

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 (functions) 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.

The network is protected by perimeter and secondary firewalls. Access to the WAN network can be accomplished only by IP addresses registered with the system. Any domain/IP address that is not registered will be denied access to the system. Our Juniper firewall automatically logs all denied connection requests. These logs are accessible to ICSolutions’ network monitoring staff. Should the County wish to review these firewall access logs, personnel may contact our Technical Services Center 24 x 7 x 365 to request copies of these logs.

4. The system must have the capability to enable and disable any phone at the facility from any secured internet capable computer.

ICSolutions Response:

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

As described in detail in [REQUIREMENT B6.2](#) above, THE ENFORCER® calling platform enables users to shut-down the phones from the system workstation in a variety of ways. To schedule a phone shut-down, the user logs in to THE ENFORCER and navigates to the SITE ADMIN tab of THE ENFORCER® and selects PHONE SHUTDOWN.

5. The system's user security must provide restrictive access by public and private IP address. Personnel logging in from an IP address not assigned will not be allowed to access the system remotely.

ICSolutions Response:

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

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

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

B7. Automated Information Services

1. The systems must be successfully deployed and operating in more than 20 sites.
2. The systems must be bilingual for non-English speaking Constituents.
3. Systems must use Voice Recognition and Response for interactions.
4. Systems must have the ability to customize settings based on Facility and Constituent needs.

ICSolutions Response:

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

The Attendant IVR (Information Line) for Constituents

At no cost to the County, 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, **inmate-specific information** (inmate lookup, release dates, upcoming court dates, bond inquiries, etc.). This inmate lookup feature is available at no cost to the County.

Our automated telephone inquiry system, called THE ATTENDANT, is designed for detention center staff members who often find themselves overwhelmed by phone calls from individuals looking for information about the jail and specific AICs. Freed from the task of answering multiple inquiries from inmates and public callers, Jail staff can be more productive.

When integrated with the jail's database, the IVR directs callers to an automated voice response system that provides up-to-date information on bond inquiries, inmate location and other disposition questions via touch-tone phone. Freed from the task of answering multiple phone inquiries, jail staff can be more productive. Inmates will also have access to the system by dialing a speed dial.

More than 80 of our clients had SECURUS prior to choosing ICSolutions as their ITS provider. Our clients who want IVR have found THE ATTENDANTSM meets or exceeds their needs.



ICSolutions Client Testimonial

“ ... Increased Efficiency and Reduced Labor ... ”

“THE ATTENDANT has provided many benefits, not the least of which is increased efficiency and reduced labor overhead for the Jail. It has also eliminated public frustration caused by long wait times that were experienced when these requests had to be answered manually by Jail staff.”

Captain Shane Barker – Summit County, Ohio

Funding Announcements

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

B8. Reports

1. The reports to the County will contain a variety of call information to suit the County's needs.

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 both standard and custom reports in real-time, with no intervention necessary from the vendor. For additional information, please refer to our responses to the below requirements.

An authorized ENFORCER® 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 the Jail 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.

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 the following:

- 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 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: REPORT SAMPLES** of this proposal.



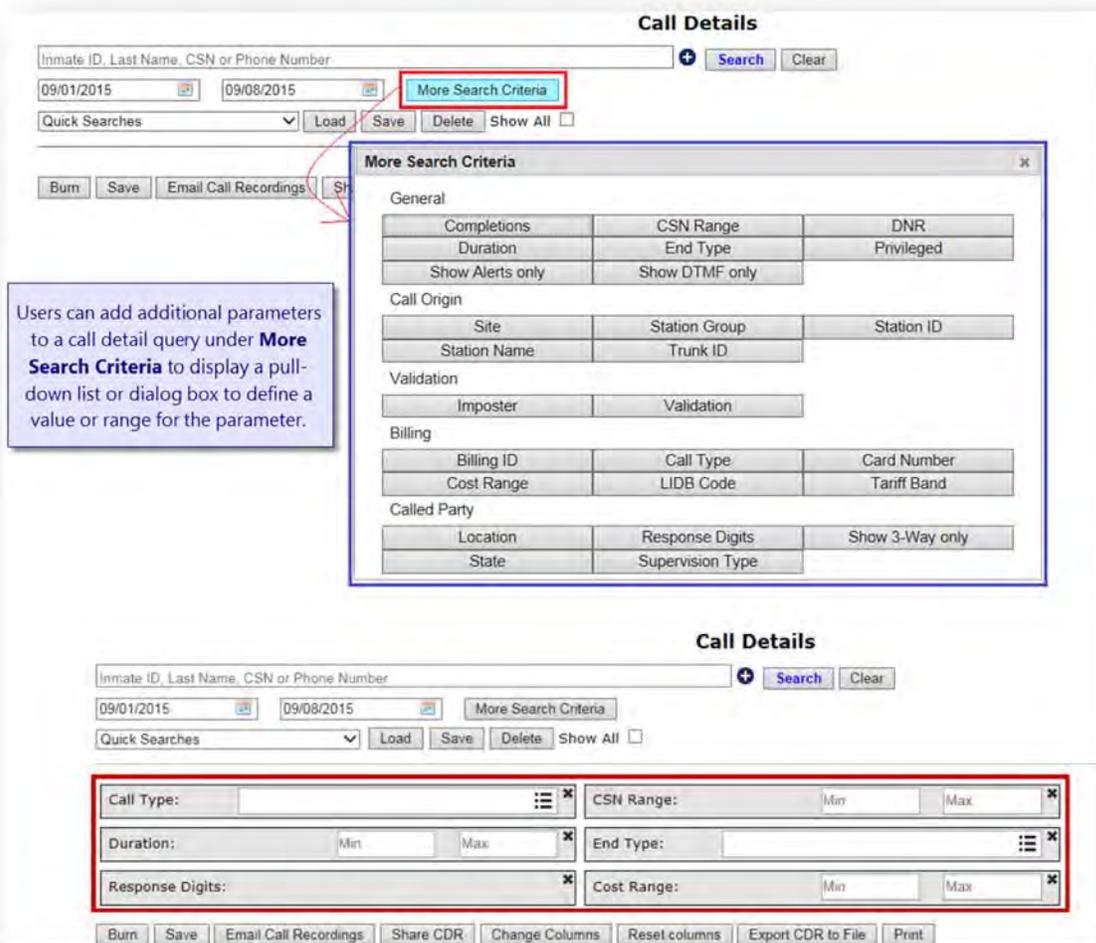
Call Detail Report – Select criteria for custom query

Numerous additional fields are stored within each call record and can be used to further customize reports and recording searches as shown below:

Select Change Columns to View More Parameters on the Call Detail Results screen

The screen above shows the basic search fields DATE AND TIME, INMATE PIN/ID, CALLED NUMBER, 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.

Users can add additional parameters to a call detail query by clicking on MORE SEARCH CRITERIA. This will display a pull-down list or dialog box to define a value or range for the parameter, allowing further customization options of call detail queries.



Call Detail Report – Select criteria for custom query

2. The system must be capable of providing web accessible real-time and historical reports with include but are not limited to:
 - a. Call activity Reports
 - b. Frequently Dialed Number Reports
 - c. 3-Way Call Attempt Report
 - d. Dialed Number by More Than One AIC Report
 - e. Call Volume by Phone Report

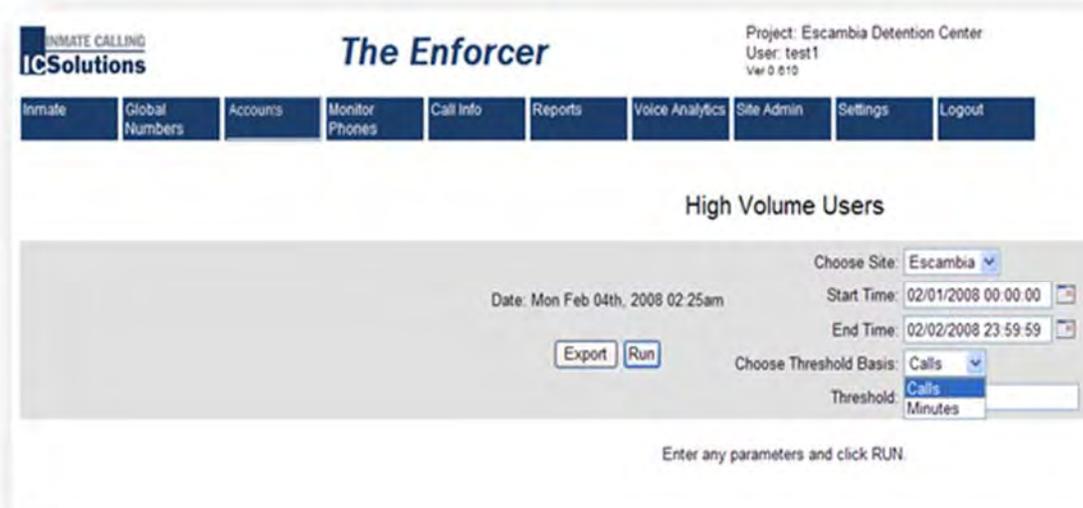
ICSolutions Response:

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

THE ENFORCER® provides centralized reporting capabilities, allowing 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. With THE ENFORCER®’s reporting function, authorized users can create any number of reports to satisfy their needs.

High Volume Users Report

This Report provides a Summary by Site of Inmate ID, Last Name, First Name, Middle Name, Number of Calls and Minutes. The Threshold can be based on calls or minutes. To create this report, choose the Site and appropriate Start and End Date. Click either EXPORT or RUN to generate the report.



High Volume User Report screen

This is an example of the “high volume users” report and is a good indicator for fraudulent activity. It includes the inmate id, last/first name of inmate, total number of calls and a total count of talk minutes.

Note: A call detail report should be generated for any inmate id’s that have high volume activity in number of calls.

02/04/2008 02:26 - Page 1

High Volume Users
Site: Escambia

Start_Time = 02/01/2008 00:00:00 End_Time = 02/02/2008 23:59:59 Choose_Threshold_Basis = Calls
Threshold = ALL

Site Name	Inmate ID	Last Name	First Name	Middle Name	Number of Calls	Minutes Count
Escambia	123343	YOUNG	MITCHELL		322	3
Escambia	178976	TRUJILLO	KEVIN		178	21
Escambia	140931	SMITH	RONALD		174	44
Escambia	132341	RICE	OSHANI		160	274
Escambia	181995	POWELL	PHILLIP		151	6
Escambia	174657	SCOTT	DAVID		150	0
Escambia	107376	MCNEIL	JOSEPH		143	74
Escambia	062851	FLOYD	CARLOS		143	96
Escambia	170316	CRENSHAW	SAMMY		142	10
Escambia	113688	HOWARD	STEPHEN		140	45

High Volume Users Report sample

Frequently Called Number Report

The following report is useful in identifying numbers which have been called most frequently. This is useful in identifying potential unwanted activity. The following is a brief sample of a Frequently Called Number report.

Frequent Called Numbers Report screen

This is an example of the “frequently called numbers” report and is a good indicator for fraudulent activity. It includes the called number, name (if applicable), total number of calls and a total count of talk minutes. **Note:** A call detail report should be generated for any called numbers that have high volume activity in number of calls.

02/04/2008 02:36 - Page 1

Frequently Called Numbers Report
Site: Escambia Detention Center
Start_Time = 02/01/2008 00:00:00 End_Time = 02/02/2008 23:59:59 Choose_Threshold_Basis = Calls
Threshold = ALL

Phone Number	Name	Number of Calls	Minutes Count
1-850-291-7956		197	0
085		118	0
1-850-477-5729	BRUCE CAMACHO BAIL BONDS	118	34
1-850-438-3680	ASAP BAIL BONDS	84	99
1-850-433-7343		77	29
1-850-418-9720		77	82
1-850-456-9646		71	68
1-850-292-9212		70	30
1-850-497-6466		69	199
1-850-456-7499		68	13
1-850-444-9052	SONNY REID BAIL BONDS	66	79

Frequently Called Numbers Report sample

Three-Way Calling

Authorized users can run reports to display only three-way calls in the Call Info screen in THE ENFORCER®. All detected three-way calls are flagged as such in the call detail report. By selecting “Show 3-way only” in the expanded search criteria, users may run reports that specifically show calls where a three-way event was detected.

The screenshot shows the 'THE ENFORCER' software interface. A 'More Search Criteria' dialog box is open, with the 'Show 3-Way only' checkbox selected. The main window displays a list of call records with columns for Play, Notes, Start Time, CSN, Inmate ID, Last Name, Phone Number, and Call Type. The 'Show 3-Way only' checkbox is highlighted with a red box in the dialog box, and the 'Show 3-Way only' checkbox in the 'Called Party' section of the dialog box is also highlighted with a red box.

Limit Search Parameters to Display 3-Way Calls Only

Call Volume by Telephone

THE ENFORCER's ad-hoc reporting feature allows authorized facility user to create customized reports at any time, including Call Volume by Telephone.

01/11/2013 13:36 - Page 2

INMATE CALLING
ICSolutions

Station Activity
Site: ██████ County Jail
Start_Time = 01/11/2013 00:00 End_Time = 01/11/2013 23:59

Site Name	Station Port	Station Name	Attempt Calls	Accept Calls	Accept Rev Calls	Rev Mins	Rev Amnt
	2202	H1 - 1L	3	1	1	5	6.95
	2203	H1 - 2R	17	4	1	14	19.00
	2204	H2 - 1L	17	2	2	4	15.32
	2205	H2 - 2R	6	0	0	0	0.00
	2206	H3 - 1L	18	0	0	0	0.00
	2207	H3 - 2R	2	0	0	0	0.00
	2208	H4 - 1L	15	2	2	18	18.40
	2209	H4 - 2R	1	0	0	0	0.00
	2210	INT - 119	0	0	0	0	0.00
	2211	H5 - 2R	7	0	0	0	0.00
	2212	H5 - 1L	5	1	1	4	6.50
	2213	H6 - 1	4	1	1	14	5.75
	2214	H7 - 1	23	2	1	5	4.85
	2215	H8 - 1	1	0	0	0	0.00
	2216	INT 117	0	0	0	0	0.00
	2217	J - S1	5	0	0	0	0.00
	2218	INTAKE - 1N	0	0	0	0	0.00
	2219	INTAKE - 1S	0	0	0	0	0.00
	2220	INT 116	0	0	0	0	0.00
	2221	144 - A	0	0	0	0	0.00
	2222	142 - I	0	0	0	0	0.00
	2223	West Wall	0	0	0	0	0.00
	2224	SPVR OFFICE - ENROLL	2	0	0	0	0.00
Total			532	64	43	341	340.89

In addition, samples of the most commonly used reports are provided in [EXHIBIT C](#).

3. The system must be capable of providing other detailed reports which include but are not limited to:
 - a. Phone Location of originating call
 - b. Time of call
 - c. Telephone number called
 - d. Most frequently called numbers
 - e. Length of call
 - f. Identify numbers called from a specific telephone
 - g. Identify telephone numbers called by a specific AIC

ICSolutions Response:

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

THE ENFORCER® system offers an extensive list of standard and query-based reporting options to fit every administrative and investigative need. The following is a list of the standard reports available on the system. Custom reports can also be generated using the query-based call record function. Samples of the most commonly used reports are provided in [EXHIBIT C](#) of this proposal.

Additionally, THE ENFORCER® platform offers great flexibility and convenience with regard to remote access for investigators and law enforcement agencies. Multiple investigators can access the system remotely at the same time without impacting on-going system operations or performance. While connected, users may monitor live conversations, access recordings, search system data and generate reports as though they were on-site. This capability facilitates cooperative investigations among law enforcement and corrections agencies.

The following is a list of the standard reports available on THE ENFORCER®. Samples of the most commonly used reports are provided in **EXHIBIT C** of this proposal.

Report Name	Description
Admin Setup Only	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.
Attorney Registration Status	Provides counts for attorney phone numbers in THE ENFORCER® global number list. For attorneys that 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.
Attorney Registration Rejects	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.
Call Detail	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.
Call Record Statistics	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.
Debit Balance	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.
Debit Statement	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.
Debit Activity	Shows all deposits, transactions, refunds, and closing balance for all debit accounts for inmates
Debit Transaction	Provides a reconciliation record for all debit transactions for an Inmate ID for a user-specified date range

Report Name	Description
Frequently Used PANs Summary	Lists, by called number, all numbers that reside in an inmate 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.
Frequently Used PANs Detail	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.
Frequently Called Numbers	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.
Global Number	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 (attorney) numbers, all notes, random note text searches, and all alerts.
Global Number History	Provides historical records of all changes made to ANI phone number to include an audit trail for users who made the changes
Inmate Alerts	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.
Inmate PANs	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.
Inmate Status	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.
Number Alerts	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.
PIN Fraud	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.
Prepaid Balance Summary	Provides account (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.
Recording Access	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.

Report Name	Description
Revenue	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.
Revenue Summary	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.
Station Activity	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.
Station Group Privileges	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.
Inmate Suspensions	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).
Trunk Usage	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.
Volume Users	Provides a summary of high telephone volume 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).

- Vendor shall attach samples of their reports.

ICSolutions Response:

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

Samples of the most commonly used reports are provided in **EXHIBIT C** of this proposal.

- The system shall have the ability to export reports in Excel, Adobe, and comma separated formats.

ICSolutions Response:

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

From any Call Detail Report, authorized facility users may quickly and easily export or download call recordings and call data in standard file formats. All reports are available in PDF and CSV outputs, which can be converted to Excel.

6. Vendor shall provide a secure access to all reports and calling activity within the facility via the internet/web.

ICSolutions Response:

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

Authorized users may log in to THE ENFORCER® to gain access to call record data, call recordings, call monitoring and reporting. THE ENFORCER® platform is accessible via a secure browser-based graphical user interface (GUI). Security clearance to gain access to call record data, call recordings, call monitoring and reporting is available via the internet and managed through a series of usernames, passwords and account privileges in THE ENFORCER® system. When the browser-based GUI is launched, the user must "login" (see following example) to the system with a valid username and password.



ENFORCER® Login Screen

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

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

7. Please list and describe additional investigative tools available with the system.

ICSolutions Response:

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

The primary investigative application that ICSolutions will provide is THE ENFORCER’s browser-based application that allows control, monitoring, searching and reporting of all inmate calls to any authorized user through a simple, point-and-click GUI (Graphical User Interface).

THE ENFORCER® 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**. In addition to our standard investigative features, ICSolutions has described the investigative tools available in the requirements that follow.

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)
- Link Analysis – analyze varying degrees of separation in order to establish links from inmate to inmate or end user to end user
- Records Seal, High-Profile Inmate, Hide Recording, Share CDR, highly configurable User Roles, User Access Logs, and other features to finely control and monitor who has access to sensitive information – even to allow limited data sharing with other law enforcement agencies
- 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!

ICSolutions’ ENFORCER® offers an array of similar investigative tools that allow for analysis of inmate calling activity – including graphical displays of linkages provided by our Link Analysis tool. Some of the key investigative features of THE ENFORCER® include:

System Features	
Onsite Reporting Capabilities	<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> <p>Authorized users can create any number of reports to analyze valuable call data to identify calling patterns that could indicate fraud or illicit activity. With just a few clicks, the COUNTY can access any standard ICSolutions report, including those that analyze calling patterns, such as the Frequently Called Numbers, Frequently Used PANs, and High-Volume Callers reports.</p>

<h2>System Features</h2>	
Remote Information Sharing	If the County desires, ICSolutions can provide the County with an easy way to share information with other law enforcement and corrections agencies. Because THE ENFORCER® provides flexible and convenient remote access for investigators, multiple investigators can access the system at the same time without impacting on-going system operations or performance. The County may grant other law enforcement agencies limited access to inmate information for cooperative investigations.
Multi-Site Networking and Reporting	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.
User Access Log	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 username. Additional reporting options are available upon request and will be customized to meet the County’s needs.
Call Alerts (Hot numbers, hot PINs)	<p>THE ENFORCER® provides an Alert feature to aid investigators in up-to-the-minute inmate telephone activity. THE ENFORCER® alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation. These alerts can be delivered in the following ways:</p> <ul style="list-style-type: none"> • Monitoring Alerts - THE ENFORCER® can call an investigator on his or her telephone (or cell phone) and once provided with an approved pass code can immediately patch the investigator into a THE ENFORCER® monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party. • Email/SMS Alerts – THE ENFORCER® can send email or SMS message to an administrative workstation or any public email address when an alert is triggered. • Paging Alerts - THE ENFORCER® can issue numeric messages to paging services to alert an investigator.
“Find Me, Follow Me”	Find Me, Follow Me allows call alerts to phone multiple investigator telephone numbers (such as an office number, cell number, and home number), trying each number in succession until the investigator answers and enters the correct access code; this feature dramatically increases the probability than an investigator will be located and can monitor a call of interest while it is still in progress.
Gang Management	Reports on numbers dialed by multiple inmates or by multiple inmates out of a pre-defined group (such as all inmates identified in the JMS as members of a particular gang) is a standard part of THE ENFORCER’s Gang Affiliation tracking tools. THE ENFORCER® can also provide a Gang Call Analysis function, which shows additional members of the

System Features	
	same gang and compares calling activity, and provides detail of multiple offenders calling the same number and their gang affiliations.
Remote Call Forwarding to Authorized Investigators with Ability to Barge In or Disconnect Call	When a Hot Number or Hot PIN alert has been set, THE ENFORCER® will call an investigator on his or her telephone (or cell phone) and once provided with an approved pass code can immediately patch the investigator into a THE ENFORCER® monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party. Once patched into the call, the investigator has the ability to silently monitor, barge into the call and speak to both parties, or disconnect the call.
Searchable Call Notes	Users may add notes or comments to a free-form field associated with each call record, Inmate Profile, or detail record for a called party number. This may include case numbers or investigator notes, or any information that the facility wants to record for future use. All notes are searchable by inmate ID, Called Number, User, Date & Time, or by any text entered into the note. 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.
Unlimited Reverse Directory with Satellite Mapping	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.
Frequent Calling Reports	THE ENFORCER® comes programmed with a High Volume Users Report and a Frequently Called Numbers Report. The High Volume Users Report shows which inmates are placing an unusually high volume of calls. This may be indicative of fraudulent use. The Frequently Called Numbers Report shows which phone numbers have been receiving an unusually high volume of inmate calls, sometimes from multiple inmates. This can also be indicative of fraud or criminal activity occurring.
Reports Scheduler	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. In the Report Scheduling window, users can define the time, frequency, start and end dates, and file types. Report files can be sent to multiple email addresses in either PDF or Excel format.
THE ANALYZER - Link Analysis	Using Link Analysis, 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). These linked "interactions" can include:

System Features	
	<ul style="list-style-type: none"> Receiving phone calls Depositing funds into an inmate's account Participating in any other optional service offered by ICSolutions – such as inmate email, inmate voicemail, or onsite visitation (when visitation phones are connected to THE ENFORCER® for monitoring/recording)
Call Analysis	With the Call Analysis feature, facility users may view the listing of all the numbers a specific inmate has called, the number of calls and attempts, and all other inmates who have called the same numbers.

THE ENFORCER® has been designed and consistently maintained to deliver all of the investigative and administrative tools our clients need. As demonstrated consistently over our company's nearly 20-year history, ICSolutions will continue to expand our system's capabilities throughout the life of a contract with the County, and we would welcome your input as a valued technology partner.

B9. Visitation room Phone Monitoring and Recording (8 visitation rooms)

- Vendor will detail the proposed visitation phone recording & monitoring system. This detail shall include but not be limited to the name of the manufacturer/vendor used, if service and equipment are not provided directly by Vendor, scheduling software, user interface, control/administrator interface, integration requirements and remote network capabilities.

ICSolutions Response:

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

At no cost to the County, ICSolutions will provide monitoring and recording of visitation phones.

The call recording system will operate and interface with the visitation telephone instruments the same as the AIC phones – which includes enabling live monitoring and call recording of all non-confidential visitation calls. Tracking will be accomplished by AIC PIN, as the AIC will be prompted to enter their AIC PIN at the beginning of the call. Each phone will be identified by pod or visitor location in the system, just as it is for the AIC 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 the County's **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 AIC 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 AICs and their visitors would still be able to talk to each other.

2. System should be integrated with AIC calling system.

ICSolutions Response:

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

ICSolutions will provide a completely turnkey visitation phone system that is fully integrated with THE ENFORCER® AIC telephone system.

3. System should include anti-tamper screws on a stainless-steel wall plate, spiral-sound stainless-steel armored cable, and anti-tamper transmitter/receiver installed in a small encasement.

ICSolutions Response:

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

ICSolutions is proposing two phone types to meet the visitation phone requirement.



Wintel 7005SS
(inmate side)

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



Wintel 7429VST
(visitor side)

All proposed 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.

Please see the manufacturer's specification sheet provided in **EXHIBIT B** of this proposal document.

4. System must have the ability to record all visitation conversations, or if PINs are applied be able to record specific conversations.

ICSolutions Response:

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

The call recording system will operate and interface with the visitation telephone instruments in the same way as it does with the regular AIC phones. Tracking will be accomplished by AIC PIN, as the AIC will be prompted to enter their AIC PIN at the beginning of the call.

THE ENFORCER® system offers fully integrated digital recording capability with the option to record every call or to track only those phones/ AICs designated for recording. Call recordings are digitally stored on an array of secure hard disks and will be available to the facility for immediate access throughout the contract duration.

The system has extensive search capabilities for Investigators. Call recordings can be retrieved based on:

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

All visitation telephone stations will be connected to THE ENFORCER® call processor and will have full recording and monitoring capability, with the exception of privileged attorney calls as required by the facility.

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.

5. System must have the ability to monitor live conversations.

ICSolutions Response:

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

Call monitoring is accessed through the MONITOR tab of THE ENFORCER® GUI. 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 AIC or called party**. Multiple monitoring sessions can occur at the same time **without any impact to ongoing call processing or recording**. Stations will be labeled in the system so that investigators can easily identify calls coming from visitation phones.

For additional information about the Live Call Monitoring capabilities available in THE ENFORCER®, please refer to [REQUIREMENT B4.6](#) earlier in this section.

6. System must be scalable and easily upgraded remotely.

ICSolutions Response:

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

The visitation phone feature is modular and expandable. ICSolutions can add additional phones at any time. Software upgrades will be performed in the same manner for visitation phones as AIC phones. Whenever an upgrade and/or enhancement to THE ENFORCER® finishes testing and is ready for wide release, the County 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.

7. Call details records must be stored of each visitation conversation.

ICSolutions Response:

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

The call recording system will operate and interface with the visitation telephone instruments the same as the AIC phones. Tracking will be accomplished by AIC PIN, as the AIC will be prompted to enter their PIN at the beginning of the call. 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
- Station & Trunk ID
- PIN (if applicable)
- Recording indicator
- Three-way call detect indicator

Call detail records are stored for the entire contract duration to provide the facility **with immediate online access to historical call information throughout the contract term.**

All information included in the call detail record may be queried in THE ENFORCER® to create an extensive list of custom reports. Call detail records are stored for the entire contract duration to provide the facility with immediate access to historical call information throughout the contract term.

8. System must have the ability to specify a phone as private attorney visitation, which conversations will not be recorded

ICSolutions Response:

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

All visitation telephone stations will be connected to THE ENFORCER® call processor and will have full recording and monitoring capability, with the exception of privileged attorney calls as required by the facility. The facility can specify which visitation phones are not recorded.

9. System must provide the capability to disable and enable visitation recording by PIN, on demand, and in real time.

ICSolutions Response:

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

Visitation recording can be disabled by an authorized user in real time by logging in to THE ENFORCER®.

10. System must continue to allow visitation calls even in the event the call platform goes down

ICSolutions Response:

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

The visitation phone pairs are connected to the centralized call processing equipment utilizing the Adtran 924e IP Gateway. The Adtran gateway is configured with a separate dedicated port for both the AIC side and the visitor side of the visitation phone pair. In the unlikely event that the centralized platform is unavailable (complete carrier outage) the Adtran gateway will detect the absence of a network and immediately fail over to a secondary internal route that will directly connect the AIC visitation port to its paired visitor port. When this configuration is triggered, the visitation session can continue; however, there will be no recording of the session.

The centralized ENFORCER® is designed with a distributed processing architecture to minimize the risk of system failure and reduce the risk that any single component could result in a complete system outage, data loss, or inaccessibility of data. The most susceptible components are equipped with internal redundancy and/or hot swappable spares (hard disks, cooling fans, power supplies) to ensure minimal risk of service affecting failure and reduced time to repair. ICSolutions builds each ENFORCER® utilizing Enterprise grade components which provide the highest level of performance and reliability. **The Quality Standard for THE ENFORCER®, including visitation phones, is 99.999% system availability.**

11. System must allow multiple visitors to visit with a single AIC

ICSolutions Response:

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

The visitation phone pairs are connected to the centralized call processing equipment utilizing the Adtran 924e IP Gateway. The Adtran gateway is configured with a separate dedicated port for both the AIC side and the visitor side of the visitation phone pair. This configuration will support multiple handsets on the visitor side, if desired by the County.

12. System should allow visitation communication to continue in the event the main AIC telephone system is shut down.

ICSolutions Response:

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

THE ENFORCER® system is configured to support cut-off of the AIC 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 AIC telephone system. THE ENFORCER® will be configured to group visitation phones so that a user can select AIC phones for system shutdown, while excluding visitation phones.

B10. Voice Biometrics -

Please describe what is available.

ICSolutions Response:

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

Real-Time ENFORCER® Voice Biometrics

At no cost, ICSolutions offers the latest voice biometric technology to cover all aspects of the call and enable investigator case management, including The VerifierSM pre-call biometric identity verification and Imposter real-time continuous voice detection and imposter identification during the call.

The VerifierSM – Pre-Call

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



**Unique ICSolutions
Feature!**

Built-In Voice Biometrics with Self-Enrollment

With ICSolutions, our voice biometric features are built directly into the ENFORCER®, AND we feature **self-enrollment of inmate voices** upon booking to cut down on staff administration time!

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

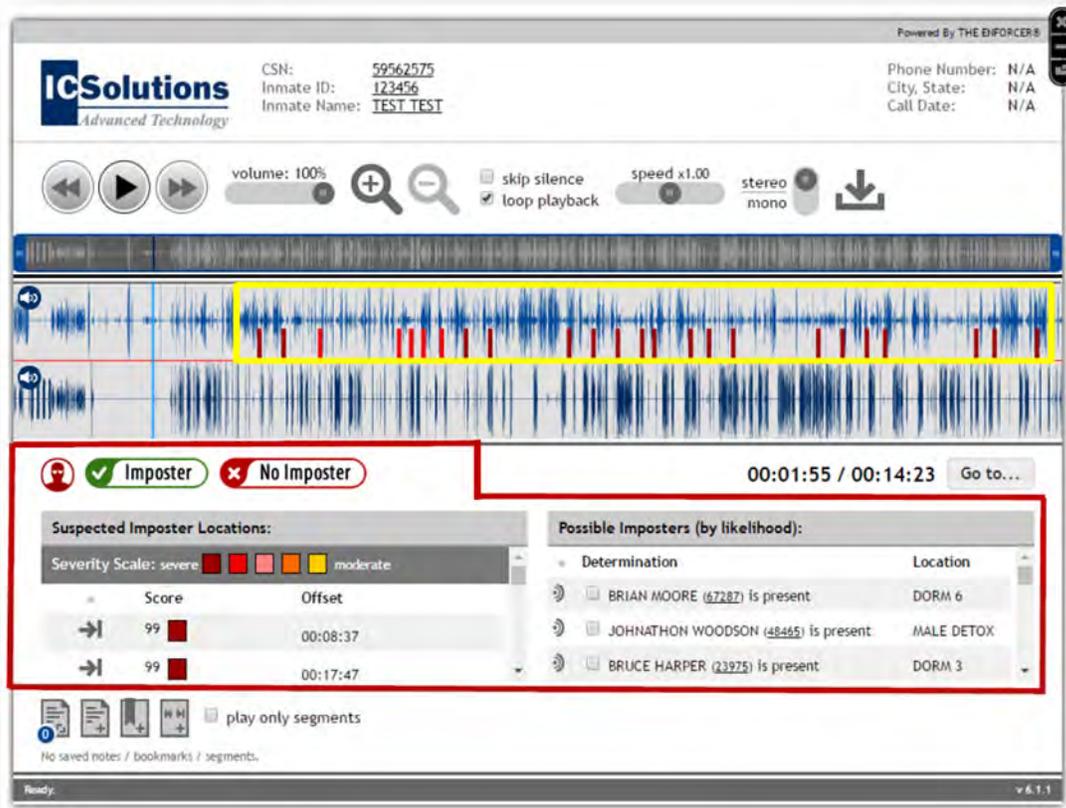
The Imposter – In Call

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

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

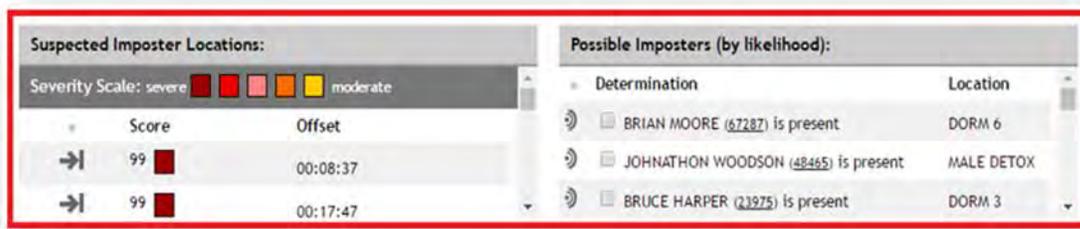
With the alert feature, the system can immediately patch the investigator into an ENFORCER® monitoring session once provided with an approved pass code, for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party.

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

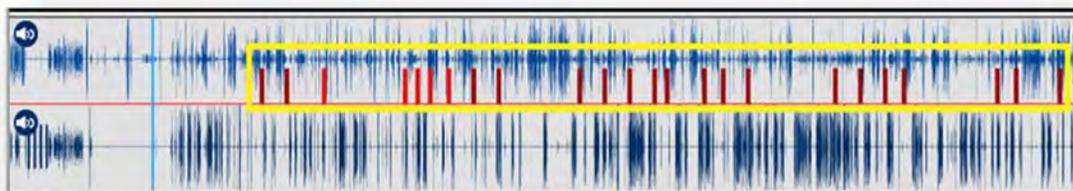


Imposter Identification on the Web Player

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



The box colors shown in the Severity Scale fields correspond to the colors displayed at the detected offsets in the inmate waveform graph. Each time point (offset) where a suspected imposter voice is detected is marked in a color corresponding to the severity scale (probability) of imposter activity.



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

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

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

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

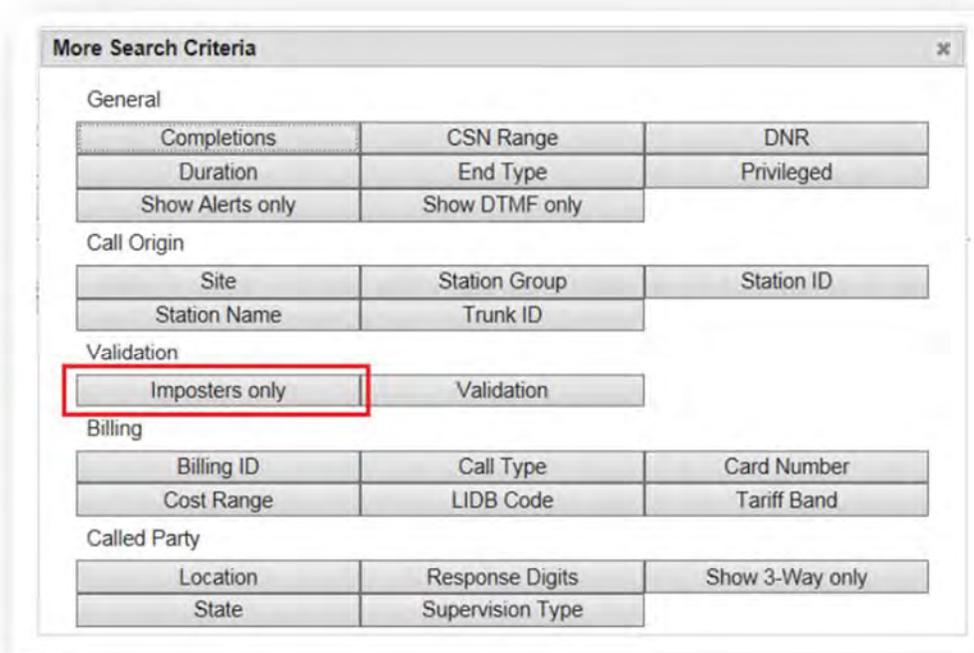
Authorized users can access inmate information while performing an analysis by clicking the Inmate ID number. Once imposter activity is determined in the call, you can click either the **Imposter** or **No Imposter** button shown below to permanently save imposter information in the *Web Player*.



The ENFORCER® Voice Biometrics Reporting

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

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



The screenshot shows a 'More Search Criteria' dialog box with several sections of search filters:

- General**

Completions	CSN Range	DNR
Duration	End Type	Privileged
Show Alerts only	Show DTMF only	
- Call Origin**

Site	Station Group	Station ID
Station Name	Trunk ID	
- Validation**

Imposters only	Validation
-----------------------	------------
- Billing**

Billing ID	Call Type	Card Number
Cost Range	LIDB Code	Tariff Band
- Called Party**

Location	Response Digits	Show 3-Way only
State	Supervision Type	

Search Criteria for Imposters detected and other Parameters Available for Customization

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

B11. E-mail -

Please describe what is available.

ICSolutions Response:

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

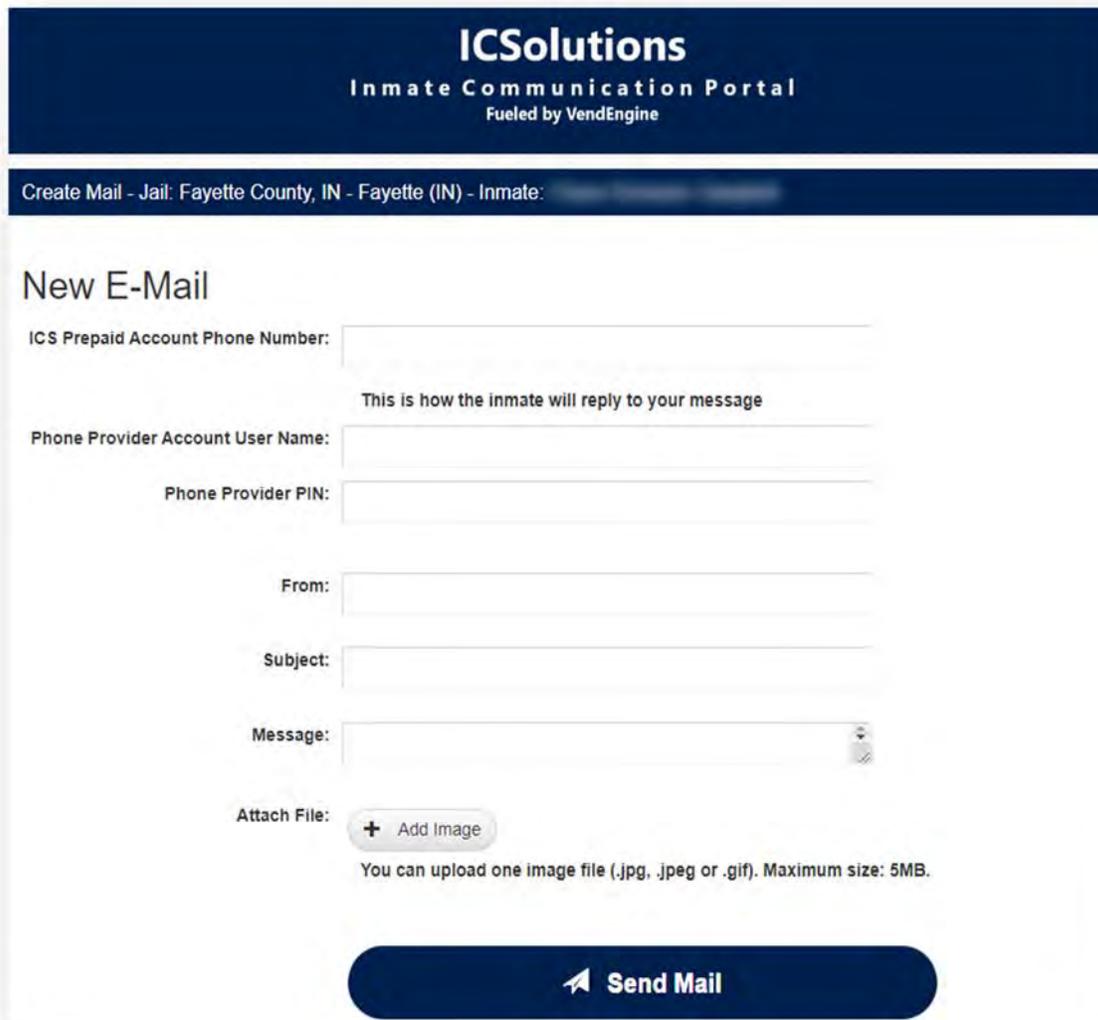
AIC Email Messaging

ICSolutions is proposing The Bridge proprietary inmate electronic messaging solution, which is entirely managed by ICSolutions. This program features an easy-to-use public website and app, which an inmate's friends and family can use to create and send messages and photos to an inmate, and to receive email messages from an inmate. Inmates will manage their email using the optional Bridge 5 handheld devices offered in this proposal at no cost to the County. The messaging solution can also be deployed on the proposed vPhone video visitation kiosks.

This secure, two-way email messaging provides an avenue to increase communication between inmates and their loved ones, along with optional inbound photo sharing. This program features an easy-to-use public website and app, which an inmate's friends and family can use to create and send messages and photos to an inmate, and to receive email messages from an inmate. Email and Text Messaging on tablets and kiosks reduces staff labor demands and mail-based contraband. Messaging may be initiated by the public user or by the inmate.

Friends and family pay for messaging using the Family First Prepaid Account they have already established to pay for inmate calling, thereby eliminating the need for a separate messaging account or any separate funding fees. Likewise, inmates can pay for messaging using their Inmate Debit calling account.

If photo sharing is enabled by the facility, friends and family will have the option to attach one photo to each message at no cost. Photos can be attached in .jpg, .jpeg, or .gif file format and can be up to 5 MB in size. The sender simply clicks the ADD IMAGE button to attach a photo to a message.



ICSolutions
Inmate Communication Portal
Fueled by VendEngine

Create Mail - Jail: Fayette County, IN - Fayette (IN) - Inmate: [REDACTED]

New E-Mail

ICS Prepaid Account Phone Number:

This is how the inmate will reply to your message

Phone Provider Account User Name:

Phone Provider PIN:

From:

Subject:

Message:

Attach File:

You can upload one image file (.jpg, .jpeg or .gif). Maximum size: 5MB.

Friends/Family Messaging Website

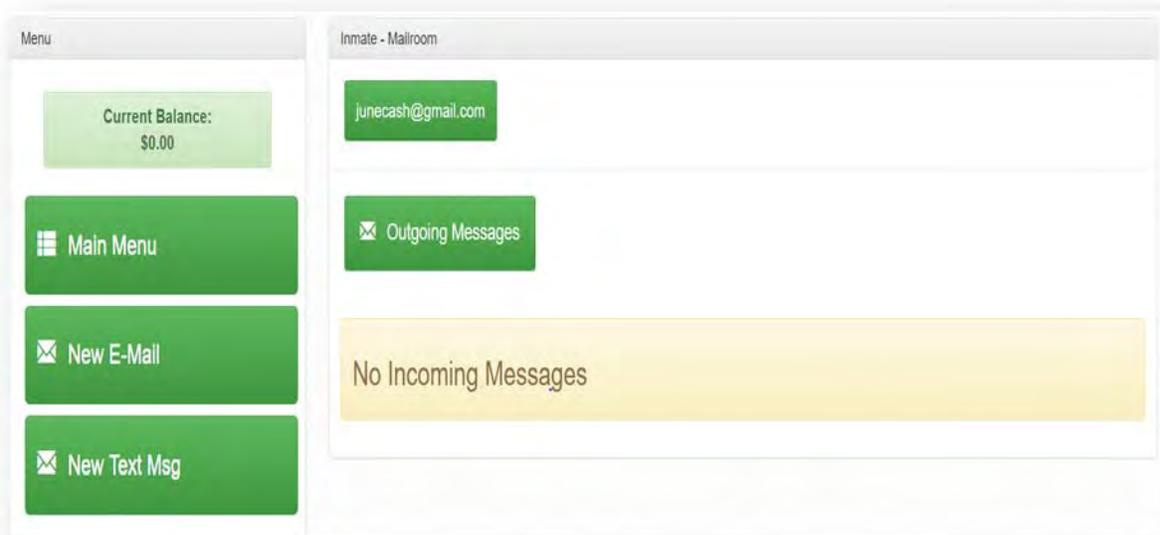
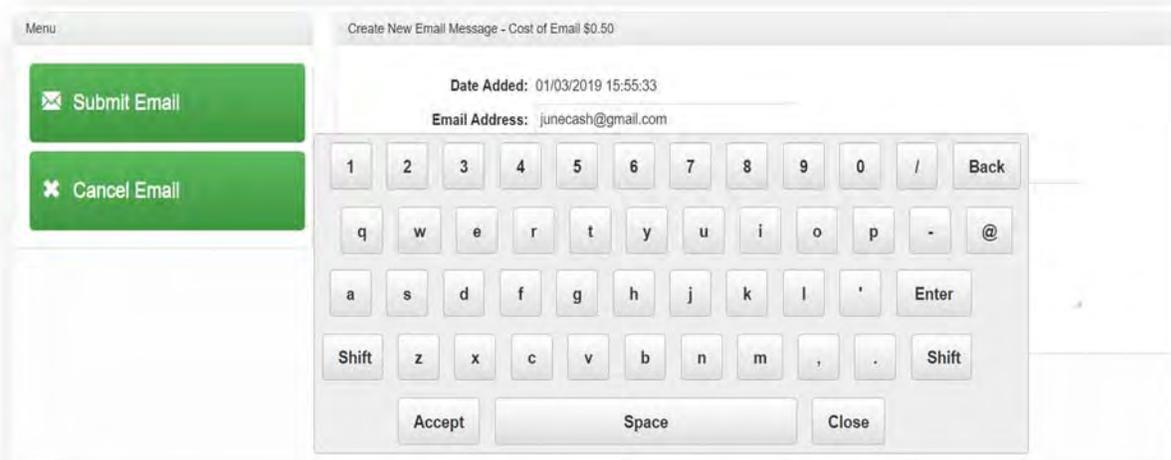
When a message has a photo attached, it is automatically routed to the approval queue for facility review. Authorized facility staff can either 1) approve the message and photo for delivery, 2) approve the message but reject (remove and delete) the photo, or 3) reject both the message and the photo. If it is later determined that a photo was deleted in error, it can be restored by authorized facility staff.

Inmates manage their emails using the proposed touchscreen tablets and kiosks. Upon deployment of the email messaging product, ICSolutions can create a Message of the Day announcement on the inmate phones that advises inmates to log in to a tablet or video kiosk to check for, read, and respond to emails.

AIC-Initiated Messaging

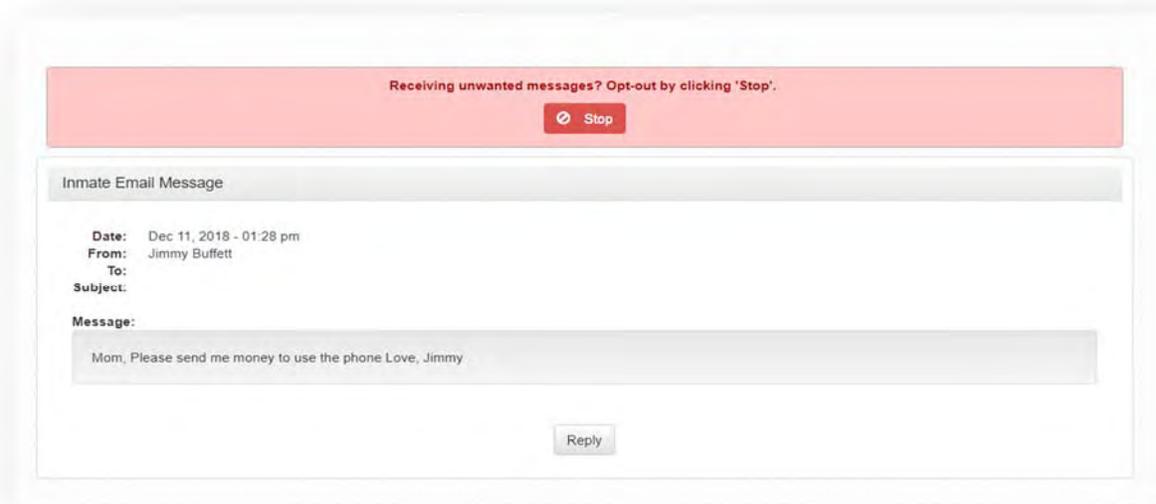
The AIC may generate an email or text message using the MailRoom application. The inmate must manually enter the phone number or email address upon first entry; however, the system stores *Recent Contact* for ease of use.

The inmate is required to enter the full email address of the end-user, and The Bridge messaging platform stores the most recent contacts so the AIC can simply select the end-user contact information in order to send additional messages.



Invitations to message shall not contain any personal Inmate email and shall be in a generic format from the named Inmate. The invitation shall clearly state that it is from a correctional facility and provide instructions on how the recipient may refuse the invitation and how to notify ICSolutions' Customer Service Center if they do not wish to receive invitations from Inmates in Klamath County facilities.

The Bridge messaging platform generates a generic message to the end-user, whether sent by email or text message, notifying the end user that the message is from "inmate name" at "correctional facility name" and provides a link to access the message via secure server. The end-user opens the message by clicking the link provided in the message and is given the option to "Opt-out" of receiving unwanted messages at any time. Opting out prevents all future communications from the inmate to the end-user. If the end user accepts the message, the end-user is prompted to accept the message Terms and Conditions prior to initiating a response.



The system also provides the facility the capability to block individual emails, email domains and/or phone numbers within the system, globally or at the inmate level. When an individual email address, email domain and/or phone numbers is blocked and an inmate initiates and attempts to send an email or text message, the inmate receives an error message. Blocked email addresses, email domains, and/or phone numbers may be bulk imported or manually entered at any time. The system automatically cross references all blocked email addresses, domains, or phone numbers and any future communication attempt will be denied.

Global Blocked List:

customerservice@vendengine.com,5555555555,@vendengine.com

Error creating new message!

You are not allowed to text that person.

Ok

Terms and Conditions
Be advised that email content on this site will be viewed by county corrections. By using this module you are waiving attorney/client privilege to any email posted herein. Your email will not be confidential. Please indicate your agreement to the Terms and Conditions by clicking 'I Agree' below.

Accept Decline

Inmate Email Message

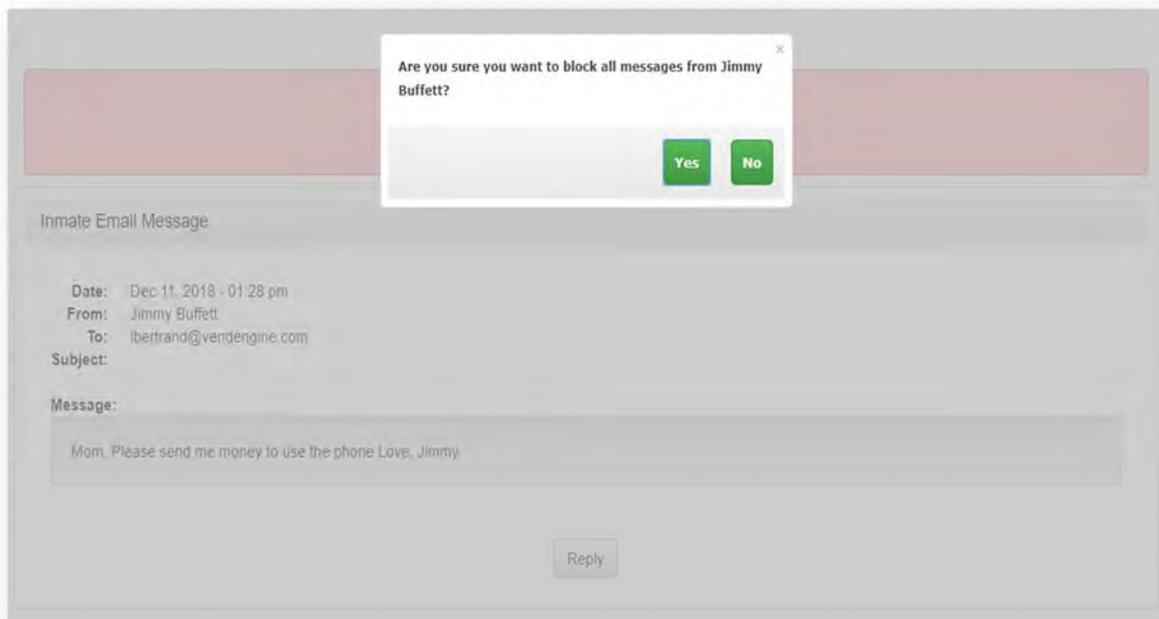
Date: Dec 11, 2018 - 01:28 pm
From: Jimmy Buffett
To: lbertrand@vendengine.com
Subject:

Message:

Mom, Please send me money to use the phone Love, Jimmy

Reply

Invitations shall not be sent to any given email address more than twice from the same Inmate. Once an end-user has opted out of receiving unwanted messages, whether received by email or text, the end-user will no longer receive communication from the inmate via The Bridge messaging platform.



Each message can contain up to 3,000 characters. Inbound electronic Inmate email may also include attachments, if allowed by the facility. Attachments are currently limited to one (1) attachment, .jpg, .jpeg or .gif, up to 5MB. Each message can contain up to 3,000 characters.

Security Features

The Bridge messaging platform allows authorized staff to create word watch lists, alerts, enter notes that cannot be viewed by the inmate or end user, and run reports.

The Bridge system is configurable to filter all emails and require approval, filter emails by key alert words and require approval, and/or allow processing of all messages without approval. When an email is flagged, the message is automatically filtered for Admin approval. The AIC cannot view a filtered/flagged message until the message is approved by an Admin.

The Bridge messaging platform automatically captures all emails and text messages with alerts or attachments, and/or any emails requiring approval. These flagged messages populate in a queue for Admin approval by category (outgoing and incoming) accessible from the Quick Menu, by selecting the "E-Mail" icon. Emails and text messages flagged due to a triggered alert word are indicated as such with an "alert". Upon review of the message, the triggered alert word(s) are highlighted in red. The status of all messages for an identified inmate may be viewed by selecting the "Admin" icon.

Quick Menu

- Kiosks
- Grievance
- Requests
- Medical
- E-Mail
- Video Visitation
- Video Visit Calendar
- Voicemail
- Change Password

Outgoing Inmate Email / Text Messages

Inmate	Facility	Subject	Date Added
John Jingleheimersmitz	Test Facility	txt message	Dec 13, 2018 - 04:02 pm CDT - alert

Txt Message - Detail

Found alert keywords:

- tattoo
- scared

Date Added: 01/03/2019 08:01 pm CDT
 Inmate: Yogi Bear
 Recipient: [REDACTED]
 Status Date:
 Notes for Admin:
 Notes for Inmate:
 Kiosk:
 Status: **Waiting admin review**
 Status By:

Message: I am **scared** in here. Will you please send me money? One of the guys in here is going to give me a **tattoo**.

Message not replied to yet

Close Print Admin Delete Approve Deny

Admin Inmates Email

View / Edit Inmates Email

Yogi Bear - Balance: \$96.17

Current Outgoing Inmate Email

ID	Email	Subject	Date Added
1645815	3185178385	txt message	Jan 3, 2019 - 07:54 pm CDT

Current Incoming Inmate Email

ID	Inmate	Subject	Date Added
237035	Yogi Bear	test	Dec 7, 2017 - 11:10 am CDT
1098464	Yogi Bear	Contact Blocked	Oct 16, 2018 - 05:08 pm CDT

Inmate Previous Emails

ID	In/Out	Status	Inmate	Subject	Date Added
1121664	Outgoing	Approved	Yogi Bear	txt message	Sep 11, 2018 - 04:48 pm CDT
1262714	Outgoing	Approved	Yogi Bear	txt message	Oct 16, 2018 - 05:05 pm CDT
1645857	Outgoing	Approved	Yogi Bear	txt message	Jan 3, 2019 - 08:01 pm CDT
1098464	Incoming	Approved	Yogi Bear	Contact Blocked	Oct 16, 2018 - 05:08 pm CDT

The system allows for a user to enter "Notes for Admin" which are not viewable by the inmate or end-user. The "Notes for Admin" may be utilized for documenting notes for investigation, reason for blocking or escalating, and may be continually input.

Txt Message - Detail

Found alert keywords:

- tattoo
- scared

Date Added: 01/03/2019 08:01 pm CDT
 Inmate: Yogi Bear
 Recipient: [REDACTED]
 Status Date: [REDACTED]
 Notes for Admin: [REDACTED]
 Notes for Inmate: [REDACTED]
 Kiosk: [REDACTED]
 Status: **Waiting admin review**
 Status By: [REDACTED]

Message: I am **scared** in here. Will you please send me money? One of the guys in here is going to give me a **tattoo**.

Message not replied to yet

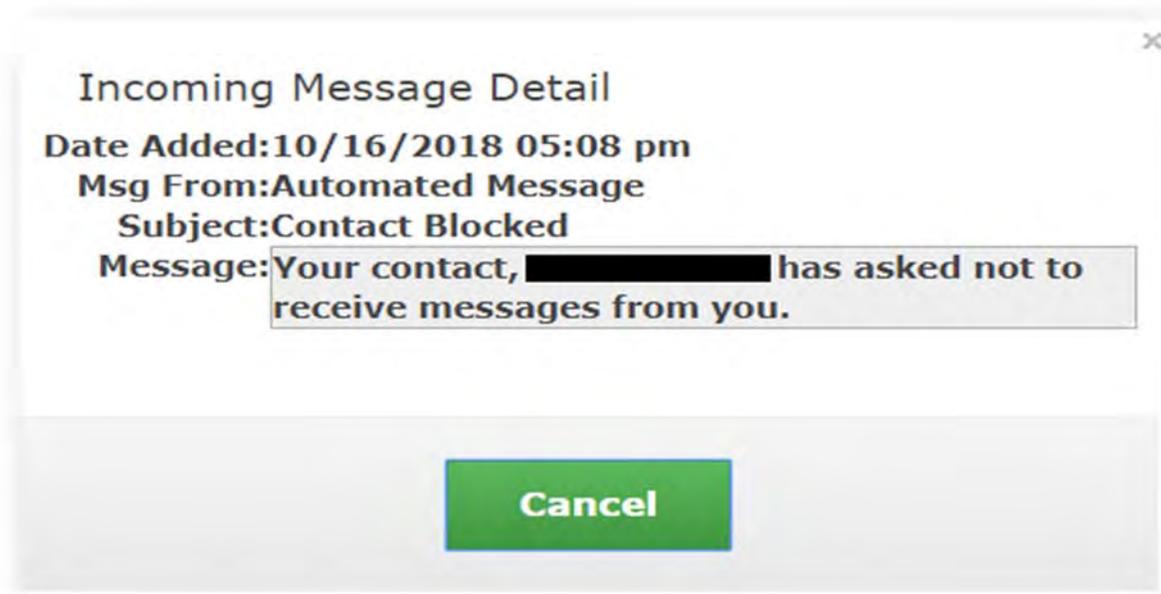
Close Print Admin Delete Approve Deny

When a message is denied by an Admin in The Bridge messaging platform, a message is generated to both the end-user and the inmate.

Inmate:

Current Incoming Inmate Email

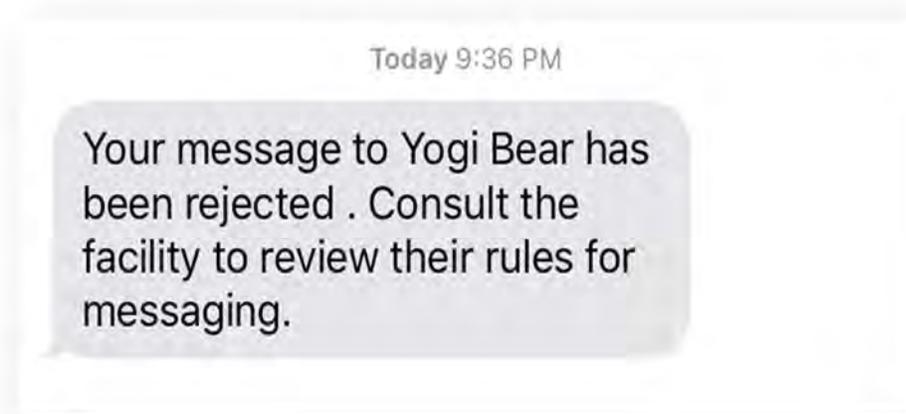
ID	Inmate	Subject	Date Added
1098464	Yogi Bear	Contact Blocked	Oct 16, 2018 - 05:08 pm CDT



Incoming Message Detail
Date Added: 10/16/2018 05:08 pm
Msg From: Automated Message
Subject: Contact Blocked
Message: Your contact, [REDACTED] has asked not to receive messages from you.

Cancel

End-user:



Today 9:36 PM

Your message to Yogi Bear has been rejected . Consult the facility to review their rules for messaging.

The Bridge messaging platform is inclusive of an Admin Text function which allows facility personnel to communicate with inmates via messaging.

The Bridge messaging platform allows for communication between an inmate and end-user only (no inmate-to-inmate communication is possible). In addition, the system restricts message usage by inmate housing location, which prevents inmate PIN abuse across housing units, ultimately providing an additional layer of security.

The Bridge messaging platform is configurable to allow input of alert words; when an alert word is triggered in an incoming or outgoing email or text message, the message is flagged for Admin approval. Flagged alert words are highlighted in red. In addition, incoming and outgoing email and text messages can be queried by alert word through the reporting function in the Inmates Email/Text History report.

The screenshot displays a web interface titled "Txt Message - Detail". At the top, a red box highlights "Found alert keywords:" with a list containing "tattoo" and "scared". Below this, the message details are shown: "Date Added: 01/03/2019 08:01 pm CDT", "Inmate: Yogi Bear", "Recipient: [REDACTED]", "Kiosk:", "Status: Waiting admin review", "Status Date:", and "Status By:". There are two text input fields: "Notes for Admin:" (pink background) and "Notes for Inmate:" (green background). The message text is: "Message: I am **scared** in here. Will you please send me money? One of the guys in here is going to give me a **tattoo**." Below the message is a green box stating "Message not replied to yet". At the bottom, there are six buttons: "Close", "Print", "Admin", "Delete", "Approve", and "Deny".

B12. Video Visitation System

Hosted Video Visitation - Software Requirements

1. Vendor must demonstrate software that has been provided consistently over the past 12 months. Software must be updated on a regularly-scheduled plan at a minimum of three times per year.

ICSolutions Response:

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

ICSolutions is proposing our newest video visitation system (VVS), The Visitor™, which has upgraded functionality from many of the existing VVS in the market today. The Visitor™ is a state-of-the-art video visitation system (VVS) ICSolutions designed and developed based on our years of experience providing other video visitation systems (**since 2005**), as well as based on feedback that we received from facilities as to the functionality facilities want in a VVS. The Visitor is the result of that market research and addresses facilities' needs for a VVS. It is in operation at more than 200 facilities, with more facilities installing it weekly.

Free Software Upgrades

Free software upgrades are provided at no cost throughout the life of the contract. The Visitor™ software is upgraded on the same schedule as THE ENFORCER®, which typically occurs every quarter and, at minimum, three times per year. ICSolutions drives the software upgrades based upon the industry's needs and, particularly, the needs and requests of our clients. We will release the upgrades remotely for all clients who do not opt out of automatic upgrades. These regular software upgrades will be available at no cost to the County.

Whenever an upgrade or enhancement to The Visitor™ finishes testing and is ready for wide release, the Facility will be notified of the new release updates and provided documentation of the features and functions of the new software. ICSolutions releases updates to The Visitor™ on a quarterly basis to ensure the system is always state-of-the-art. New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption. Enhancements and upgrades to The Visitor™ are predominantly driven by market demand, including specific suggestions and requests from our clients. Examples of recent enhancements to The Visitor™ include:

- **Remote Visitor Video Visitation App** – ICSolutions has deployed a Video Visitation phone app for visitors to use offsite for remote visitor video visitations that will operate on Android and Apple devices. The Visitor™ app is available for free download from your regular app store and can be used by the public to register as a visitor, schedule visits, recover passwords and conduct remote visits.
- **QuickConnect Manual Visitation Connections** – The QuickConnect function enables quick, manual connection of visitation sessions between visitors and inmates. The QuickConnect function accommodates any facility which has opted to *not* utilize full visitor registration, session scheduling, participant tracking, or the participant validation processes available in The Visitor™. Facilities using QuickConnect can quickly schedule and connect ad hoc visits for walk-in visitors who come to the facility to visit an inmate, or who request an offsite visitation on short notice.
- **Inmate Notifications for Scheduled Visitations** – The Visitor™ can deliver **automatic voicemail notification** to inmates when a visitor schedules a visitation session with him/her. Facilities have the option to enable or disable these voicemail notifications for scheduled visitation sessions. When enabled, The Visitor™ creates and posts a notification message to the inmate's voicemail inbox (through The ENFORCER® Inmate Messaging feature). The message includes the visitor name, date/time, and inmate station for the scheduled visit.
- **Report Scheduler** – The Visitor™ 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.

2. The system, which includes visitation scheduling, user management, and policy management software, must be web-based and allow for Klamath County to administer visitation sessions and visitation operations based on Klamath County policies.

ICSolutions Response:

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

The Visitor™ system is a multi-functional tool that supports not only video visitation, but can also serve as a **comprehensive visitation management tool to streamline all visitations**, including the County's traditional visitation needs, such as contact, face-to-face or across-the-glass visits that continue after the implementation of video visitation. In addition, The Visitor™ can interface with any third party system to allow streamlined processes for inmate information, sick request, commissary ordering, inmate email, media content delivery systems, etc., ensuring that it will meet or exceed the County's needs.

The Visitor™ is a **completely web-based system**, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a single sign-on to The ENFORCER® for ultimate convenience.

THE VISITOR™ is accessible to authorized users from any web-connected computer. Authorized staff users can choose to use the Control Workstations provided for THE ENFORCER® their administration functions on a daily basis. Alternatively, as a module of the entirely web-based THE ENFORCER®, authorized users may access THE VISITOR™ remotely at any time to view recordings, run reports, review historical recorded visits, and more! Any approved remote users can access the platform from any internet-capable computer by launching a secure session (https) to the applicable system URL. From either the Control Workstation or a remote, web-connected computer, authorized users can perform a multitude of video visitation tasks, including but not limited to:

- Access inmate as well as visitor records
- Access visitation history records
- Schedule new visits
- Create pre-populated messages for visitations
- Cancel scheduled visits
- Generate reports, including scheduling automatic report generation
- Access the visitation schedule
- Download recordings for replay

The Visitor™ Visitation Management

THE VISITOR™ system provides the Facility with a comprehensive visitation management tool, offering the ability to automate controls that are often time-consuming manual controls, as well as to streamline those controls across all types of visitations, such as contact, non-contact, and video visits. **Public and professional visitors can use any standard browser to register and schedule visits from any internet-connected device, including desktops, laptops, and Android or Apple mobile devices.**

Unlike traditional video visitation systems, The Visitor's features and controls extend beyond video visitations, providing consistent administration over video visits, as well as traditional contact visits, face-to-face, and across-the-glass visits alike, all **at no cost to the County!**

Web-Enabled Visitor Registration & Scheduling of All Visitations

ICSolutions will provide electronic **web-based visitation registration and scheduling** through THE VISITOR™. Unlike many of the electronic scheduling systems on the market today that are only available when a facility agrees to utilize the entire video visitation system, THE VISITOR™ can facilitate scheduling, as well as manage visitation rules and visitor approval, regardless of whether the visit is through video or some other means. Even better, The Visitor’s web-based visitor registration and visitation scheduling is **available to the County at no cost.**

The Visitor’s web-based scheduling features provide the Facility with the ability to automate controls, as well as to streamline those controls across all types of visitations, such as contact, non-contact, and any video visits.

Visitation Schedule

Last Month: 02/01/2018 00:00:00 | 02/28/2018 23:59:59 | More Search Criteria

Include: Inmate ID, Last Name, Visit ID or Ethel | AND | Search | Clear

End Status: Visit Scheduled Pending

Save Changes | Keep Visits | Cancel Visits | Change Columns | Reset Columns | Export | Print | New Visit | Cancel

Showing 1 to 10 of 51 entries | Previous | 1 | 2 | 3 | 4 | 5 | 6 | Next

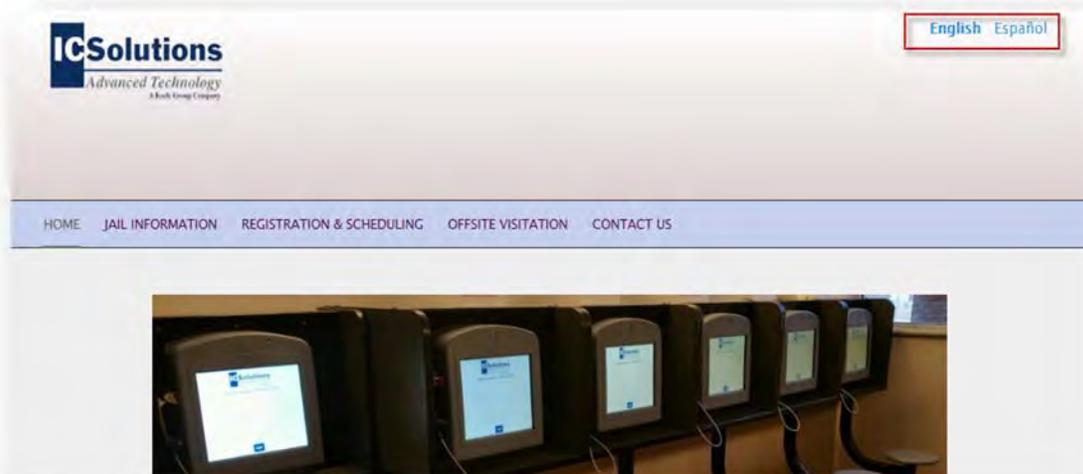
+	Action	Visit ID	Scheduled Start	Scheduled End	Participants	Confirmation Code	Station Group	Additional Visitors	Visitation Type	End Status
		42414	02/07/2018 15:30	02/07/2018 15:55	Inmate: HOLLOWAY, AMBER (3916) Visitor: SMITH, JUSTIN (08/28/1976)	39161978 125664012181121	D Block Onsite at Jail Lobby		Video Visit	Visit Scheduled
		42438	02/07/2018 15:30	02/07/2018 15:55	Inmate: COUCH, BRANDON (81372) Visitor: MARTIN, BRITTANY (01/17/1991)	813721985 125674673317841	A Block Onsite at Jail Lobby		Video Visit	Visit Scheduled
		42444	02/07/2018 15:30	02/07/2018 15:55	Inmate: HANNERS, BOBBY (4519) Visitor: TODD, AMANDARORRY (02/07/1968)	45191988 125633888021227	G Block Onsite at Jail Lobby		Video Visit	Visit Scheduled
		42450	02/07/2018 16:00	02/07/2018 16:25	Inmate: JONES, PATRICK (47634) Visitor: REVANT, JENNY (04/26/1982)	476341986 125659033734956	A Block Onsite at Jail Lobby		Video Visit	Visit Scheduled
		42452	02/07/2018 16:00	02/07/2018 16:25	Inmate: HANNERS, BOBBY (4519) Visitor: TODD, AMANDARORRY (02/07/1968)	45191988 125633888021227	G Block Onsite at Jail Lobby	Tidwell, Kristi (02/07/1968)	Video Visit	Visit Scheduled
		42432	02/07/2018 16:30	02/07/2018 16:55	Inmate: HICKS, TIMOTHY (6759) Visitor: PILCHER, JANET (11/30/1964)	67591985 125653173701964	B Block Onsite at Jail Lobby		Video Visit	Visit Scheduled

Visitation Schedule

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

Languages

Moreover, the public can select English or Spanish via the Facility's dedicated Registration & Scheduling website, which provides the public with the policies and procedures for video visitation, as well as links available to the Facility's visitation information website.



The Visitor™ Registration & Scheduling Website for the Public – Languages

Easy 3-Step Visitation Registration & Session Scheduling

Visitors will enjoy the convenience of **registering and scheduling any visits anywhere using any internet-connected device**, reducing the need for visitors to stay in the lobby while waiting to visit and allowing the staff to **better plan the visitation traffic for all visitation types, video or non-video**.

Persons wanting to visit inmates must register only once, and can do so remotely at www.icsolutions.com or via the Visitor Registration & Scheduling Terminal provided by ICSolutions for the lobby of the facility. Registrants may simply locate the inmate's facility at www.icsolutions.com, which will contain step-by-step instructions on how to register for visits.

THE VISITOR™ uses a very simple process for both registration and scheduling, which consists of:

1. Choosing the desired action under "What would you like to do?" after logging in
2. Reading and agreeing to the Facility's Visitation Rules
3. Filling in all the required fields, such as the visitor's date of birth, ID information, and any other information required by the facility

Visitors will be required to agree to the Facility's visitation rules and policies at least three times: (1) when they register, (2) when they schedule a visit; and (3) when they log in to start the visit (both onsite and remote visitors).

If the County opts to require visitor approval of personal visitors, registrants will need to wait for approval prior to scheduling a visit. Any registrant seeking to register as a privileged visitor must have their credentials (such as bar number) verified and approved prior to the visitor being allowed to have privileged, unrecorded visits.

Remote visitations can be scheduled when the visitor has sufficient funds in his or her prepaid account, which is a single account used to fund all inmate communications provided by ICSolutions.

Email Notifications to Visitors

Once a session is scheduled, THE VISITOR™ will **automatically email** the scheduled visitation details to the email address provided by the scheduling visitor at the time of registration. In addition, the system's Visitation Schedule will list all scheduled visits with inmate name, visitor name, additional attendees, and the date and time of the visit. This scheduling report is available to authorized users from control workstation provided by ICSolutions or remotely via a browser from any internet-connected device so long as the user has a valid username and password for THE ENFORCER®.



Visitation Confirmation Email

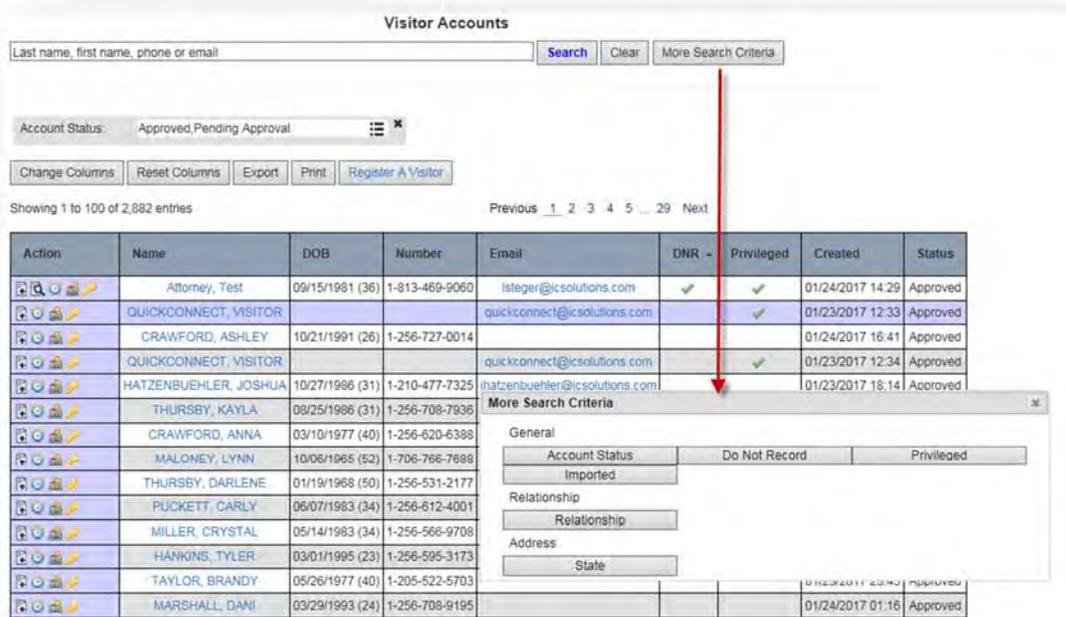
Should a scheduled session be cancelled for any reason, THE VISITOR™ will **automatically email** the visitor notifying him/her of the cancellation with the reason for the cancellation and prompt the visitor to reschedule their session. An email is sent to the visitor automatically when a visit is scheduled or canceled.



Visit Cancellation Message

Visitor Account Management Approval, Denial, Suspensions, & Blacklist

The Visitor Accounts Screen shows all visitors who are approved, denied, or otherwise suspended from visitations. Authorized users can view all registrants or a subset of the Approved Accounts, the Accounts Awaiting Approval, or the Rejected Accounts.



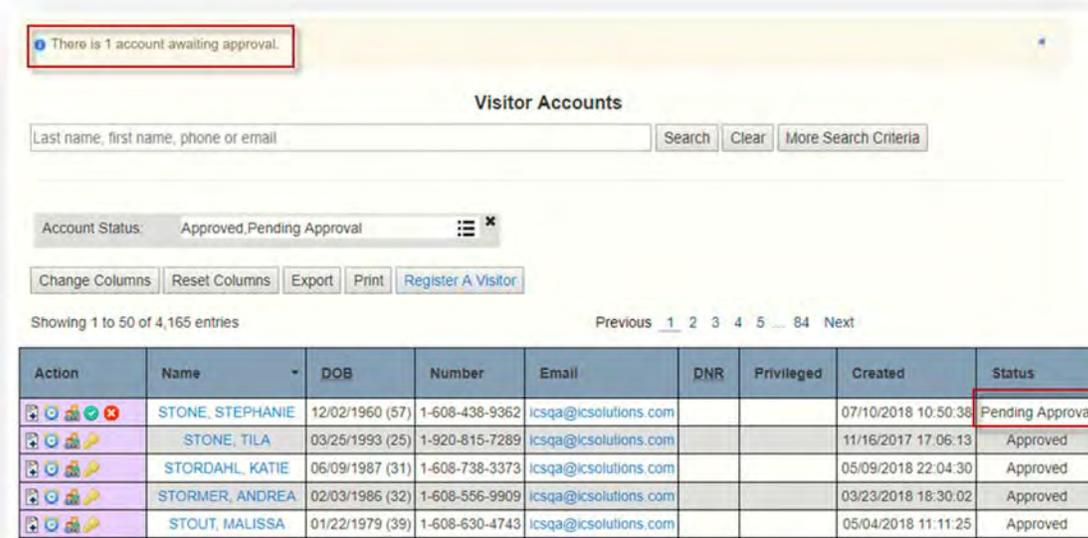
Visitor Accounts Screen

The view can be customized to the user's preferences:



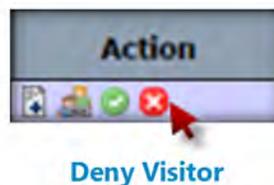
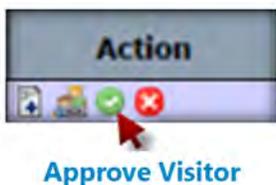
Visitor Accounts Screen – Change Columns

THE VISITOR™ will provide a message when there are visitors who are pending approval. Visitors requiring approval displaying are easily identified with a "Pending Approval" status:

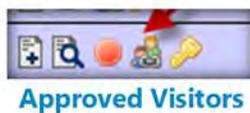


Visitor Accounts Screen – Accounts Pending Approval

Visitors are easily approved or denied with the click of a button:



Additional tasks on the Visitor Accounts screen include:



Inmate & Visitor Suspensions

THE VISITOR™ allows inmates and visitors to be indefinitely or temporarily suspended from visitation privileges. Suspensions can be set for individual inmates or all inmates, for all visitation types or specific visitation types, such as only onsite video visitation or only remote visitor visitations. Authorized users can suspend visitations by type and allow only certain types of visitors (such as privileged visitors) or prohibit all visitations for the duration of the suspension.

Notes [-]

CSN	Visit Id	Notes	Type	Created	Author
	57702	Visit cancellation requested by Visitor	Video Visit	06/12/2018 13:14:21	api.visitor.nos
	56654	Visit c			
	30590	Visit ct			
	29082	Visit c			
	17134	Th			

Showing 1 to 5 of 11 entries
[See all notes for this visitor](#)

Visitor Suspensions [-]

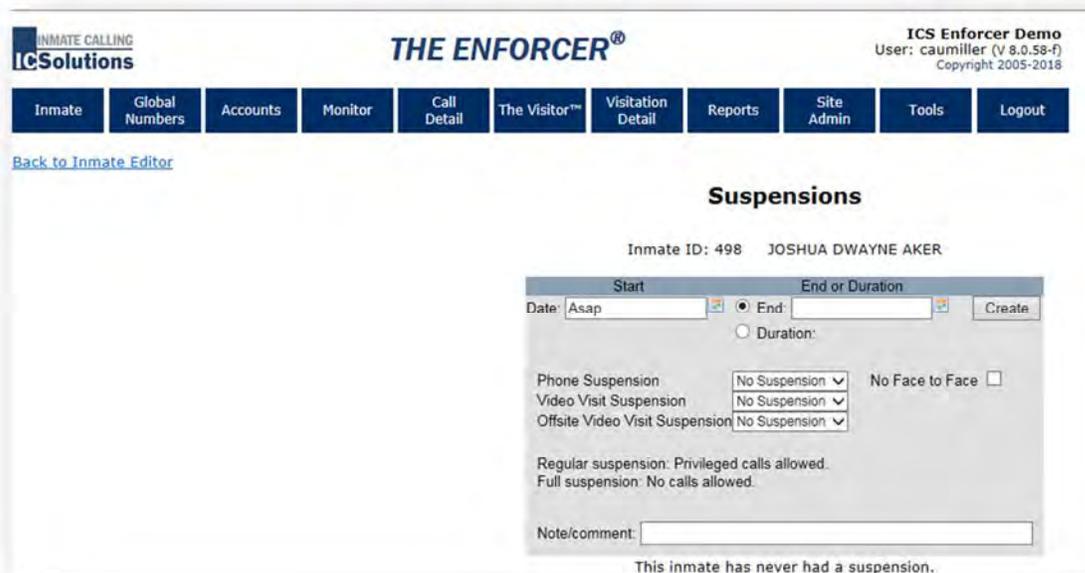
No active suspensions
There are no future suspensions for this visitor
There is no suspension history for this visitor

Visitor Relationships [-]

18 / 20 available relationship slots used.

Action	ID	Inmate Name	Inmate Location	Relationship	Status
	7787	CRISCOE, JAMES	B BLOCK	Friend	Approved
	68922	JAMES, MEGAN	D BLOCK	Aunt	Approved
	7624	GARNER, WESLIE	D BLOCK	Aunt	Approved

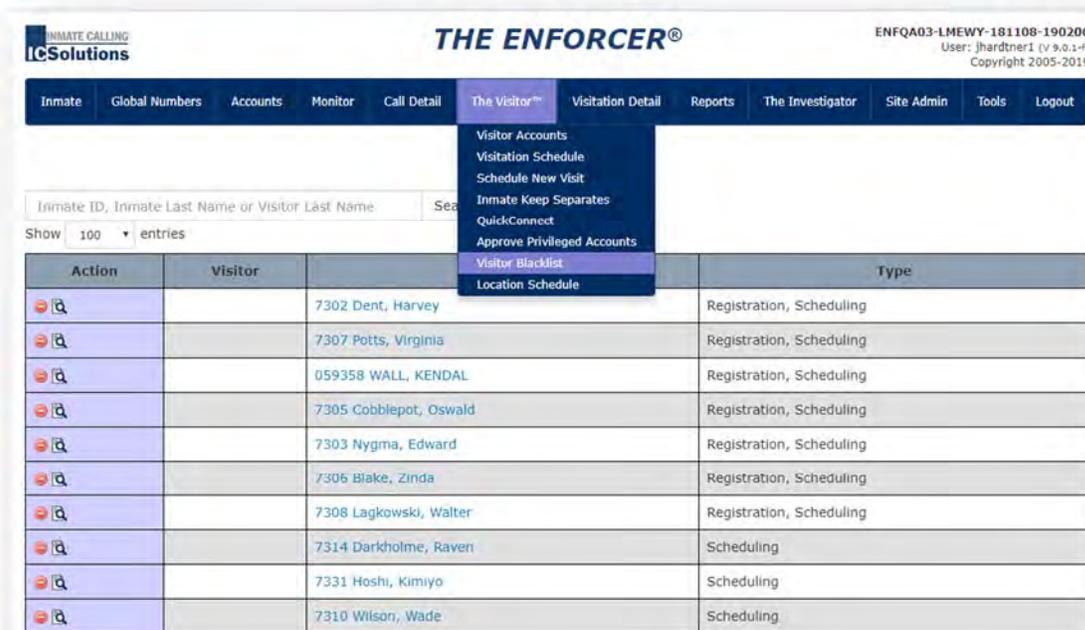
Visitor Account – Suspensions



Inmate Profile - Suspensions

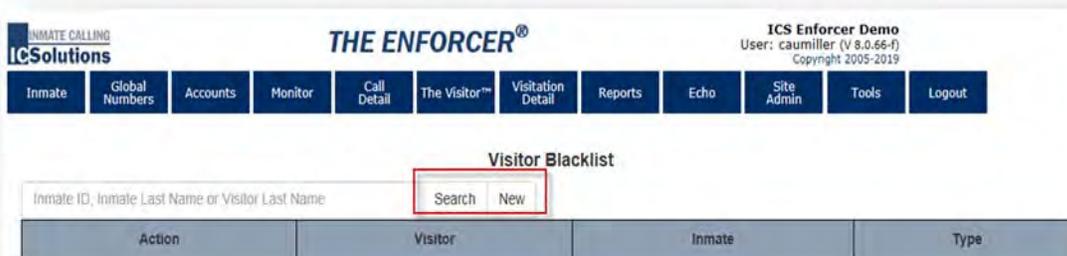
Visitor Blacklist

The Visitor Blacklist feature helps increase the efficiency and effectiveness of complying with a court’s No Contact Orders for certain members of the public with specific inmates. The Visitor Blacklist is used to restrict visitors from either registering or scheduling visits, regardless of whether he or she has a visitor account.

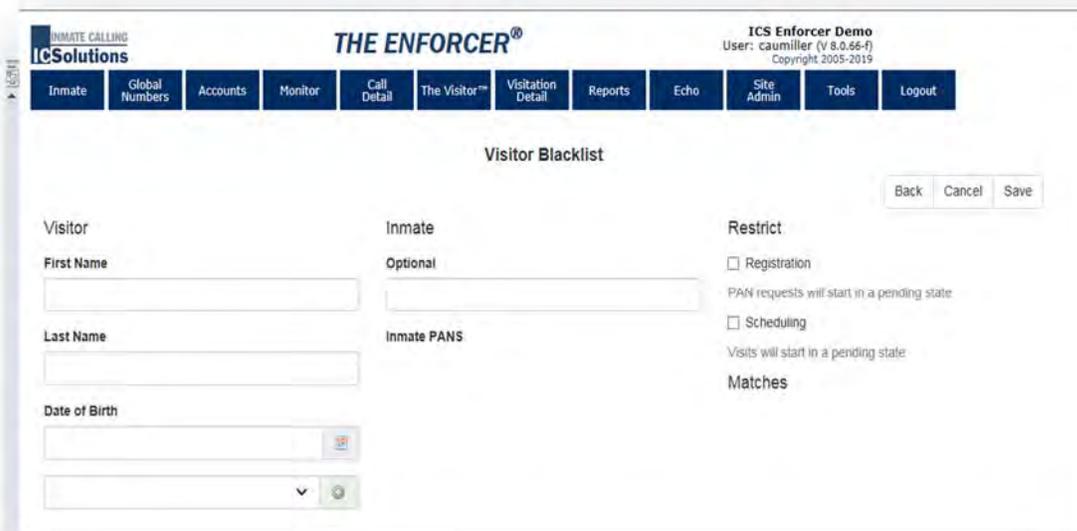


Visitor Blacklist

The Visitor Blacklist feature offers a proactive method to require prior approval of visit scheduling and/or adding allowed inmates (relationships) for a visitor. A user can blacklist a visitor and can optionally add an inmate in a single blacklist entry. The user also can specify whether the restriction applies to scheduling, relationships, or both, and can cancel the blacklist entry later. When a visitor is blacklisted, any currently scheduled visits or relationships are set to a “pending” status, and can then be approved or denied by an authorized user.



Visitor Blacklist – Search or Add New

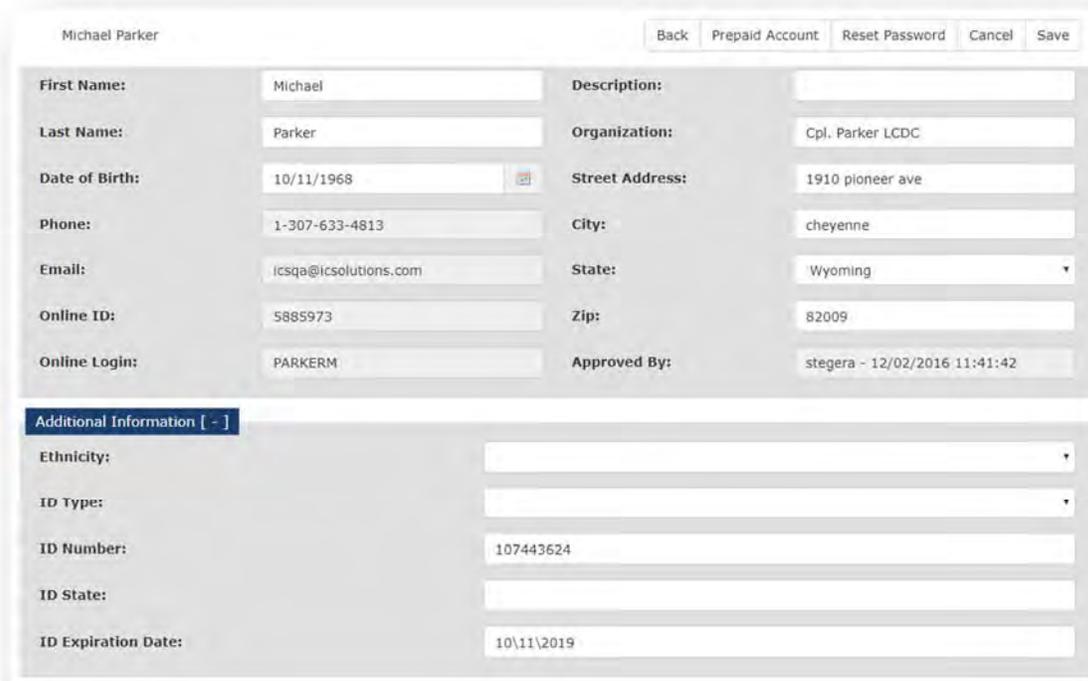


Visitor Blacklist – Add New Visitor Screen

When creating a new Visitor Blacklist, a user can optionally specify additional information to locate a visitor who has registered already. Alternatively, a user can specify values in one or more of these additional information fields to ensure that the scheduling or relationships restrictions will be applied when a new visitor registers with the exact same values. The information in this list can be added manually or, if the information is stored in the JMS or other jail system, automatically populated through an interface.

Visitor Profile

The visitor profile allows authorized staff to view and edit the visitor's information, visitation settings, and privileges. The visitor's profile shows the visitor's visitation status, any staff notes for the visitor, the recording settings for the visitor, and a list of recent visits.



Michael Parker

Back Prepaid Account Reset Password Cancel Save

First Name:	Michael	Description:	
Last Name:	Parker	Organization:	Cpl. Parker LCDC
Date of Birth:	10/11/1968	Street Address:	1910 pioneer ave
Phone:	1-307-633-4813	City:	cheyenne
Email:	icsqa@icsolutions.com	State:	Wyoming
Online ID:	5885973	Zip:	82009
Online Login:	PARKERM	Approved By:	stegera - 12/02/2016 11:41:42

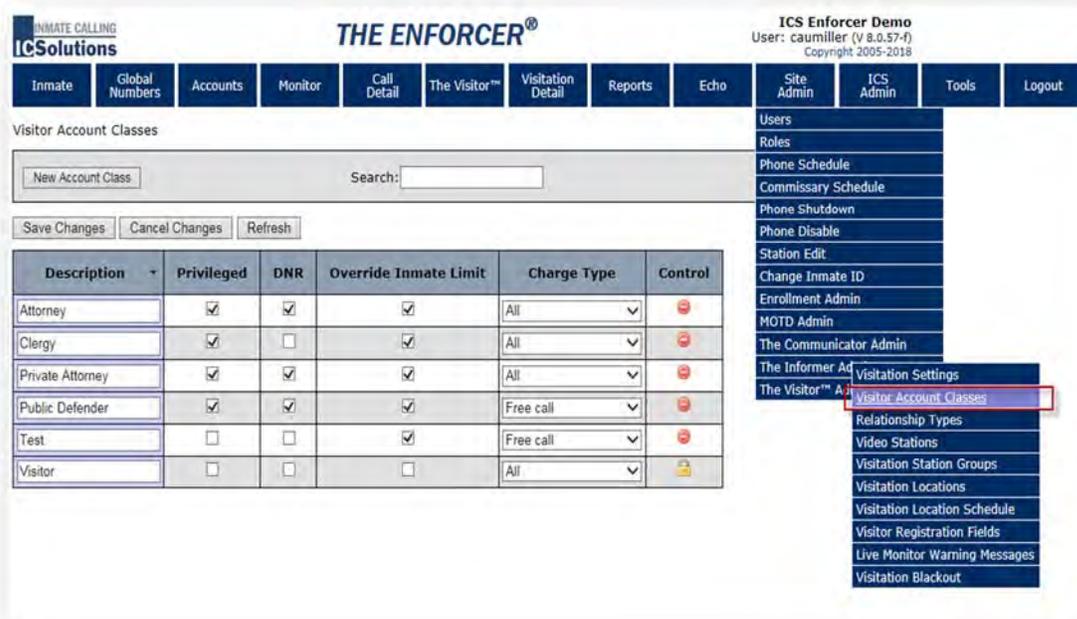
Additional Information [-]

Ethnicity:	
ID Type:	
ID Number:	107443624
ID State:	
ID Expiration Date:	10\11\2019

Visitor Accounts Screen – Visitor Detail

Visitor Account Class

Each visitor is assigned a visitor account class, which will determine various critical characteristics of the visit, such as whether the visit is unrecorded, whether the visit can be scheduled even when the inmate has met his or her limit on visits, and whether the visits are free. The visitor account classes are developed by authorized users. The assignment of visitors to visitor class types that have certain features, such as “DNR” or unrecorded visitation, requires approval by authorized staff.



Visitor Account Class

3. Visitation sessions shall connect automatically, without any intervention from Klamath County.

ICSolutions Response:

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

At the time of the scheduled visitation, visitors and AICs log in. AICs can use any of the video visitation kiosks accessible to them that is available. Visitors can use any available on-site visitor kiosk or, for remote visits, any desktop or Android or Apple mobile device using the ICSolutions App.

The Visitor™ will **automatically connect** the visit at the scheduled start time after both the AIC and visitor have logged in. Because The Visitor™ continuously checks the scheduled visitations for compliance with the rules in the system, the visitation will only commence so long as the visit is still in compliance with the Facility’s visitation policies. If the County has opted to require Visitor Verification for some or all visits, the visit will connect after the Monitoring Officer has verified the visitor.

In addition to the auto-connect feature of scheduled visitations, authorized staff will be able to commence a visitation using the **QuickConnect feature**. The *QuickConnect* function enables the manual connection of video visitation sessions between visitors and AICs. *QuickConnect* enables visitation sessions to take place without any prior scheduling, participant registration, defined relationships, pre-session validation by participants, or identification of AICs and/or visitors.

The *QuickConnect* function accommodates any of the following circumstances:

- The facility has opted to not utilize the full registration process for visitors in The Visitor™ module.
- The facility wants to accommodate unscheduled, “walk-in” visitors who come to the facility to visit a AIC, or who request an offsite visitation on short notice.
- The facility does not require the identity of participants in a visitation session to be included in the detailed visitation records.
- The facility does not require the pre-session participant validation process.

4. The system must assign a unique identification number to each AIC and user.

ICSolutions Response:

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

Each AIC and visitor has a unique PIN. In addition, The Visitor™ automatically assigns each visitation a unique CSN, just like calls.

5. The AIC interface must have a multi-lingual interface (English and Spanish at a minimum)

ICSolutions Response:

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

The visitor registration, scheduling, commands and instructions on The Visitor Kiosk can be displayed in English or Spanish.

Additionally, authorized users will be able to push messages visible to both the AIC and the visitor that will cover the screen. These messages can be displayed in English or Spanish and can provide warnings for behavior in violation of the facility’s visitation policies and rules. All messages are recorded in the visitation recording.

6. The system should provide web-based visitation scheduling for authorized users (Agency staff, attorneys, the public) utilizing any standard web browser.

ICSolutions Response:

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

Easy 3-Step Browser-Based Visitation Registration & Session Scheduling

Visitors will enjoy the convenience of **registering and scheduling any visits anywhere using any internet-connected device**, reducing the need for visitors to have to stay in lobby while waiting to visit and allowing the staff to **better plan the visitation traffic for all visitation types, video or non-video**.

Persons wanting to visit inmates must register only once, and can do so remotely at www.icsolutions.com or the Visitor Registration & Scheduling Terminal provided by ICSolutions for the lobby of the facility. Registrants may simply locate the inmate's facility at www.icsolutions.com, which will contain step-by-step instructions on how to register for visits.

The Visitor™ uses a very simple process for both registration and scheduling, which consists of:

- 1) Choosing the desired action under "What would you like to do?" after logging in
- 2) Reading and agreeing to the Facility's Visitation Rules
- 3) Filling in all the required fields, such as the visitor's date of birth, ID information, and any other information required by the facility

Visitors will be required to agree to the Facility's visitation rules and policies at least three times: (1) when they register, (2) when they schedule a visit; and (3) when they log in to start the visit (both on-site and remote visitors).

If the County opts to require visitor approval of personal visitors, registrants will need to wait for approval prior to scheduling a visit. Any registrant seeking to register as a privileged visitor must have their credentials (such as bar number) verified and approved prior to the visitor being allowed to have privileged, unrecorded visits.

Remote visitations can be scheduled when the visitor has sufficient funds in his or her prepaid account, which is a single account used to fund all inmate communications provided by ICSolutions.

Visitor Requests for Confidential Visits

During the registration process, professional visitors can request to conduct legally privileged visits that will go unrecorded and remain confidential. The system requires the professional to enter their bar number with their request and to wait for Facility approval prior to scheduling a visit. After the visitor submits their registration, authorized users will be able to approve or deny the request on the Visitor Accounts screen. THE VISITOR™ is configurable to require approval for all visitors, or only those who are requesting privileged status.

Register to Agency

Select an Agency: Rhode Island - Video County Project

Select an Inmate: Test Inmate (999999)

Your relationship with inmate: Attorney

Check this box if you wish to request a privileged account. This will require your account to be approved by the facility before visits can be scheduled.

Register Cancel

Attorney Registration

Email Notifications to Visitors

Once a session is scheduled, The Visitor™ will **automatically email** the scheduled visitation details to the email address provided by the scheduling visitor at the time of registration. In addition, the system's Visitation Schedule will list all scheduled visits with inmate name, visitor name, additional attendees, and the date and time of the visit. This scheduling report is available to authorized users from control workstation provided by ICSolutions or remotely via a browser from any internet-connected device so long as the user has a valid username and password for The ENFORCER®.

Hello JAMIE HARDTNER,

Your onsite visitation has been scheduled with an inmate at CTL Enforcer Demo

You will be required to enter your confirmation number into the visitation station to connect your visit.

RESERVATION DETAILS

Participant:	JAMIE HARDTNER	Confirmation:	131823004001168
Agency:	CTL Enforcer Demo	Inmate:	JUSTIN WISE
Location:	Onsite at Jail Lobby @ CTL Demo 01	Date/Time:	04/06/2018 at 10:30am
Status:	Scheduled		

Agreed to Visitation Rules: YES

If you did not schedule this onsite visitation, or would like to make any changes to your scheduled visit, please contact customer service or login to your account at ICSolutions.com

Visitation Confirmation Email

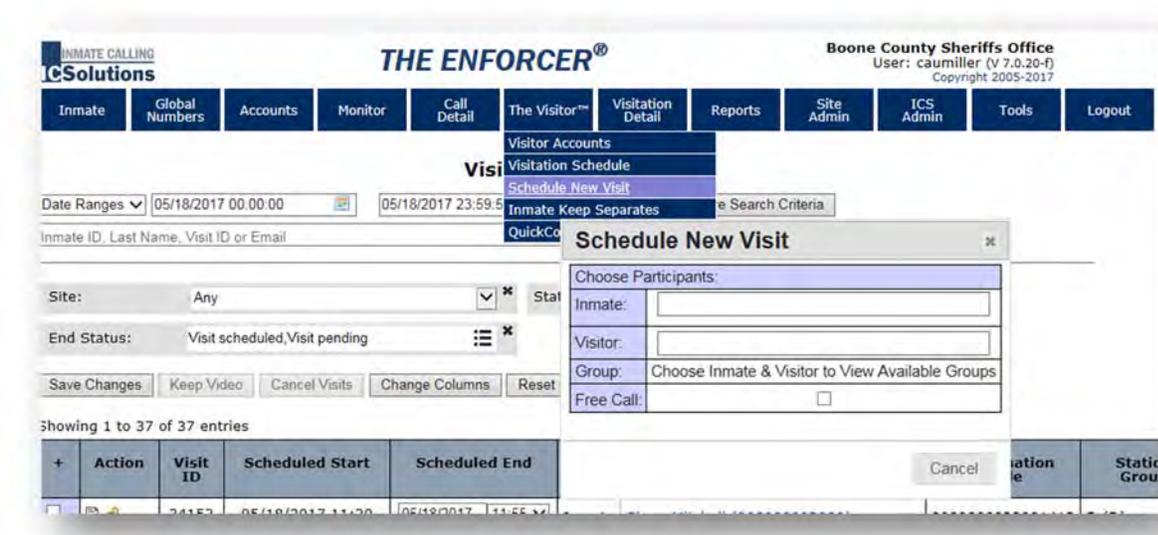
Should a scheduled session be cancelled for any reason, The Visitor™ will **automatically email** the visitor notifying him or her of the cancellation with the reason for the cancellation and prompt the visitor to reschedule their session. An email is sent to the visitor automatically when a visit is scheduled or canceled.



Visit Cancellation Message

Authorized Staff: Schedule New Visit

Authorized users can schedule new visits by going to the SCHEDULE NEW VISIT screen:



Schedule New Visit

A NEW VISIT pop-up box will automatically appear once the SCHEDULE NEW VISIT screen is selected. Authorized staff need to complete the following fields to schedule a new visit:

- Inmate
- Visitor – populated automatically with the visitors registered with that inmate
- Group – type of visit, such as on-site (designated by site when there are multiple sites), remote, face-to-face, across-the-glass, etc. – populated with only types of visits available for that visitor and inmate
- Day of visit – populated with only dates available in compliance with Facility’s policies, however, admin users are able to override the standard visitation schedule and force a visit by choosing any day or time outside the default schedule
- Time of visit – populated with only times available in compliance with Facility’s policies, however, admin users are able to override the standard visitation schedule and force a visit by choosing any day or time outside the default schedule

Choose Participants:	
Inmate:	7202 7202 Dent, Harvey
Visitor:	icsqa@icsolutions.com HATZ, JOSH
Group:	Please select a group
Free Call:	Please select a group QA LS Visitor Contact (Contact Visit) Offsite from Home (Video Visit) QA LS Visitor Non-Contact (Non Contact Visit) QA LN Visitor Contact (Contact Visit) QA Visitor Lobby North (Video Visit) QA LN Visitor Non-Contact (Non Contact Visit)

Staff-Scheduled Visits

Ad Hoc Visits: QuickConnect Feature

In addition to scheduling new visits, authorized staff can use the QuickConnect function enables the manual connection of video visitation sessions between visitors and inmates. QuickConnect enables visitation sessions to take place without any prior scheduling, participant registration, defined relationships, pre-session validation by participants, or identification of inmates and/or visitors.

The QuickConnect function accommodates any of the following circumstances:

- The facility has opted to not utilize the full registration process for visitors in The Visitor™ module.
- The facility wants to accommodate unscheduled, walk-in visitors who come to the facility to visit an inmate, or who request an offsite visitation on short notice.
- The facility does not require the identity of participants in a visitation session to be included in the detailed visitation records.
- The facility does not require the pre-session participant validation process.
- The facility is not yet requiring the scheduling of visitation sessions as a prerequisite to conducting them.

The screenshot displays the 'QuickConnect' interface. It is divided into three main sections: 'Inmate', 'Visitor', and 'Connect'.
- The 'Inmate' section includes a 'Use fake inmate' checkbox (unchecked), an 'Auto connect' checkbox (checked), an 'Inmate ID' text input field, and a 'Station' dropdown menu currently set to 'Inmate Station 01'.
- The 'Visitor' section includes a 'Use fake visitor' checkbox (checked), an 'Auto connect' checkbox (checked), a 'Visitor Email' text input field, and a 'Station' dropdown menu currently set to 'Visitor Station 01'.
- The 'Connect' section features a 'Visit Length' input field with '25' and a 'minutes' unit, a 'Start Time' input field with 'to' and '1' and 'min' units, and a 'Connect Now' button.

QuickConnect Screen

When creating a visitation session from the QuickConnect screen, users can include specific inmate and/or visitor information (inmate ID and/or visitor email address), which will become part of the visitation records. Alternatively, users can simply select the inmate and visitor stations, visit length, and an optional start time to connect the visitation session.

7. The system must display pending visits to Klamath County staff and to those incarcerated.

ICSolutions Response:

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

The Visitor™ will display pending visits to correctional facility staff, AICs, and friends and family, as described below.

Authorized Staff: Viewing Scheduled Visitations & Canceling Visits

Authorized facility staff can view the visitation schedule at any time and identify an AIC’s upcoming visitors. To help ensure compliance with the County policies and visitation rules, authorized users can swiftly cancel a visit before it occurs or while it is in progress. In addition, The Visitor™ will automatically cancel visits if the AIC is released or if the inmate is moved to a location where no units are available. The Visitor™ automatically notifies the visitor by email when a visit is canceled.

Scheduled Visits - List View

New Visit
From: 08/29/2016
Days: 7
Participant:
Status: Visit scheduled
Group: All

Save Changes Cancel Changes Refresh Cancel Selected Visits Toggle Keep Video Download Selected Visits Change Columns

Showing 1 to 50 of 63 entries Previous 1 2 Next Show 50 entries

Select	Action	Visit ID	Start	Stop	Participants	Confirmation Code	Additional Visitors	Call Status	Keep Video
<input type="checkbox"/>		16777	08/29/2016 19:30	08/29/2016 19:55	I:Sims, Shaun V:Spurlock, Mark	Inmate:1400299301179 Visitor:76533697939793	No Visitors	Visit scheduled	<input checked="" type="checkbox"/>
<input type="checkbox"/>		16800	08/29/2016 19:00	08/29/2016 19:25	I:Sims, Shaun V:Spurlock, Mark	Inmate:1400299301179 Visitor:76533697939793	No Visitors	Visit scheduled	<input checked="" type="checkbox"/>
<input type="checkbox"/>		16886	08/31/2016 15:00	08/31/2016 15:25	I:Paul, Phillip V:Paul, Virginia	Inmate:2012000266913774 Visitor:76532601101234	No Visitors	Visit scheduled	<input checked="" type="checkbox"/>
<input type="checkbox"/>		16944	08/30/2016 13:30	08/30/2016 13:55	I:Bishop, Derek V:Rose, Brigitte	Inmate:2009000237632004 Visitor:E9EEFR	No Visitors	Visit scheduled	<input checked="" type="checkbox"/>
<input type="checkbox"/>		16961	08/29/2016 16:00	08/29/2016 16:25	I:Lents, Matthew V:Gamber, Tonya	Inmate:2013000278931510 Visitor:3177521901234	No Visitors	Visit scheduled	<input checked="" type="checkbox"/>

Scheduled Visitations

AIC Notification of Visitation Schedule

The Visitor™ will send a voicemail to AICs notifying them that visitations have been scheduled. AICs can access the voicemail from any phone using their PIN.

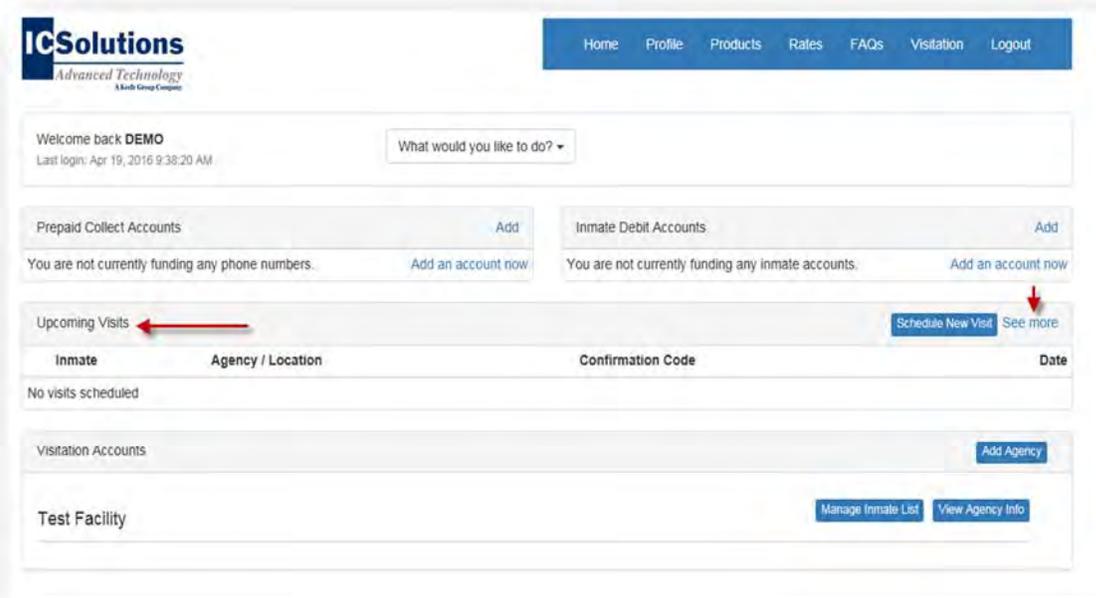
Additionally, when the AICs have access to The Visitor's video visitation terminals, and when the kiosks are not being used, the inmate terminals will display upcoming visits for the AIC group associated with that terminal, such as the AICs in a housing unit where the terminal is located. The number of upcoming visits displayed is configurable.



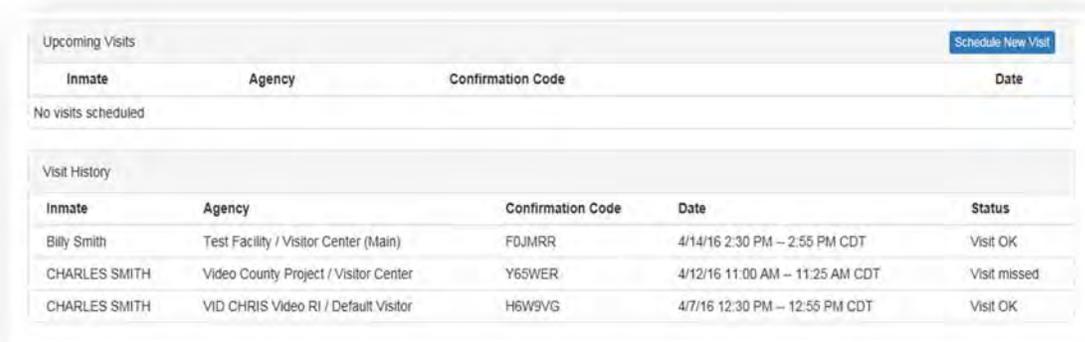
Schedule of Upcoming Visits – Terminal View

Visitor View of Schedule

Visitors can view the upcoming visits from the home page of their customer account. They can click on "See more" to view their visitation history and other visitation account information.



Upcoming Visits – Customer Account Home Page



Upcoming Visits & Visitation History – Customer Account Details

8. The system must be able to automatically detect if remote visitor's computer system meets minimum requirements for system connectivity.

ICSolutions Response:

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

After scheduling a remote visit, the system will prompt the visitor to download a free application. The Visitor™ will walk the remote visitor through selecting the webcam, speakers, and microphone that will be tested and used for the visit. Once the equipment is selected, or "configured", the system will then test the network connectivity. Afterward, the system will test do a full test of the system. The configuration of equipment and system testing takes approximately 3 minutes.

9. The system must allow users to easily and simply schedule visitation sessions.

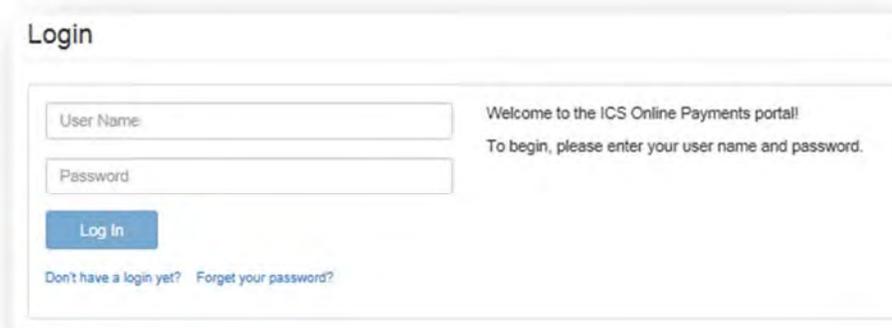
ICSolutions Response:

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

The Visitor™ video visitation solution comes with a Visitor Registration & Scheduling Terminal for the Lobby. This terminal enables visitors to register and schedule visits on-site. In addition, customers wanting to register or schedule onsite OR remote visits can do so off site from **any web-enabled device**, such as a home computer, tablet, smart phone, etc.

Scheduling

Easy 3-Step Browser-Based Visitation Session Scheduling



Login – Online Customer Account

Visitors will enjoy the convenience of scheduling visits from anywhere using any internet-connected device, reducing the need for visitors to have to stay in lobby while waiting to visit, and allowing the staff to better plan the visitation traffic for all visitation types, video or non-video.

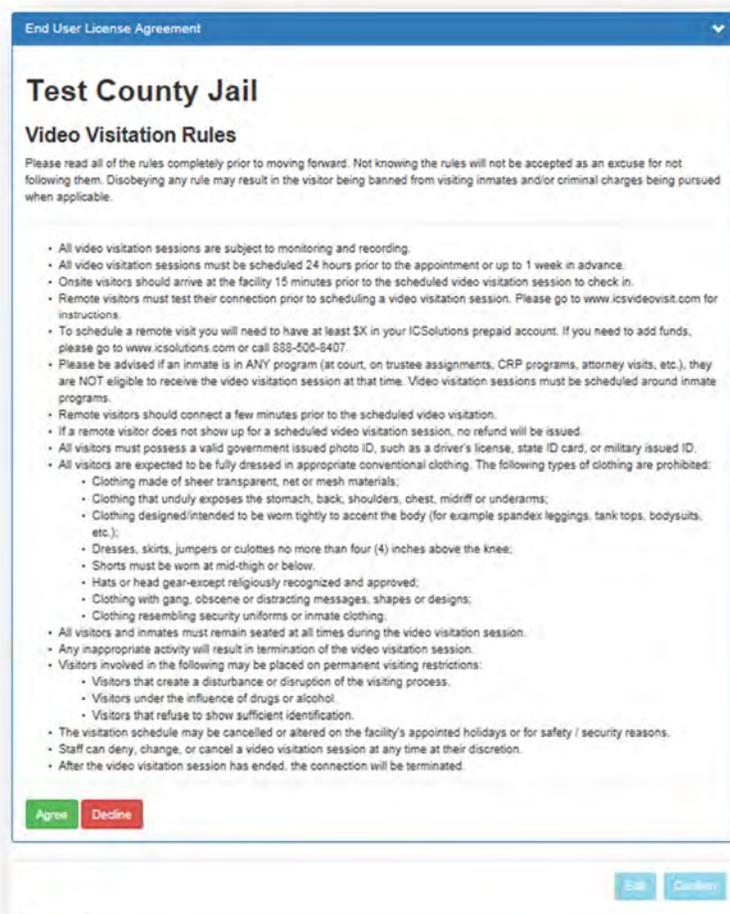
Scheduling visits occurs in three simple steps:

1. After logging in, registered visitors click on SCHEDULE VISIT from the drop-down box asking "What would you like to do?"



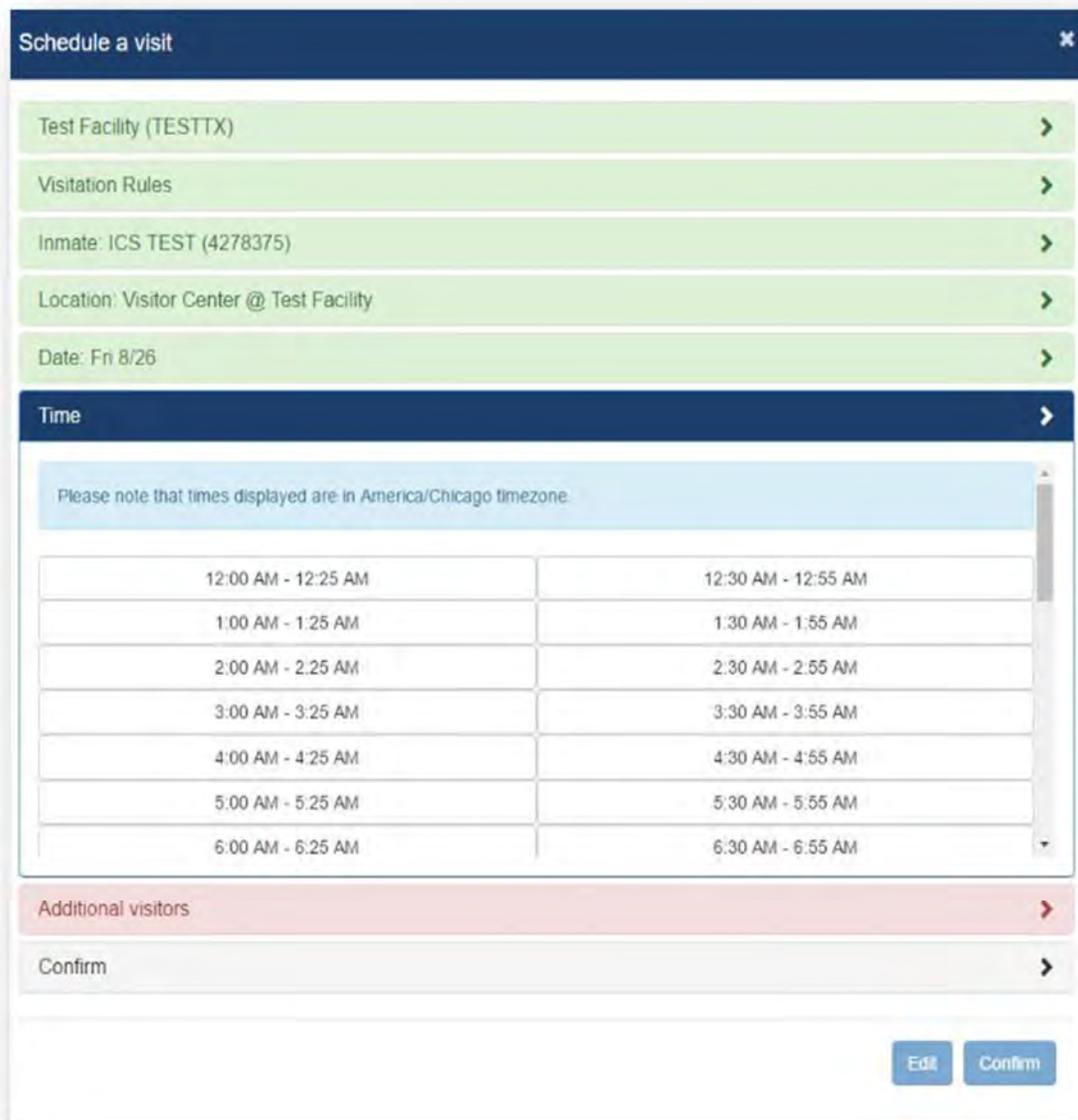
End User – Schedule Visitation

2. Visitors read and agree to the County's Video Visitation Rules by clicking Agree:



End User – Facility's Visitation Rules

3. Visitors then complete all fields (identifying inmate, location, date, time, and any additional visitors) on the Schedule Visitation screen, which is configured to allow visit scheduling only on those dates and times available based on the visitation rules and availability of the visitation terminal and AIC:



Schedule a visit [Close]

Test Facility (TESTTX) [Chevron Right]

Visitation Rules [Chevron Right]

Inmate: ICS TEST (4278375) [Chevron Right]

Location: Visitor Center @ Test Facility [Chevron Right]

Date: Fri 8/26 [Chevron Right]

Time [Chevron Right]

Please note that times displayed are in America/Chicago timezone.

12:00 AM - 12:25 AM	12:30 AM - 12:55 AM
1:00 AM - 1:25 AM	1:30 AM - 1:55 AM
2:00 AM - 2:25 AM	2:30 AM - 2:55 AM
3:00 AM - 3:25 AM	3:30 AM - 3:55 AM
4:00 AM - 4:25 AM	4:30 AM - 4:55 AM
5:00 AM - 5:25 AM	5:30 AM - 5:55 AM
6:00 AM - 6:25 AM	6:30 AM - 6:55 AM

Additional visitors [Chevron Right]

Confirm [Chevron Right]

[Edit] [Confirm]

Available Visitation Timeslots

Visitors will have the opportunity to review and edit the visitation details prior to confirming the visit:

The screenshot shows a 'Schedule a visit' window with the following details:

- Agency: Test Facility (TESTTX)
- End User License Agreement
- Inmate: Austin Trafford (201200026884)
- Location: Visitor Center (Main) @ Test Facility, TX
- Date: Sat 4/9
- Time: 9:00 AM-9:25 AM
- Additional visitors

The confirmation section shows:

Agency	Test Facility (TESTTX)	Inmate	Austin Trafford (201200026884)
Location	Visitor Center (Main) @ Test Facility, TX	Date/Time	Sat 4/9 9:00 AM-9:25 AM
Agreed to End User License Agreement	Yes		

Buttons: Edit, Confirm

End User - Schedule Visitation Screen

After pressing CONFIRM, the final screen the visitor sees is the confirmation screen:

The screenshot shows a 'Schedule a visit' window with a receipt section:

Receipt

Your appointment has been scheduled. Your confirmation code(s) appear below.
Please keep this information safe, as it will be required at the time you reserved in order to connect your visit. Thank you.

JAMIE HARNER – **131823004001168**

The confirmation section shows:

Agency	ENFQA01_Monroe County Sheriff (ENFQA01)	Inmate	HARVEY TWOFACE DENT (7102)
Location	QA Visitor Lobby North @ ENF QA 11	Date/Time	Tue 3/5 8:20 AM-8:50 AM
Agreed to Visitation Rules	Yes		

End User - Visit Confirmation

Remote visitations can be scheduled when the visitor has sufficient funds in his/her prepaid account, which is a single account used to fund all inmate communications provided by ICSolutions.

Inmate Initiated Visitation

In addition to offering friends and family the option to schedule remote or onsite visitation (as outlined above), we can also offer **inmate-initiated visitation** and our premium, on-demand **Video Chat** feature, with the County's approval. Both of these options are described below.



Inmate Outreach Visit Requests & Inmate-Scheduled Visits

Using The Visitor's **INMATE OUTREACH** feature, inmates will be able to send a scheduling request to approved visitors, or inmates can schedule and pay for (if necessary) visits themselves. These inmate self-service options save facility staff time and reduce inmate questions by empowering the inmate to participate in the visitation scheduling process.

From the **INMATE OUTREACH** screen, an inmate can choose to send a visitation request or schedule a visit with any approved visitor:



Back	PAUL WALKER	26 seconds	Logout
Visitor Name			
	KEVIN BLALOCK	Visit Request	Schedule
	BEN DUSINBERRE	Visit Request	Schedule

Inmate Outreach – Request or Schedule a Visit

Inmate-Initiated Visitation Request

Using the **VISIT REQUEST** option, an inmate can request that an approved visitor schedule a visit. The Visitor™ will email the request to the visitor with a link for them to schedule the visit. If the visitor schedules a remote video visit with the inmate, the visitor will pay for the visit at the time of scheduling using funds in their Prepaid Account.

Prior to the scheduled visitation time, if either the visitor or the inmate cancels the visit in accordance with the facility's cancellation policies and procedures, the visitor will receive a refund of any remote visitation cost to their Prepaid Account.

Inmate-Scheduled Visit

The SCHEDULE option allows the inmate to select the date and time for a visit and, if the visit will be remote, to pay for the visit from his or her Debit calling account. Based on the visitation options available at a specific facility, the inmate first selects the type of visit they want to schedule – Onsite Video, Contact, or Offsite Video (remote).

A screenshot of a web interface for scheduling a visit. At the top, there are three buttons: "Back", "PAUL WALKER", and "23 seconds". On the right side, there is a "Logout" button. The main content area displays the text "Scheduling a visit with BEN DUSINBERRE" and "Please select location". Below this text are three buttons: "Onsite Video", "Contact", and "Offsite Video".

Inmate Scheduling for Contact & Video Visits

The inmate then selects a date and time and confirms the visit to be scheduled.

A screenshot of a web interface for scheduling a visit. At the top, there are three buttons: "Back", "PAUL WALKER", and "21 seconds". On the right side, there is a "Logout" button. The main content area displays the text "Scheduling a Onsite Video visit with BEN DUSINBERRE" and "Please select day". Below this text are six buttons arranged in two rows: "Tomorrow 03/06", "Saturday 03/07", "Sunday 03/08" in the first row, and "Monday 03/09", "Tuesday 03/10", "Wednesday 03/11" in the second row.

Schedule Visit – Date Selection

Back PAUL WALKER 24 seconds Logout

Scheduling a Onsite Video visit with BEN DUSINBERRE on 03/06
Please select a time

02:30 PM	03:00 PM	03:30 PM	04:00 PM	04:30 PM
05:00 PM	05:30 PM	06:00 PM	06:30 PM	07:00 PM
		07:30 PM		

Schedule Visit – Time Selection

Back PAUL WALKER 24 seconds Logout

Scheduling a Onsite Video visit with BEN DUSINBERRE on 03/06 at 17:30
This visit will be free

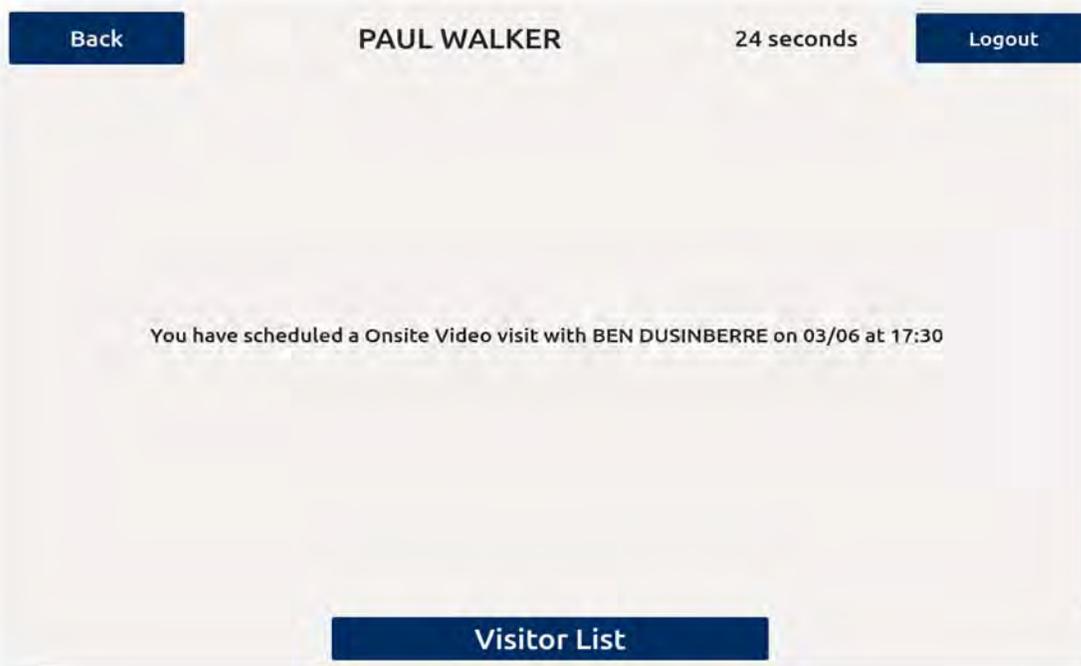
Yes, schedule visit Do not schedule

Schedule Visit – Confirm

For free visits – ONSITE VIDEO and CONTACT visit types – the inmate confirms they wish to schedule the visit, and then The Visitor™ instantly analyzes the visit request against its rules set to ensure adherence to all facility rules and policies. If the visit cannot be completed due to noncompliance with the rules, the inmate will be notified of the reason.

If the inmate is scheduling an OFFSITE VIDEO visit, the cost of the visit is displayed before the confirmation step, and the inmate is asked to acknowledge this cost before confirming the visit. Once the inmate confirms that he or she wishes to utilize their Debit Account funds to schedule the visit, the required funds are reserved in the inmate's Debit Account. Then The Visitor™ analyzes the visit request against its rules set. If the paid OFFSITE VIDEO visit cannot be completed due to noncompliance with the rules, the inmate is notified of the reason, and the reserved Debit Account funds are immediately released.

If the visit is allowed, the inmate will see a message confirming the scheduled date, time, visitor, and visitation location/type:



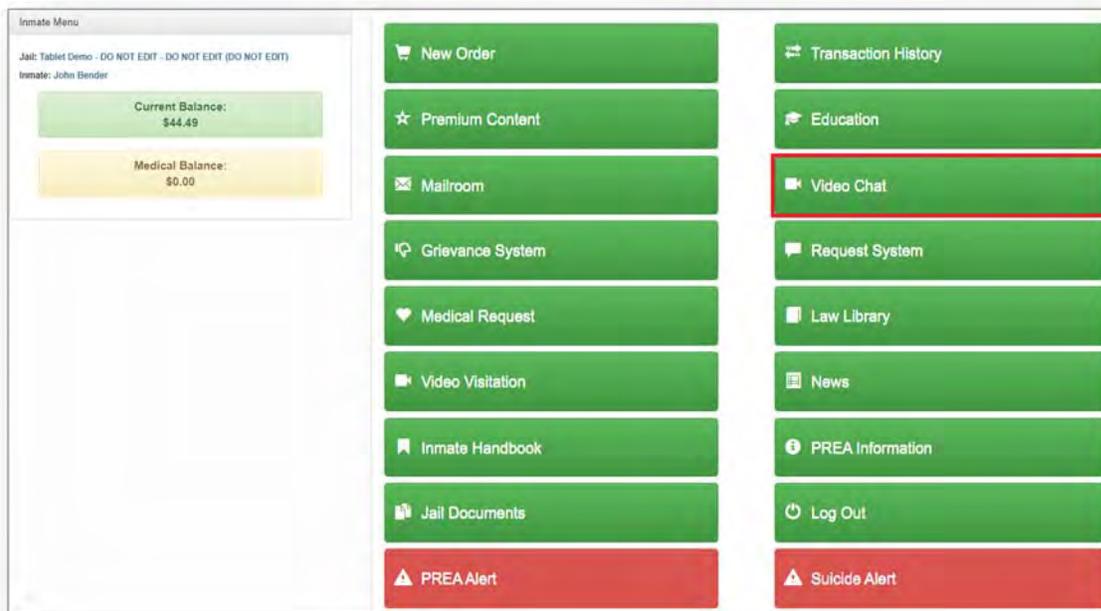
Visit Scheduled

The Visitor™ will email the visitor with information about the scheduled visit, along with a link in case the visitor needs to cancel. Prior to the scheduled visitation time, if either the visitor or the inmate cancels the visit in accordance with the facility's cancellation policies and procedures, the inmate will receive a refund of any remote visitation cost to their Debit Account.

Video Chat

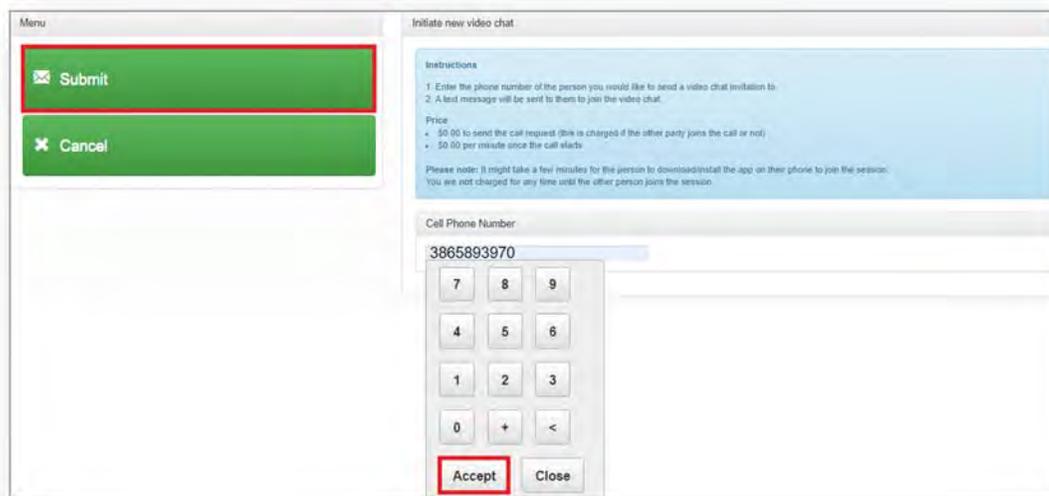
Our premium Video Chat feature offers on-demand chat capabilities similar to Skype or FaceTime. A video chat is initiated by the inmate using either a vPhone video kiosk or a Bridge Tablet, if allowed by the County. The inmate logs in and enters the desired definition phone number. The called party then receives a notification on their mobile device, downloads the free video chat application (if not previously downloaded) and begins a video chat with the inmate. We have described our video chat functionality in greater detail below.

Select Video Chat from the Main Menu:



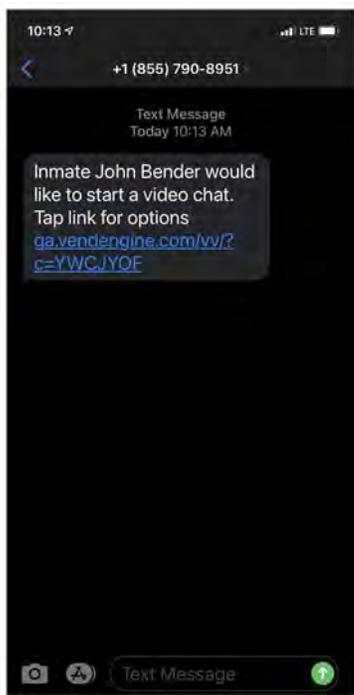
Begin New Video Chat:

1. Enter the phone number of the person you would like to send a video chat invitation. (Note: The phone number will be saved as a drop-down menu option, so that next time you call the number the user can select the full number without entering each number individually each time they begin a new video chat with the same contacted party.)
2. After confirming the correct phone number was entered, click 'Accept' (the virtual dial pad will close after accepting), then click 'Submit'.

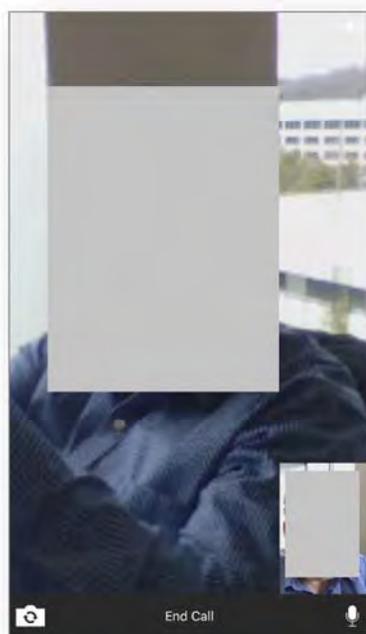
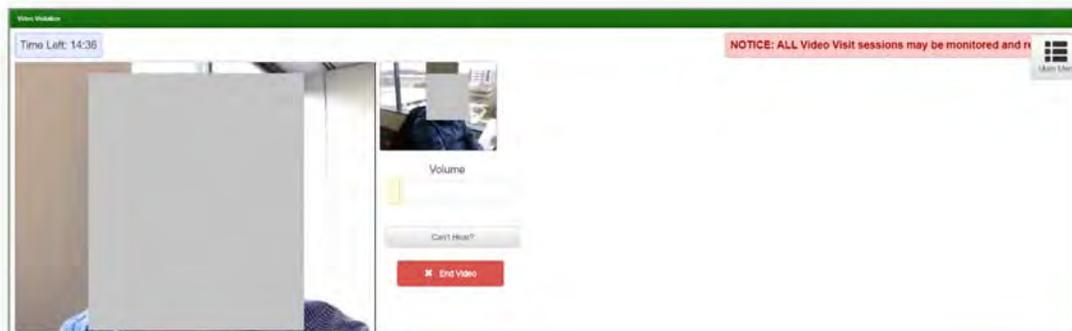


3. A text message will be sent to them to join the video chat. After clicking on the web link, the link will open, and the contacted party will be prompted to 'Start Video Visit'.

(Note: The contacted party needs to already have the app installed to start the session. If the contacted party has an Apple iPhone or iPad, they are provided a link to the Apple App Store – as shown in the example below. If the contacted party has an Android phone, they are provided a link to Google Play to install the Video Chat App, powered by VendEngine.)



- The session begins and both parties see themselves and the other party on the screen.



- Remote video visitation sessions must be able to be conducted in both Android and Apple formats for smartphones and tablets.

ICSolutions Response:

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

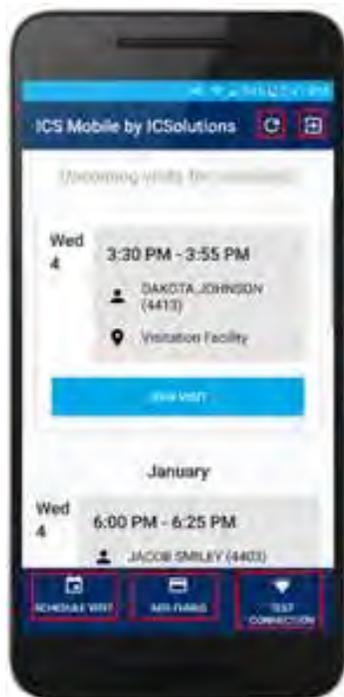
The Visitor™ Mobile Application

Visitors can visit on-site or remotely, using an off-site desktop or mobile device through our free Windows, Android, or iOS app. The Visitor™ app is available for free download from your regular app store and can be used by any registered visitor to conduct offsite video visitation from their personal device. The public can register as a visitor, schedule visits, recover passwords and conduct remote visits.

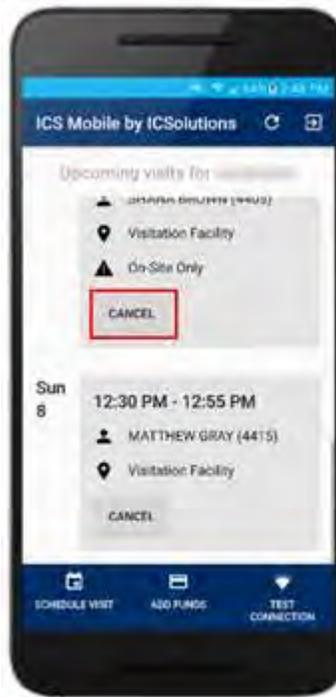


The Visitor™ App – Log in

After logging in, visitors will be able to initiate the remote visitor video visitation or cancel scheduled visitations:

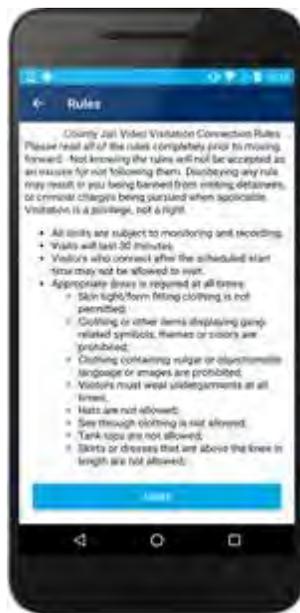


Join Remote Visitor Video Visitation



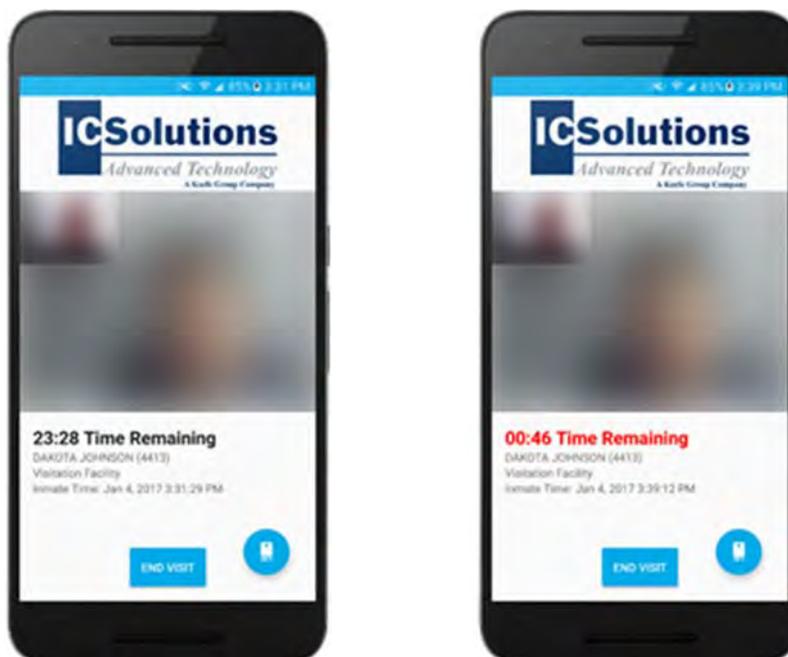
The Visitor™ App – Cancel Visit

When selecting JOIN VISIT, the remote visitor will be required to agree to the Facility rules.



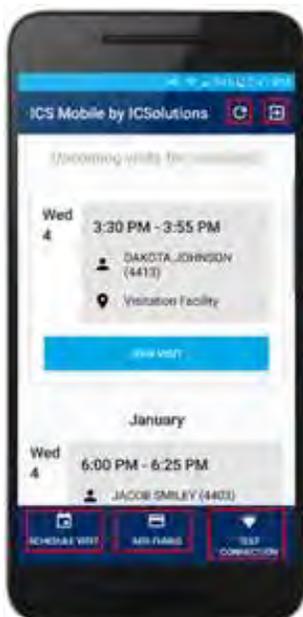
The Visitor™ App – Remote Visitor Video Visitation’s Facility Rules

During the video visit, the remote visitor’s session will appear in a picture-in-picture view. The outer window contains a countdown clock that will turn red when the session approaches its scheduled end time:



The Visitor™ App – Remote Visitor Video Visitation Countdown Clock

After logging in, visitors also have links to Schedule Visit, Add Funds, and Test Connections:



Schedule Visit, Add Funds, Test Connection Links



The Visitor™ App – Test Connection

11. The system must require visitors to provide both a photo of themselves and photo of identification (e.g. driver's license) during registration for Agency staff approval prior to a visitation session.

ICSolutions Response:

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

The most effective way to validate visitors is at the time of the visitation itself. For on-site visits, this can occur manually by an officer requiring visitors to show IDs and the officer comparing the IDs to the visitor's information in the system. For on-site and off-site visitations, The Visitor™ provides a Visitor Verification process that is recorded and will require a monitoring officer to verify the visitor, such as by viewing their ID, prior to allowing commencement of the visit. The system can be configured to require this verification for all video visits or for only certain visitors, such as remote visitors and professional visitors.

Visitor Verification of Video Visitors

The Visitor™ can be configured to require Visitor Verification of all visitors or just certain types of visitors, such as professional visitors or remote visitors. During Visitor Verification, the Officer will be notified that the visitor has logged in and is ready for Visitor Verification. Upon initiating Visitor Verification, the Officer sees the visitor with options to accept or deny the visitor.



Visitor Verification – Monitoring Officer View

When an officer denies a visitor for failing Visitor Verification, the visitation is cancelled. All visits that are denied after Visitor Verification are designated as such in the Visitation Schedule.

Visitation Schedule

Date Ranges: 05/18/2017 00:00:00 to 05/18/2017 23:59:59

Inmate ID, Last Name, Visit ID or Email

Site: Any

End Status: Visit scheduled, Visit pending

Buttons: Save Changes, Keep Video, Cancel Visits, Change Columns, Reset Columns

Showing 1 to 35 of 35 entries

+	Action	Visit ID	Scheduled Start	Scheduled End	
<input type="checkbox"/>		34069	05/18/2017 13:00	05/18/2017 13:25	Inmate Visitor
<input type="checkbox"/>		34123	05/18/2017 13:00	05/18/2017 13:25	Inmate Visitor

End Status

- Visit scheduled
- Visit pending
- Visit canceled by user
- Visit canceled by agent
- Visit canceled by facility
- Visit missed
- Visit completed
- Visit denied after visitor verification
- Visit missed by inmate
- Visit missed by visitor
- Canceled by location move or release
- Inmate requested visit cancellation

Done

Visitation Schedule

12. Visitors must be able to pay for the video visitation session using either a credit card or debit card.

ICSolutions Response:

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

Visitors will pay for visits using the funds in their Family First Prepaid Account – the same account they use to pay for all other inmate communication services, such as AIC calling and email/text messaging. All prepaid account funding options will be available to them, including using a credit card or debit card.

13. The system must only display timeslots that meet Klamath County policies.

ICSolutions Response:

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

The Visitor™ automatically displays only those available timeslots based on type of visit (onsite, remote, or face-to-face), consistent with the County's visitation policies, including but not limited to any time restrictions based on type of visit and housing location of the AIC, as well as the availability of visitation rooms and equipment.

14. The system must conduct conflict checking and only display times which are available when visits are being scheduled.

ICSolutions Response:

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

THE VISITOR™ automatically displays only those available timeslots based on type of visit (onsite, remote, or face-to-face), consistent with the County's visitation policies, including but not limited to any time restrictions based on type of visit and housing location of the AIC, as well as the availability of visitation rooms and equipment.

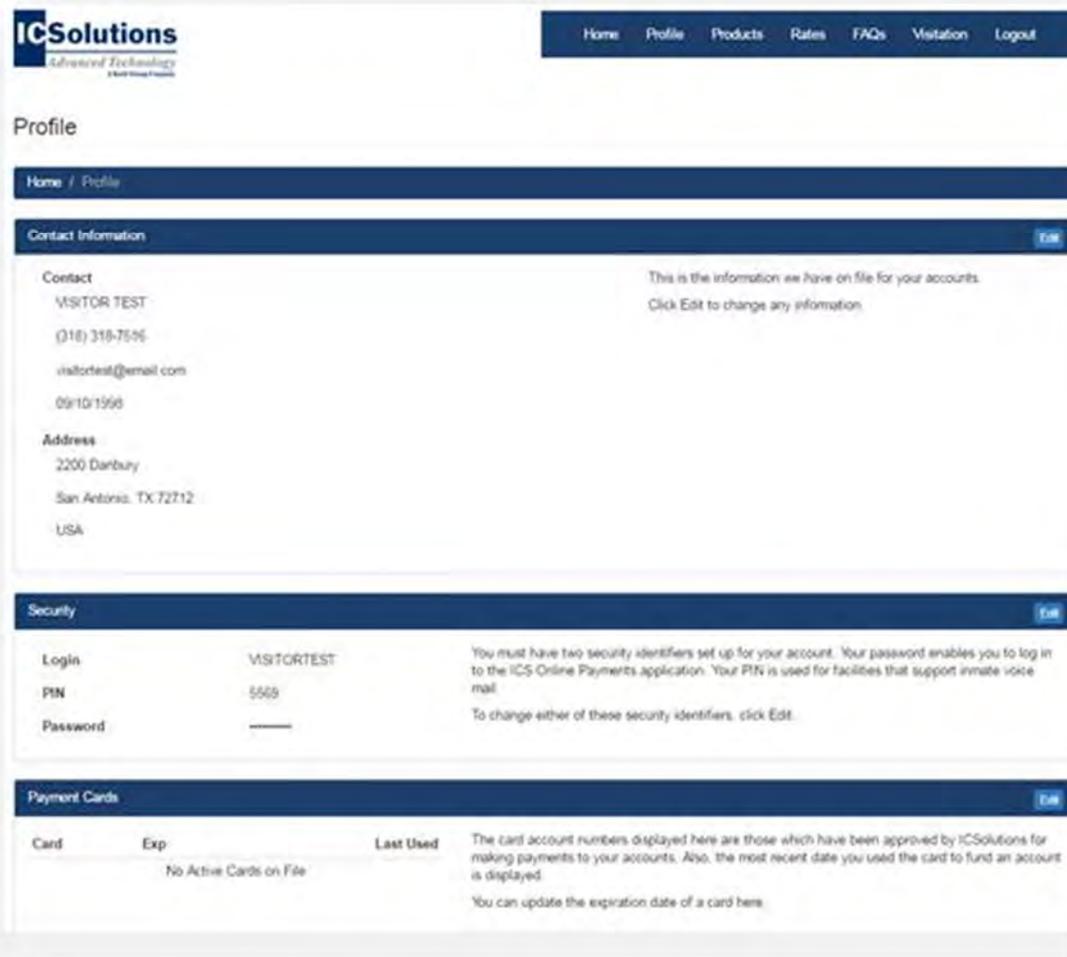
15. The system must allow users to easily change their personal information (i.e., password, address, phone number, etc.).

ICSolutions Response:

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

Users can easily update their personal information via the Customer Account Portal, as shown below:

Customer Account Portal: Visitor Profile



Customer Account Portal at www.icsolutions.com – Profile

16. The system must send an email to a visitor when a visit is scheduled, modified, or cancelled.

ICSolutions Response:

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

THE VISITOR™ automatically emails the visitor with all newly scheduled visitations and modifications to existing visits. In addition, should a scheduled session be cancelled for any reason, THE VISITOR™ will **automatically email** the visitor notifying him or her of the cancellation with the reason for the cancellation and prompt the visitor to reschedule their session.

17. The system must assign unique visitation identification numbers for every visit for reporting and tracking purposes.

ICSolutions Response:

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

Just as THE ENFORCER® assigns a Call Sequence Number (CSN) to each call, THE VISITOR™ assigns a unique visitation number to each visit that is preserved from its creation and that can be utilized for reporting and tracking purposes.

18. The system must offer customizable set durations (e.g. 20, 30, 40 minutes) for each visit.

ICSolutions Response:

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

ICSolutions' scheduling system is highly advanced and customizable to meet all of the County's scheduling needs.

19. The system must provide a visual warning message to inform the visitor that the session will be ending in "XX" minutes or provide a visual countdown timer.

ICSolutions Response:

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

THE VISITOR™ utilizes a display clock visible to both inmates and visitors that shows the amount of time remaining at all times. The picture below shows a visitation session in progress.



Live Video Visitation

20. The system must provide different levels of functionality to facility staff users based on user type. For example:
- a. Administrators: create/manage/edit – users, schedules, visitation rules, download recorded sessions, etc.
 - b. Users: create/manage scheduled video visits, live monitoring sessions, approve/deny visitors
 - c. Read-only user: can only view scheduled visits

ICSolutions Response:

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

With the single sign-on feature offered with THE ENFORCER® inmate communications system, security clearance to gain access to video visitation data, recordings, video monitoring and reporting is managed through **one log in ID and password** being assigned a series of account privileges in THE ENFORCER® system, as well as THE VISITOR™ module. When the browser-based GUI is launched, the user must “login” (see following example) to the system with a valid username and password.



Administrative User Login Screen
Single Sign On for The ENFORCER® ITS and The Visitor™ VVS

Each username is established with a pre-configured set of privileges in the graphical user interface (GUI). These privileges range from being able to create or modify inmate data to being able to display reports, play back recordings, etc.

Role / Access Definitions

	Visitor Admin	Visitor Monitor	Visitor User	Visitor Invest.
video_call_search	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
video_messages	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
video_monitor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
video_playback	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
video_stations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
video_verify_visitor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
visit_cancel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
visit_location_schedule	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
visitor_account	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
visitor_account_class	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
visitor_cos_admin	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
visitor_inmate_restrict	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
visitor_locations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
visitor_merge	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
visitor_pans	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
visitor_password	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
visitor_register	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
visitor_relationships	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
visitor_scheduler	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
visitor_scheduler_force	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
visitor_scheduler_free	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
visit_station_groups	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Disabled: Read Only: Read/Write:

The Visitor™ Roles

21. The system will require a unique username and password that will allow the user their level of functionality.

ICSolutions Response:

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

With the single sign-on feature offered with THE ENFORCER® inmate communications system, security clearance to gain access to video visitation data, recordings, video monitoring and reporting is managed through a series of usernames, passwords and account privileges in THE ENFORCER® system, as well as THE VISITOR™ module. When the browser-based GUI is launched, the user must “login” (see following example) to the system with a valid username and password that will determine their level of functionality based upon their assigned role.



Administrative User Login Screen

22. The system shall provide specific information for tracking AIC and visitor activities and patterns by, at a minimum, the following criteria:
- a. AIC ID number
 - b. Session ID
 - c. Appointment ID
 - d. AIC first/last name
 - e. Visitor name
 - f. Date and time of visit.
 - g. AIC video visitation station; and location/housing unit
 - h. Daily, weekly and monthly visit statistics.

ICSolutions Response:

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

The above data is tracked at all times and available to authorized staff on various screens through search parameters, as well as in various reports.

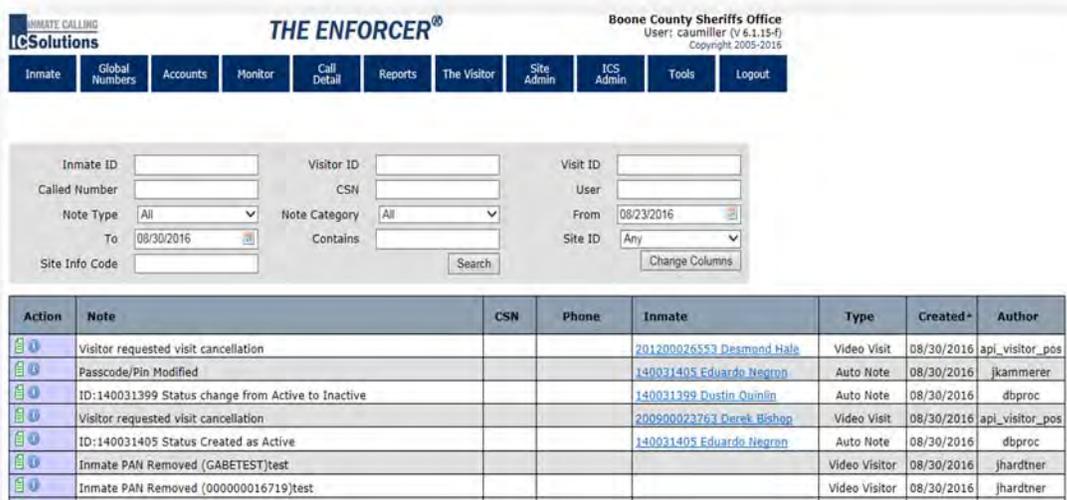
25. The system will provide audit trail/logs of all activity (i.e., user login times and locations, which users have scheduled/modified/cancelled a visit, etc.).

ICSolutions Response:

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

ICSolutions will provide customized audit trails based on the County’s needs upon award.

For each username in the system, the login date/time is logged, and a record is displayed of the database table(s) each user accessed (for example, call recording, inmate lookup, etc.). In addition, most user changes require notes to be entered. ICSolutions can create reports for the user logs, which can also be scheduled reports. Authorized users can also look up the Notes to identify the reasons for changes.



User Changes – Notes Screen

26. The system will allow for an interface with or data retrieval from Klamath County Jail Management System.
- The system must use the same AIC identification number as created by the Jail Management System to identify the AIC on the video visitation system.
 - The system must automatically cancel a visit if the AIC’s visitation eligibility status has changed, the AIC is moved to a location which doesn’t allow or doesn’t have visitation available or the AIC has been released.
 - The system must send an email cancellation notification to the visitor if a visit is cancelled

ICSolutions Response:

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

Interface with the County's Jail Management System

THE VISITOR™ video visitation system will interface with the County's Management System (JMS) via THE ENFORCER®, at no cost to the County! THE ENFORCER® will interface with the current Jail Management System (JMS) provider in order for the its database to have a current and the most up to date list of all AICs, their location within the facility, their current visitation privilege status. Leveraging this interface, we will also retrieve any restrictions the inmate may have and any visitors which are not allowed to visit with that inmate.

Because THE VISITOR™ is a module of THE ENFORCER®, this integration will also update the data and restrictions necessary for THE VISITOR™. Depending on the information stored within the JMS, THE VISITOR™ will be able to automate many controls that are currently performed manually, including but not limited to automatically:

- Utilizing the same inmate identification number assigned by the JMS
- **Updating the system for inmate information, such as ID, name, race, gender, date of birth, housing location, and moves**
- Importing inmate and visitor information maintained in the JMS, such as:
 - Approved visitors
 - Inmate or visitor restrictions, such as "Keep Separates" or warrant check results
 - Events that may affect inmate availability, such as medical appointments or court dates
 - Visitation rules or policies maintained, such as visitation times by housing unit
- Canceling a visit if the inmate's visitation privilege status changes or if they are released
- **Rescheduling visits for moved inmates, so long as there is an available video station at the time scheduled**
- Notifying visitors that a visitation has been cancelled or requires rescheduling, with a link to the web-based scheduling system provided in the email

Should a scheduled session be cancelled for any reason, THE VISITOR™ will **automatically email** the visitor notifying him or her of the cancellation with the reason for the cancellation and prompt the visitor to reschedule their session.

27. The system will provide for an Exclusion List which allows the Klamath County to set visitor exclusions (i.e., Visitor A is allowed to visit with anyone in the jail excluding one or more selected AIC) because they are known gang affiliates, contraband smugglers, etc.

ICSolutions Response:

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

AICs will not be able to visit with any visitor who is not approved. All approved visitors, as well as rejected visitors, visitors pending approval, and banned/suspended visitors are provided on THE VISITOR ACCOUNTS screen. This VISITOR ACCOUNTS screen will be updated through the JMS interface. The JMS will tell The Visitor™ if the visitor cannot visit with a specific AIC. The status of visitors will be set for each visitor based upon the exclusion in the JMS or, when necessary, by manual changes directly to the Visitor Accounts screen by authorized users.

Visitor Account Management: Approval, Denial, Suspensions, & Blacklist

THE VISITOR™ will have a VISITOR ACCOUNTS screen that shows all visitors who are approved, denied, or otherwise suspended from visitations. Authorized users will be able to view all registrants or a subset of the Approved Accounts, the Accounts Awaiting Approval, or the Rejected Accounts.

The screenshot shows the 'Visitor Accounts' interface. At the top, there is a search bar with the text 'Last name, first name, phone or email' and buttons for 'Search', 'Clear', and 'More Search Criteria'. Below the search bar is a filter for 'Account Status' set to 'Approved, Pending Approval'. There are also buttons for 'Change Columns', 'Reset Columns', 'Export', 'Print', and 'Register A Visitor'. The main area displays a table of 2,882 entries, showing columns for Action, Name, DOB, Number, Email, DNR, Privileged, Created, and Status. A red arrow points to the 'More Search Criteria' button, which has opened a pop-up window. This window has sections for 'General', 'Relationship', and 'Address', each with a dropdown menu. The 'General' section shows 'Account Status' set to 'Do Not Record' and 'Privileged' set to 'Privileged'. The 'Relationship' section shows 'Relationship' set to 'Relationship'. The 'Address' section shows 'State' set to 'State'. The table below the pop-up shows a row with 'Created' date '01/23/2017 12:33' and 'Status' 'Approved'.

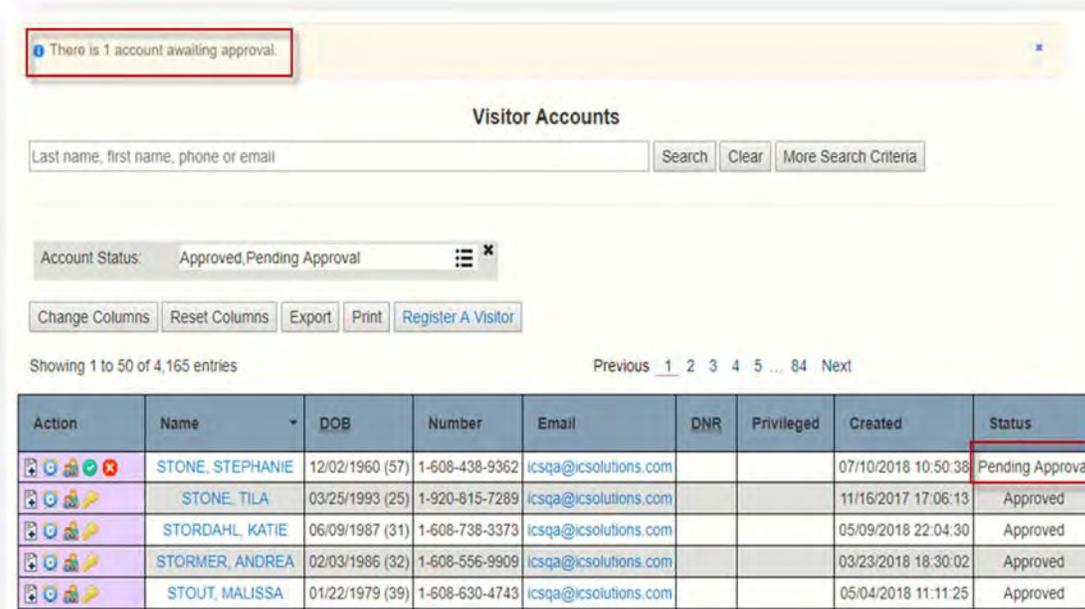
Visitor Accounts Screen

Users will be able to select what columns they want in the VISITOR ACCOUNTS Screen:

The screenshot shows the 'Visitor Accounts' interface with the 'Change Columns' dialog box open. The dialog box has a title bar 'Change Columns' and buttons for 'Reset Columns', 'Export', 'Print', and 'Register A Visitor'. It contains a grid of checkboxes for selecting columns to display. The columns are: Visitor (unchecked), Name (checked), DOB (checked), Number (checked), Email (checked), Description (checked), Organization (unchecked), Class (unchecked), DNR (checked), Privileged (checked), Created (checked), and Status (checked). To the right of the dialog box, a small table shows a row with 'Privileged' set to 'Privileged', 'Created' date '01/23/2017 12:33', and 'Status' 'Approved'.

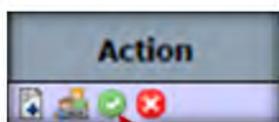
Visitor Accounts Screen – Change Columns

THE VISITOR™ will provide a message when there are visitors who are pending approval, with the visitors who require approval displaying on the VISITOR ACCOUNTS screen with a status of "Pending Approval", as shown in the following picture:

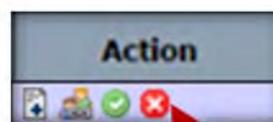


Visitor Accounts Screen – Accounts Pending Approval

Authorized users can approve the visitor by clicking on the symbol of the GREEN CHECK MARK or deny the visitor by clicking on the symbol of the RED X:



Approve Visitor



Deny Visitor

Additionally, authorized users can perform the following tasks with the controls under the ACTION column on the VISITOR ACCOUNTS screen:



Add Notes



View Notes



Active Suspension



Visitor Suspensions



Approved Visitors



Reset Password

Visitor Suspensions

From the individual Visitor Detail, accessible from the VISITOR ACCOUNTS screen, authorized users can set up indefinite or temporary suspensions. These suspensions can be for all visitation types or only specific visitation types, such as only on-site video visitation or only remote visitor video visitations. In addition, the suspension can be for specific AIC(s) or all AICs.

Notes [-]

CSN	Visit Id	Notes	Type	Created	Author
	57702	Visit cancellation requested by Visitor	Video Visit	06/12/2018 13:14:21	ani visitor_ons
Suspend Visitor Account					
	56654	Visit c			
	30590	Visit c			
	29082	Visit c			
	17134	Th			

Showing 1 to 5 of 11 entries
[See all notes for this visitor](#)

Visitor Suspensions [-]

No active suspensions
There are no future suspensions for this visitor
There is no suspension history for this visitor.

Planned Start Date:

Planned End Date:

Lifetime Suspension:

Visit Type:

All
Video Visit
Offsite Video Visit

Inmate (optional):

Reason for Suspension:

Visitor Relationships [-]

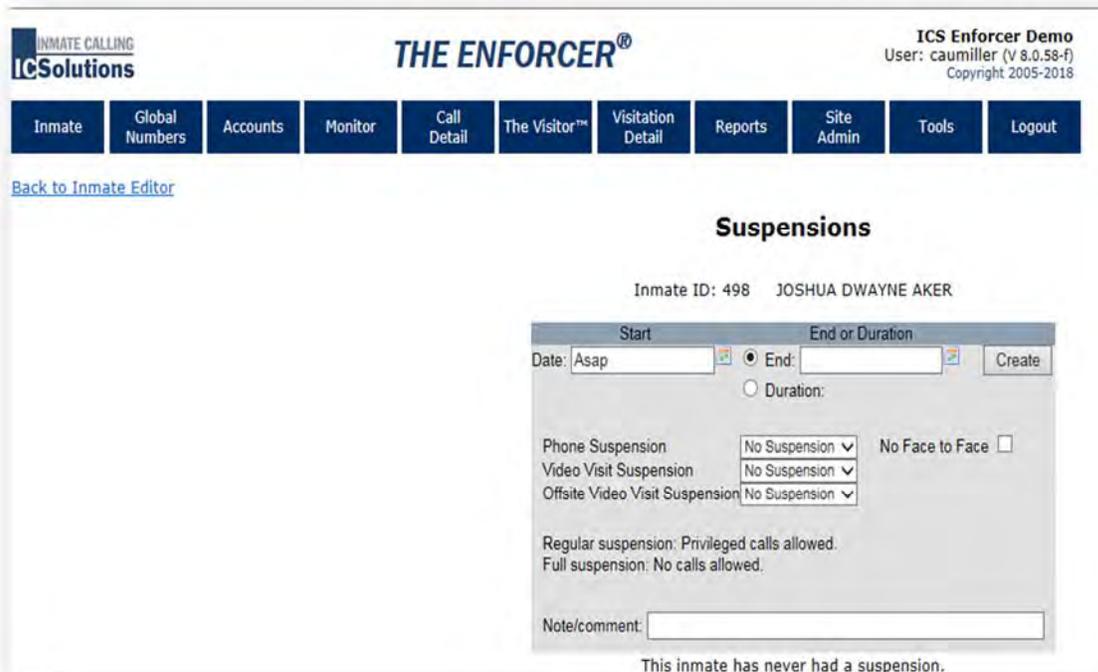
18 / 20 available relationship slots used

Action	ID	Inmate Name	Inmate Location	Relationship	Status
	7787	CRISCOE, JAMES	B BLOCK	Friend	Approved
	68922	JAMES, MEGAN	D BLOCK	Aunt	Approved
	7624	GARNER, WESLIE	D BLOCK	Aunt	Approved

Visitor Account - Suspensions

AIC Suspensions

From the AIC Profile screen, authorized users can suspend visitations by type and allow only certain types of visitors (such as privileged visitors) or prohibit all visitations for the duration of the suspension:



INMATE CALLING
ICSolutions

THE ENFORCER®

ICS Enforcer Demo
User: caumiller (v 8.0.58-f)
Copyright 2005-2018

Inmate | Global Numbers | Accounts | Monitor | Call Detail | The Visitor™ | Visitation Detail | Reports | Site Admin | Tools | Logout

[Back to Inmate Editor](#)

Suspensions

Inmate ID: 498 JOSHUA DWAYNE AKER

Start	End or Duration	
Date: <input type="text" value="Asap"/>	<input checked="" type="radio"/> End: <input type="text"/>	<input type="button" value="Create"/>
	<input type="radio"/> Duration:	
Phone Suspension	<input type="text" value="No Suspension"/>	No Face to Face <input type="checkbox"/>
Video Visit Suspension	<input type="text" value="No Suspension"/>	
Offsite Video Visit Suspension	<input type="text" value="No Suspension"/>	

Regular suspension: Privileged calls allowed.
Full suspension: No calls allowed.

Note/comment:

This inmate has never had a suspension.

Inmate Profile - Suspensions

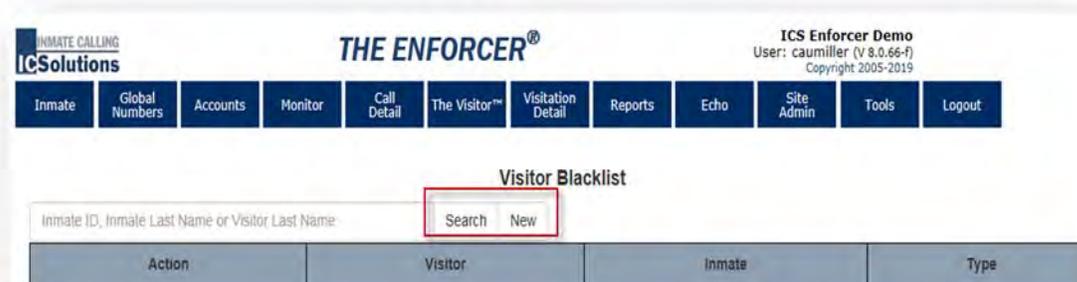
Visitor Blacklist

The Visitor Blacklist feature helps increase the efficiency and effectiveness of complying with a court’s No Contact Orders for certain members of the public with specific AICs. The Visitor Blacklist is used to restrict visitors from either registering or scheduling visits, regardless if he or she has a visitor account.

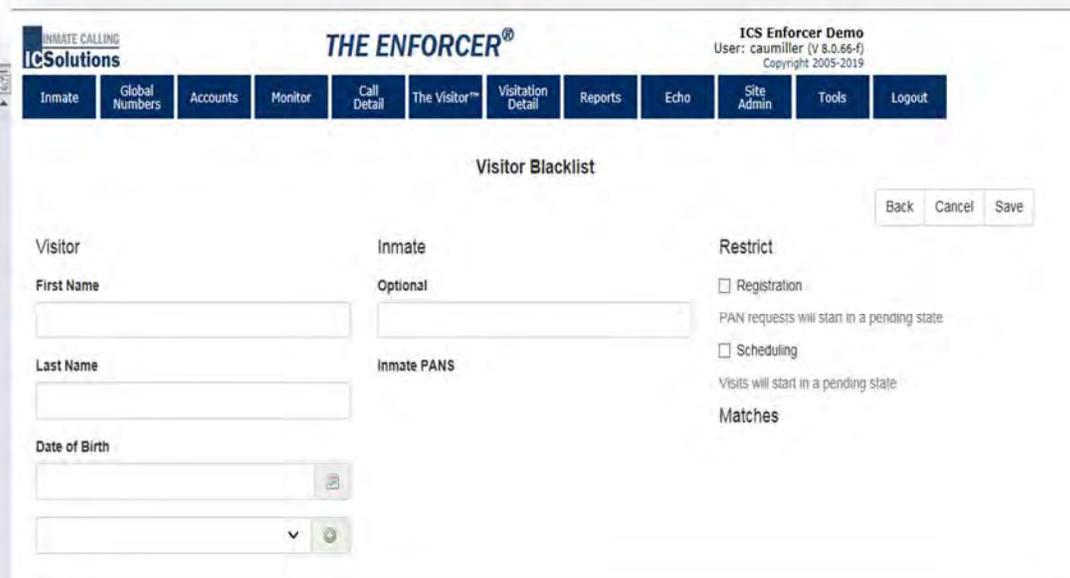


Visitor Blacklist

The Visitor Blacklist feature offers a proactive method to require prior approval of visit scheduling and / or adding allowed AICs (relationships) for a visitor. A user can “blacklist” a visitor and can optionally add a AIC in a single blacklist entry. The user also can specify whether the restriction applies to scheduling, relationships, or both, and can cancel the blacklist entry later. When a visitor is blacklisted, any currently scheduled visits or relationships are set to a “pending” status, and can then be approved or denied by an authorized user.



Visitor Blacklist – Search or Add New



Visitor Blacklist – Add New Visitor Screen

When creating a new Visitor Blacklist, a user can optionally specify additional information to locate a visitor who has registered already. Alternatively, a user can specify values in one or more of these additional information fields to ensure that the scheduling or relationships restrictions will be applied when a new visitor registers with the exact same values. The information in this list can be added manually or, if the information is stored in the JMS or other jail system, automatically populated through an interface.

Keep Separates

THE VISITOR™ also features a Keep Separate function. If the County has two or more AICs that cannot be in the same room, THE VISITOR’s “Keep Separate” feature will accommodate such restrictions to ensure that those AICs do not have visitations scheduled in the same visitation area at the same time. Utilizing the same functionality, THE VISITOR™ is capable of keeping two specific visitors from visiting at the same time. When this feature is used, the schedule will automatically make the appropriate times unavailable for scheduling for the affected AICs or visitors to ensure compliance with the Keep Separates rules.



Keep Separates

28. The system will provide Cancellation/Interruption Broadcast capabilities. The Klamath County staff should be able to interrupt ongoing visits and send email and document why the session was cancelled notification that the session was cancelled due to facility visitation policy violations or AIC movement and can later be rescheduled.

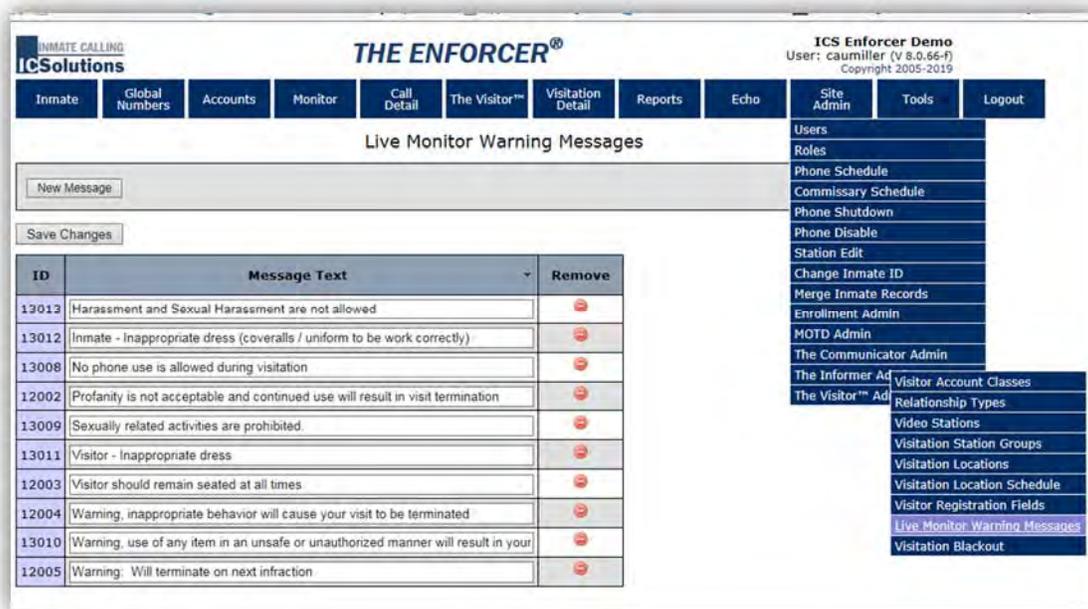
ICSolutions Response:

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

THE VISITOR™ features an Officer Messaging function that allows authorized staff to interrupt ongoing visits, as described below. The officer will have the ability to cancel a visit directly from the live monitoring screen. After canceling the visit, the user will be required to provide a reason for the disconnection and, if the Monitoring Officer has the appropriate access, the Monitoring Officer will be able to temporarily or indefinitely ban the visitor. All cancellations and disconnections are provided on the Video Records or the Visitation Schedule screens. Should a scheduled session be cancelled for any reason, THE VISITOR™ will **automatically email** the visitor notifying him or her of the cancellation with the reason for the cancellation and prompt the visitor to reschedule their session. An email is sent to the visitor automatically when a visit is scheduled or canceled.

Officer Messaging During Video Visitation Sessions

THE VISITOR™ has the ability to display messages to both AICs and visitors during video visitation sessions. Authorized users will be able to push messages visible to both the AIC and the visitor that will cover the screen, which effectively warns the visitor and the AIC of improper, non-compliant behavior without having to take up visitation time for stopping and reconnecting the visit, which can increase the number of complaints. These messages can be displayed in English or Spanish and can provide warnings for behavior in violation of the facility’s visitation policies and rules. All messages are recorded in the visitation recording. Authorized users can manage the available messages through the Live Monitor Warning Messages link:



Message Feature – Administrator’s Screen

The monitoring officer can push messages to the video by selecting the message below the visit being watched:



Message Feature – Live Monitoring Screen

29. The system provides authorized administrative users the ability to do searches and create reports.

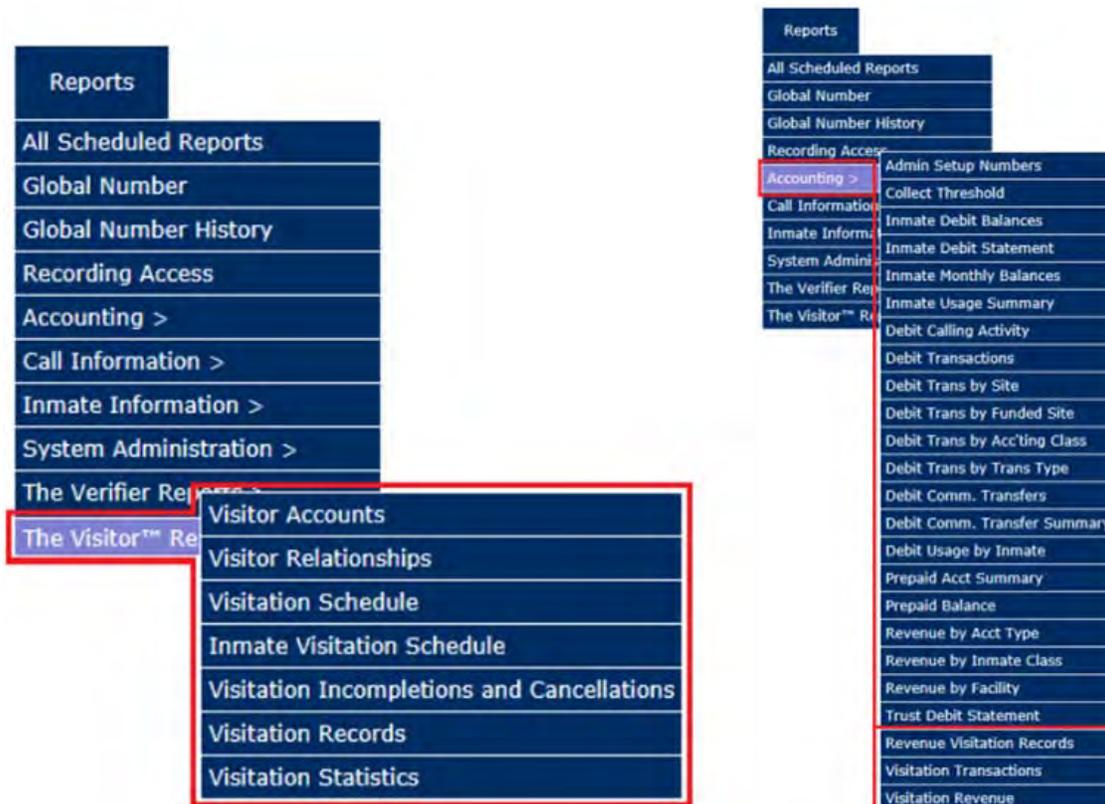
ICSolutions Response:

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

THE Visitor™ Reporting Features

Authorized users are easily able to perform detailed searches and run reports. After logging into THE ENFORCER®, an officer, administrator, or investigator can retrieve, review, and even print the video visitation history for any AIC or visitor. While our existing search and reporting features are robust, we will be happy to create any reports the County needs.

Authorized users may run reports immediately and in real time. Visitation Records reports can be accessed via The Visitor™ tab or Reports Tab in THE ENFORCER®:



The Visitor™ Reports

Reports can be run in PDF format, or exported in CSV format, which can be saved as an Excel file. In addition to the standard reports available in the system with customizable parameters, ICSolutions is happy to assist by creating any new, customized reports that are desired. Below is a list of our standard reports and tables, each of which is customizable:

Report or Table Name	Description
Inmate Visitation Schedule (All Scheduled Visits by Inmate)	Shows the site, visit, (if more than one location at the facility), start date and time, visit ID, visit type, AIC ID, AIC name, AIC housing (location) and AIC station group This report does not contain any visitor information so it can be posted in the AIC housing units.
Visitation Schedule (All Scheduled Visits)	Shows the site, visit start date and time, visit ID, visit type, visitors name and date of birth, any additional visitors with their name and date of birth, visitor location, AIC ID, AIC name, AIC, , AIC housing (location), and AIC station group.
Visitor Accounts	Shows the visitor name and date of birth, visitor username, visitor telephone number, visitor email, visitor status (rejected, approved, suspended), visitor classification (default privileged, unrecorded DNR visits, free), and visitor suspension end date (when applicable).
Privileged Relationship Approval (Table)	Table can be run for to show all rejected visitors as well as all visitor registrations requesting unrecorded visits that are pending approval. The results have links to both the Visitor Account and the AIC Profile screens.
Visitor Relationships	Shows the visitor ID, visitor name and date of birth, visitor telephone number, AIC ID, AIC name, relationship, relationship status (approved, pending approval, rejected, blocked or invalid / not registered), and visitor suspension (when applicable).
Visitation Incompletions & Cancellations	Shows site, visit start, visit ID, visit type, visitor name and date of birth, AIC ID, AIC name, and reason code and note as to why the visit was incomplete or canceled and the note explaining the reason the visit was incomplete or cancelled in more detail.
Visitation Records	Shows site, visit start time and date, CSN, visitor name and date of birth, any additional visitors with their name and date of birth, visitor station, AIC ID, AIC name, AIC station, and duration.
Visitation Statistics	Shows site, date, visit type, visitor location, scheduled, user cancel, agent cancel, facility cancel, officer deny, missed, completed, and total visits.
Visitation Charges Report	Shows visit ID, start time, status (missed, completed), end type / reason (e.g., stopped by time limit, stopped by AIC, etc.), amount, charged, final cost, scheduled transaction date, and comments.

Report or Table Name	Description
Notes Table	Shows the Note, CSN, phone, AIC, type (identifies why the note was created, such as from a video visit, global number, suspension, etc.), category, created date, author (user or process creating the note), bookmark, reference, visitor, visit ID. The results features an icon that allows the user to add a new Note. The Notes Table is searchable by AIC ID, visitor ID, visit ID, called number, CSN, author, note type, note category, date (range or specific), site ID, site info code, and / or whether the note contains any specified terms.
Inmate Keep Separates Table	Shows all AICs who are designated to be separated from each other when conducting visitations.
Revenue Visitation Records	Shows site, visit start, CSN, visitor name and date of birth, visitor station, AIC ID, AIC name, AIC station, duration and final cost (for Admin users).
Visitation Transaction	Shows visitor's telephone number, visitors name, transaction date and time, transaction amount, and description (Visit ID and date and time of visit are entered here as a default or specifies if it is a refund along with the transaction number).
Visitation Revenue Report	Shows activity date, station location (pod, etc.), number of onsite visits, number of offsite (remote) visits, number of intersite visits and the total revenue for the station location by date.
Visitation Charges Report	Shows Visit ID, Start Timestamp, Status, End Type / Reason, Amount Charged, Final Cost, Scheduled / Transaction Date, Comment

In addition to the above reports specific to THE VISITOR™ video visitation and visitation management systems, as a module of THE ENFORCER®, authorized users can access audit reports, such as **Recording Access Reports**, which provides a listing of all call and video records that have been listened to during a user-specified date range. The report lists the user ID of the person who played the recording, the CSN, AIC ID, and name of the AIC who made the call / visit, and the date the user played the call recording.

- 30. The system provides a way to display and filter scheduled visits to Staff so they know where and when an AIC needs to be available for pending video visits.

ICSolutions Response:

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

Authorized Staff: Viewing Scheduled Visitations & Canceling Visits

Authorized facility staff can view the visitation schedule at any time and identify a AIC's upcoming visitors. To help ensure compliance with the County policies and visitation rules, authorized users can swiftly cancel a visit before it occurs or while it is in progress. In addition, THE VISITOR™ will automatically cancel visits if the AIC is released or if the AIC is moved to a location where no units are available. THE VISITOR™ automatically notifies the visitor by email when a visit is canceled.

Scheduled Visits - List View

New Visit
From: 08/29/2016
Days: 7
Participant:
Status: Visit scheduled
Group: All

Save Changes Cancel Changes Refresh Cancel Selected Visits Toggle Keep Video Download Selected Visits Change Columns

Showing 1 to 50 of 63 entries Previous 1 2 Next Show 50 entries

Select	Action	Visit ID	Start	Stop	Participants	Confirmation Code	Additional Visitors	Call Status	Keep Video
<input type="checkbox"/>		16777	08/29/2016 19:30	08/29/2016 19:55	I: Sims, Shaun V: Spurlock, Mark	Inmate: 1400299301179 Visitor: 76533697939793	No Visitors	Visit scheduled	<input checked="" type="checkbox"/>
<input type="checkbox"/>		16800	08/29/2016 19:00	08/29/2016 19:25	I: Sims, Shaun V: Spurlock, Mark	Inmate: 1400299301179 Visitor: 76533697939793	No Visitors	Visit scheduled	<input checked="" type="checkbox"/>
<input type="checkbox"/>		16886	08/31/2016 15:00	08/31/2016 15:25	I: Paul, Phillip V: Paul, Virginia	Inmate: 2012000266913774 Visitor: 76532601101234	No Visitors	Visit scheduled	<input checked="" type="checkbox"/>
<input type="checkbox"/>		16944	08/30/2016 13:30	08/30/2016 13:55	I: Bishop, Derek V: Rose, Brigitte	Inmate: 2009000237632004 Visitor: E9EEFR	No Visitors	Visit scheduled	<input checked="" type="checkbox"/>
<input type="checkbox"/>		16961	08/29/2016 16:00	08/29/2016 16:25	I: Lents, Matthew V: Gamber, Tonya	Inmate: 2013000278931510 Visitor: 31777521901234	No Visitors	Visit scheduled	<input checked="" type="checkbox"/>

Scheduled Visitations

31. The system shall allow for visitation recording.
 - a. Visits will be recorded by user type
 - b. Recorded visits will be searchable and viewable
 - c. Recorded visits will be stored for 90 days
 - d. Klamath County must be able to lock certain recordings such that they will not be purged as part of the standard retention duration.
 - e. Recorded visits must be able to be downloaded into a standard video format (e.g. MP4)

ICSolutions Response:

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

Video Visitation Recording

THE VISITOR™ includes a recording feature, allowing investigators to view visitations after they occur. With the storage server provided in ICSolutions' proposal, authorized users can access recorded visits on-site or remotely via secure web connection.

Recording Settings

THE VISITOR™ will record all video visitations with visitors who are not marked as “DNR” (Do Not Record). Authorized users can see which visitors are set to have unrecorded visits and which visitors are privileged from the Visitor Accounts screen. Both are easily identified by a green checkmark.

Action	Name	DOB	Number	Email	DNR	Privileged	Created	Status
	BALLARD, ROSETTA	06/12/1992 (26)	1-246-410- 2234	icsqa@icsolutions.com			03/13/2017 22:05:40	Approved
	BROWN, WILLIAM	12/07/1985 (33)	1-360-230- 5831	icsqa@icsolutions.com	✓	✓	03/13/2017 22:06:25	Approved

Visitor Accounts Screen

The recording setting is automatically applied to the visitor’s visitations based on his or her visitor classification (e.g., DNR for attorney visitor and automatically record for visitor classifications that are friends or family). However, an authorized user can always edit the default setting for a particular visitor.

Class Information and Overrides [-]

Current Class:

Keep Video:

Privileged:

Do Not Record:

Charge Type:

Visitor Detail – Visitor Class Information and Overrides Section

A checkmark in the “DNR” box indicates that the visitor’s visitations will go unrecorded for audio and, if the DNR for audio and video option is selected, video as well.

Do Not Record Options

In addition to the traditional *Do Not Record* option where neither the video nor audio is recorded, THE VISITOR™ Monitor offers facilities an additional option for handling the *Do Not Record* classification. The alternative available for privileged visitors with a *Do Not Record* classification is the *Audio not recorded* option, in which the video is recorded but the audio is not recorded.

Do Not Record Audio or Video

The traditional *Do Not Record* option to not record audio or video can be selected as the facilities global setting for handling these visitors. When this setting has been selected, the *Visitation List* will include this visit red, but live monitoring or playback will not be available.



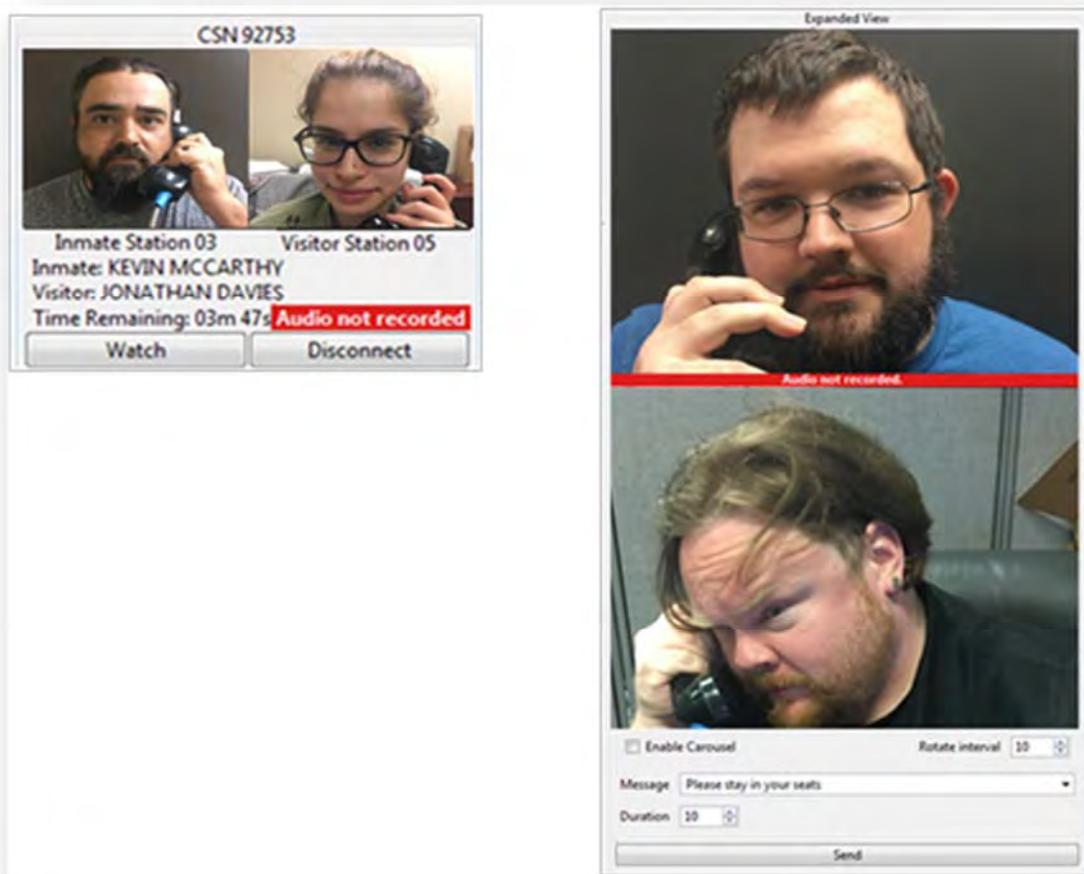
Inmate	Visitor	View
DENNIS JEFFREY	CHARLES WHITE	<input checked="" type="checkbox"/>
NATHAN LAURAIN	OLIVE FRANCIS	<input checked="" type="checkbox"/>
TREVOR DURHAM	ABBI JONES	<input checked="" type="checkbox"/>
OSWALDO CESAR	JANE THOMPSON	<input type="checkbox"/>
JUDITH HICKS	JONATHAN DAVIES	<input checked="" type="checkbox"/>
SHANA BROWN	STEVE SMITH	<input checked="" type="checkbox"/>

Monitoring Screen – Do Not Record Audio or Video

Audio Not Recorded

If the *Audio not recorded* option is selected as the facility's global setting for privileged visits, all of these visits will have only the video portion of the session recorded. There will be no audio recording.

Audio not recorded visits will be included in the *Visitation List*, and will be selectable to view the *video only*. These visits will be marked to identify the audio is not recorded with a red band and "Audio not recorded."



Audio Not Recorded Option

Visitor Requests for Confidential Visits

During the registration process, professional visitors can request to conduct legally privileged visits that will go unrecorded and remain confidential. The system requires the professional to enter their bar number with their request and to wait for Facility approval prior to scheduling a visit. After the visitor submits their registration, authorized users will be able to approve or deny the request on the Visitor Accounts screen. THE VISITOR™ is configurable to require approval for all visitors, or only those who are requesting privileged status.

The screenshot shows a web form titled "Register to Agency" with a close button (X) in the top right corner. The form contains three dropdown menus: "Select an Agency" with the value "Rhode Island - Video County Project", "Select an Inmate" with the value "Test Inmate (999999)", and "Your relationship with inmate" with the value "Attorney". Below these fields is a light blue box containing a checkbox and the text: "Check this box if you wish to request a privileged account. This will require your account to be approved by the facility before visits can be scheduled." At the bottom right of the form are two buttons: "Register" and "Cancel".

Attorney Registration

Search & Download Recordings

Authorized users will be able to search visitation data and download and export recorded files in MP4 format from the Visitation Records screen.

The screenshot shows the 'Visitation Records' interface in THE ENFORCER system. It includes a search bar with 'Date Ranges' set to '05/11/2017 00:00:00' to '05/18/2017 23:59:59'. A 'More Search Criteria' panel is open, showing filters for 'General' (End Status, End Type, CSN Range, Visit ID Range, DNR, Privileged, Duration, High Profile only) and 'Origin' (Site, Visit Type, Station Group, Station Name, Visitor Location). Below the search area is a table with columns: Action, CSN, Visit ID, Scheduled Start, Actual Start, Duration, Scheduled End, Actual End, Visitor ID, Visitor Name, Visitor Station, Inmate ID, Inmate Name, Inmate Station, Additional Visitors, End Status, and Visitation End Type. The table contains 24 rows of visitation records.

Download Visit Recordings – Visitation Records Screen

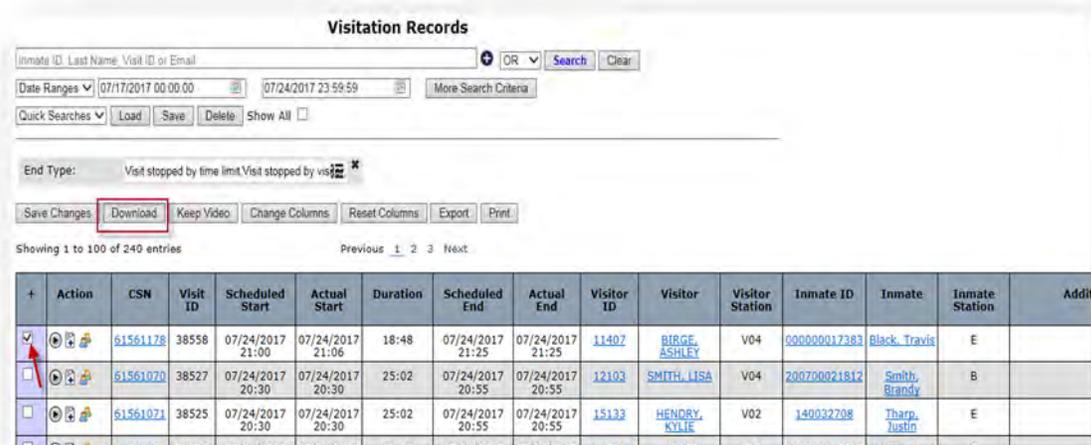
Searching Records and Recordings

Visitation records are searchable by any factor of the visit, such as:

- AIC ID
- AIC or Visitor Last Name
- Visit ID
- Visitor's Email
- Date ranges
- End Status
- End Type
- DNR settings
- Privileged settings
- High Profile settings
- Duration
- Visitation location
- Visit Type
- Station Group
- Station Name
- Visitor Location

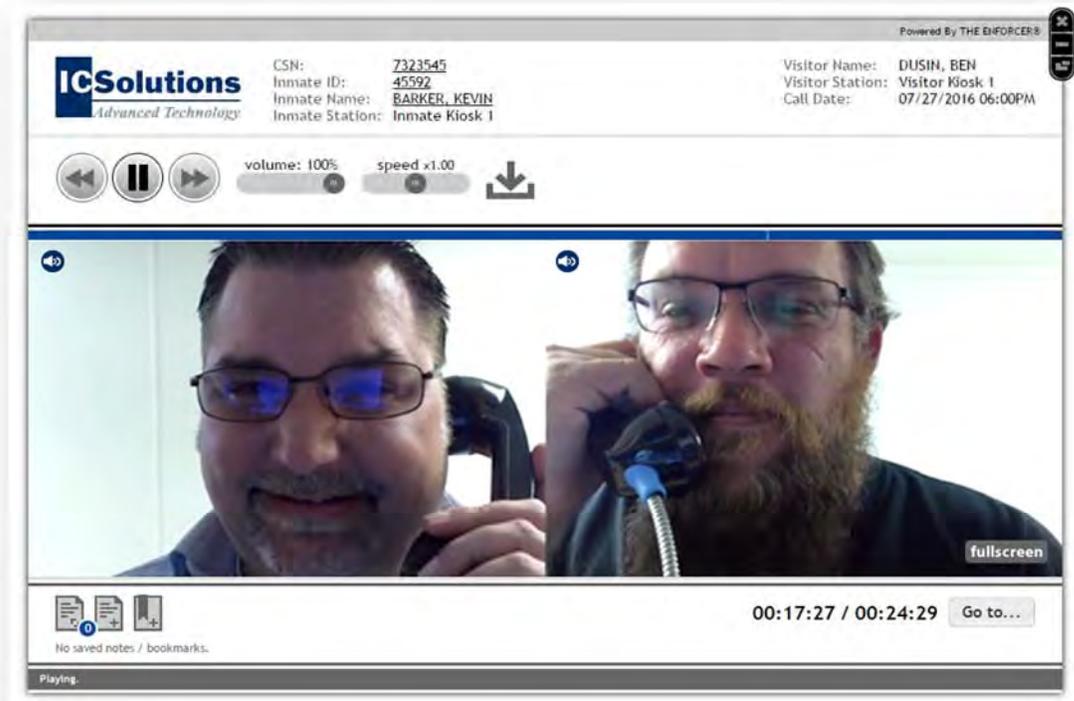
Exporting Recordings

Video recordings can be saved to the hard drive or to an external device, such as a jump drive or DVD. The workstations provided by ICSolutions will have the ability to burn recordings to DVD.



Visitation Records – Download Recordings

The video can also be downloaded directly from the playback screen:



Recorded Video Visitation - Playback

Keeping Recordings

All recorded visitations are stored and accessible online by authorized users in accordance with the storage period in the contract. With the KEEP VIDEO function, authorized Facility users can also choose to retain some visitor's visits for a longer period of time, perhaps because the visitor is under investigation. Recordings can be selected for keeping indefinitely by AIC, visitor, or by specific recording. If staff choose to keep recordings for a designated AIC or visitor, all visits by that participant will be stored indefinitely.

Class Information and Overrides [-]

Current Class: Visitor Keep Video:

Change class for this visitor Privileged:

Do Not Record:

Charge Type: Visitor-Paid Video Visit

Visitor Account Detail – Keep Video by Visitor

Inmate Id: (type name for suggestion)
140031227 Find/New

Status	Location	Last Name	First Name	Middle Name
Active	R7	Abston	Donald	Edward

PIN: High Profile: TDD

ID: 140031227 Passcode: Edit Pin / Passcode Pin Reset

Recorded Name: Play Erase

Class: Normal Billing ID: 84425

Restrict: 0 Calls Every 0 Cycle

Always Keep Video:

ALERTS

Email Address(es): Attach

Pager Number(s):

Monitor Number(s):

Payment Email(s):

General

Max PANs Allowed: Default: 20 PANs enabled

Free Calls: Allowed Remaining: 0 Disabled Last Reset: 2016-07-07

Cancel Changes Save Changes

Last Activation: 2016-07-07 08:48 Last Release:

Balances: Debit Acct: \$ 0.00

Click here to skip down to: [Notes](#) [Suspensions](#) [Station Groups](#) [PANs](#)
Other helpful links: (no cards) [Show Debit Acct](#) [Show Call Records](#)

Visitor Account Detail – Keep Video by Inmate



Visitation Records Screen – Keep Video

Recording Storage

Video recordings will be stored on fault-tolerant Enterprise-grade Dell servers using RAID 5 configuration. The proposed storage server is a rack-mountable Dell PowerEdge R410, or equivalent server. The storage solution will be configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard. Visitation recordings will be stored on two separate arrays for redundancy. If the server should ever fail, the arrays can be removed from the server and used in other compatible servers to recover the recordings.

The servers proposed by ICSolutions comprise the same storage solution that already provides storage to large statewide Departments of Corrections in the United States. This system is in use, performs flawlessly, is easy to maintain and repair, and is easily scalable and expandable without having to be taken offline.

We can also back up visitation recordings to both of our offsite data centers.

32. Authorized personnel must be able to quickly and easily schedule visitation sessions.

ICSolutions Response:

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

THE VISITOR™ offers two ways for authorized personnel to quickly and easily schedule visitation sessions, as described below.

Authorized Staff: Schedule New Visit

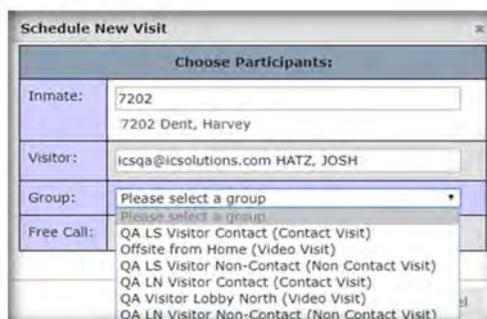
Authorized users can schedule new visits by going to the SCHEDULE NEW VISIT screen:



Schedule New Visit

A NEW VISIT pop-up box will automatically appear once the SCHEDULE NEW VISIT screen is selected. Authorized staff need to complete the following fields to schedule a new visit:

- AIC
- Visitor – populated automatically with the visitors registered with that AIC
- Group – type of visit, such as on-site (designated by site when there are multiple sites), remote, face-to-face, across-the-glass, etc. – populated with only types of visits available for that visitor and AIC
- Day of visit – populated with only dates available in compliance with Facility's policies, however, admin users are able to override the standard visitation schedule and force a visit by choosing any day or time outside the default schedule
- Time of visit – populated with only times available in compliance with Facility's policies, however, admin users are able to override the standard visitation schedule and force a visit by choosing any day or time outside the default schedule



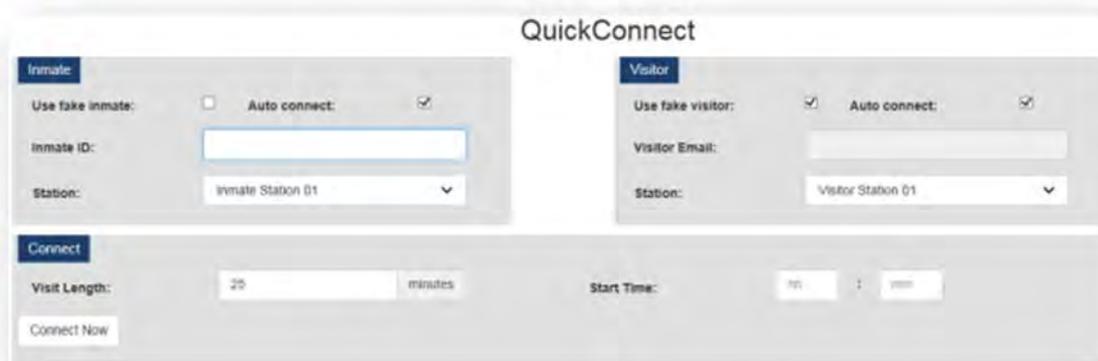
Staff-Scheduled Visits

Ad Hoc Visits: QuickConnect Feature

In addition to scheduling new visits, authorized staff can use the QuickConnect function enables the manual connection of video visitation sessions between visitors and AICs. QuickConnect enables visitation sessions to take place without any prior scheduling, participant registration, defined relationships, pre-session validation by participants, or identification of AICs and/or visitors.

The QuickConnect function accommodates any of the following circumstances:

- The facility has opted to not utilize the full registration process for visitors in THE VISITOR™ module.
- The facility wants to accommodate unscheduled, walk-in visitors who come to the facility to visit a AIC, or who request an offsite visitation on short notice.
- The facility does not require the identity of participants in a visitation session to be included in the detailed visitation records.
- The facility does not require the pre-session participant validation process.
- The facility is not yet requiring the scheduling of visitation sessions as a prerequisite to conducting them.



QuickConnect Screen

When creating a visitation session from the QuickConnect screen, users can include specific AIC and/or visitor information (AIC ID and/or visitor email address), which will become part of the visitation records. Alternatively, users can simply select the AIC and visitor stations, visit length, and an optional start time to connect the visitation session.

33. The system will provide Visitation Rules capabilities that allows for configurable rules to be established in order to encourage usage and minimize the number of people in the lobby. Such should be configurable to include at least the following:
 - a. AIC is allowed X quantity of on-site visits
 - b. AIC is allowed X quantity of remote visits
 - c. AIC location A is allowed X quantity of on-site visits
 - d. AIC location A is allowed X quantity of remote visits
 - e. Visitor type A is allowed X quantity of on-site visits
 - f. Visitor type A is allowed X quantity of remote visits

ICSolutions Response:

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

THE VISITOR™ has a highly flexible visitation schedule that will accommodate complex visitation rules and policies that vary based on multiple criteria, such as visitor type (e.g., professional or personal), including setting separate or shared quotas (e.g., promotions, free or discounted visits), visitation hours, available time slots based on AIC, visitor, or housing restrictions, and other policies and rules. Authorized staff can also adjust the number of onsite, offsite remote visitor video visitations, and free visits are allowed in the profile of the respective AIC or visitor. Based on the information we receive from the JMS, we can automate the number of allowed onsite/offsite visits based on the visitor type and AIC classification and/or housing location.

34. The system must be able to communicate with the video hardware at the time of a scheduled visit so that the visitation session will automatically commence without staff involvement.

ICSolutions Response:

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

At the time of the scheduled visitation, visitors and AICs log in. AICs can use any of the video visitation kiosks accessible to them that is available. Visitors can use any available on-site visitor kiosk or, for remote visits, any desktop or Android or Apple mobile device using the ICSolutions App.

THE VISITOR™ will **automatically connect** the visit at the scheduled start time after both the AIC and visitor have logged in. Because THE VISITOR™ continuously checks the scheduled visitations for compliance with the rules in the system, the visitation will only commence so long as the visit is still in compliance with the Facility's visitation policies. If the County has opted to require Visitor Verification for some or all visits, the visit will connect after the Monitoring Officer has verified the visitor.

In addition to the auto-connect feature of scheduled visitations, authorized staff will be able to commence a visitation using the **QuickConnect feature**. The *QuickConnect* function enables the manual connection of video visitation sessions between visitors and AICs. *QuickConnect* enables visitation sessions to take place without any prior scheduling, participant registration, defined relationships, pre-session validation by participants, or identification of AICs and/or visitors.

The *QuickConnect* function accommodates any of the following circumstances:

- The facility has opted to not utilize the full registration process for visitors in THE VISITOR™ module.
- The facility wants to accommodate unscheduled, "walk-in" visitors who come to the facility to visit a AIC, or who request an offsite visitation on short notice.
- The facility does not require the identity of participants in a visitation session to be included in the detailed visitation records.
- The facility does not require the pre-session participant validation process.
- The facility is not yet requiring the scheduling of visitation sessions as a prerequisite to conducting them.

35. The system must have visitation recording capabilities.

ICSolutions Response:

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

THE VISITOR™ has robust visitation recording capabilities, which have been described in detail in response to [REQUIREMENT B12.31](#) earlier in this section.

36. All scheduling of video visitation sessions must be able to be performed on the Vendor's website via Windows, Apple Macintosh, or mobile devices (smartphones and tablets).

ICSolutions Response:

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

Visitors will enjoy the convenience of **scheduling any visits anywhere using any internet-connected device**, reducing the need for visitors to have to stay in lobby while waiting to visit and allowing the staff to **better plan the visitation traffic for all visitation types, video or non-video**.

Easy 3-Step Browser-Based Visitation Session Scheduling

Login

User Name

Password

Log In

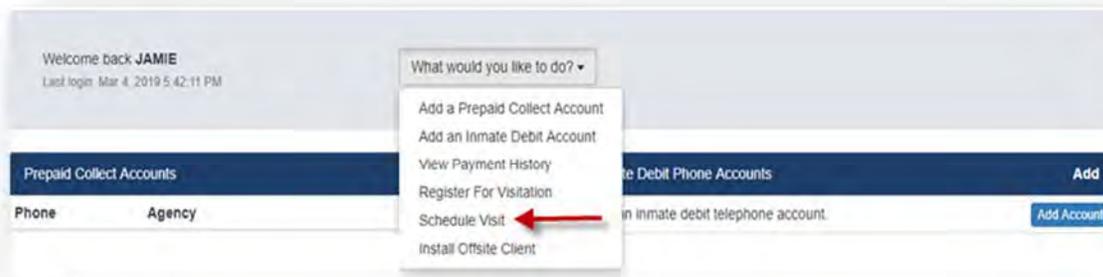
Don't have a login yet? [Forget your password?](#)

Welcome to the ICS Online Payments portal!
To begin, please enter your user name and password.

Login – Online Customer Account

Scheduling visits occurs in three simple steps:

- 1) After logging in, registered visitors click on SCHEDULE VISIT from the drop-down box asking "What would you like to do?"



End User – Schedule Visitation

- 2) Visitors read and agree to the County's Video Visitation Rules by clicking AGREE:

End User License Agreement

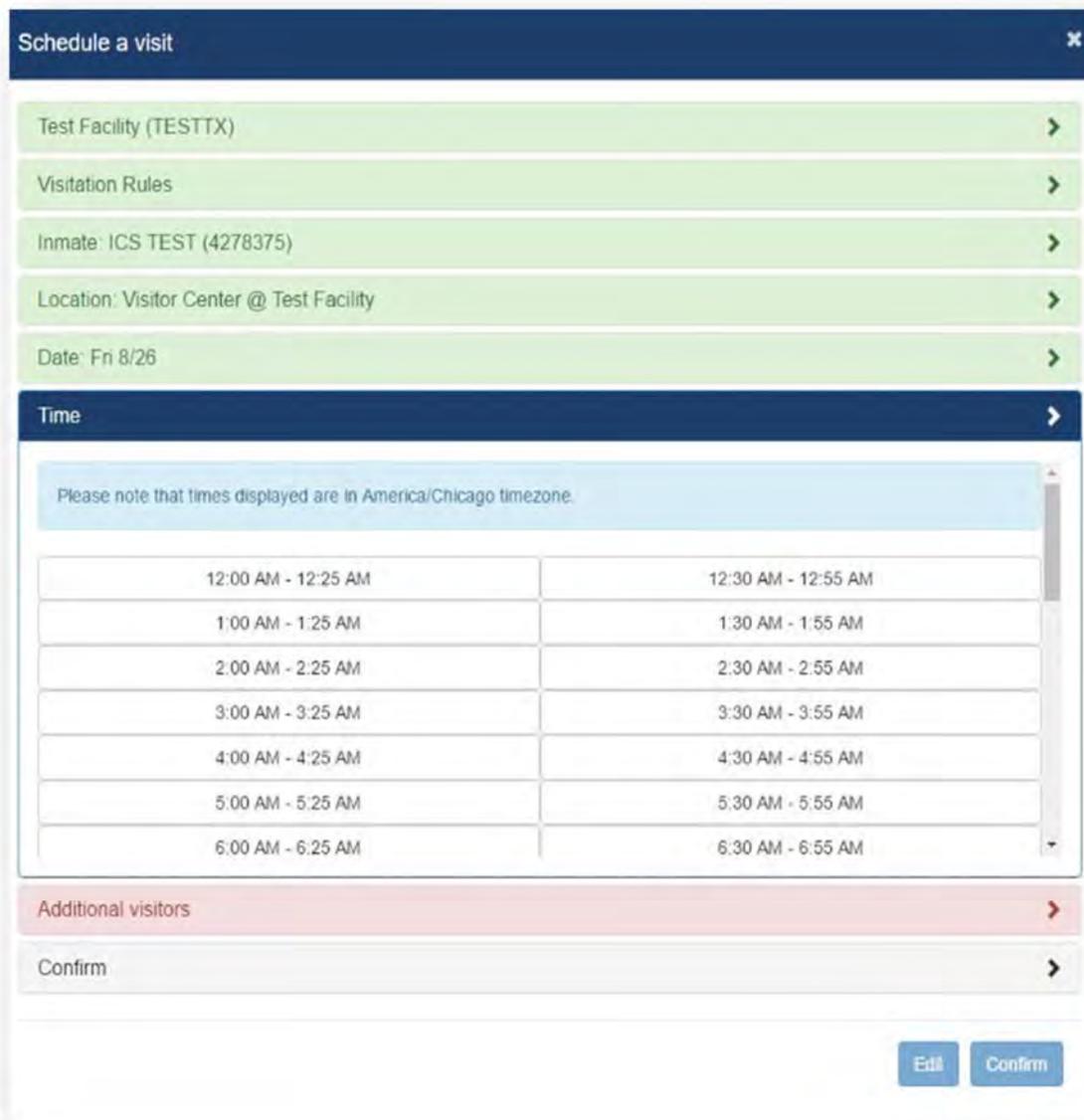
Video Visitation Rules

Please read all of the rules completely prior to moving forward. Not knowing the rules will not be accepted as an excuse for not following them. Disobeying any rule may result in the visitor being banned from visiting inmates and/or criminal charges being pursued when applicable.

- All video visitation sessions are subject to monitoring and recording.
- All video visitation sessions must be scheduled 24 hours prior to the appointment or up to 1 week in advance.
- Onsite visitors should arrive at the facility 15 minutes prior to the scheduled video visitation session to check in.
- Remote visitors must test their connection prior to scheduling a video visitation session. Please go to www.icsvideovisit.com for instructions.
- To schedule a remote visit you will need to have at least \$X in your ICSolutions prepaid account. If you need to add funds, please go to www.icsolutions.com or call 888-508-8407.
- Please be advised if an inmate is in ANY program (at court, on trustee assignments, CRP programs, attorney visits, etc.), they are NOT eligible to receive the video visitation session at that time. Video visitation sessions must be scheduled around inmate programs.
- Remote visitors should connect a few minutes prior to the scheduled video visitation.
- If a remote visitor does not show up for a scheduled video visitation session, no refund will be issued.
- All visitors must possess a valid government issued photo ID, such as a driver's license, state ID card, or military issued ID.
- All visitors are expected to be fully dressed in appropriate conventional clothing. The following types of clothing are prohibited:
 - Clothing made of sheer transparent, net or mesh materials;
 - Clothing that unduly exposes the stomach, back, shoulders, chest, midriff or underarms;
 - Clothing designed/intended to be worn tightly to accent the body (for example spandex leggings, tank tops, bodysuits, etc.);
 - Dresses, skirts, jumpers or culottes no more than four (4) inches above the knee;
 - Shorts must be worn at mid-thigh or below.
 - Hats or head gear-except religiously recognized and approved;
 - Clothing with gang, obscene or distracting messages, shapes or designs;
 - Clothing resembling security uniforms or inmate clothing.
- All visitors and inmates must remain seated at all times during the video visitation session.
- Any inappropriate activity will result in termination of the video visitation session.
- Visitors involved in the following may be placed on permanent visiting restrictions:
 - Visitors that create a disturbance or disruption of the visiting process.
 - Visitors under the influence of drugs or alcohol.
 - Visitors that refuse to show sufficient identification.
- The visitation schedule may be cancelled or altered on the facility's appointed holidays or for safety / security reasons.
- Staff can deny, change, or cancel a video visitation session at any time at their discretion.
- After the video visitation session has ended, the connection will be terminated.

End User – Facility's Visitation Rules

- 3) Visitors then complete all fields (identify AIC, location, date, time, and any additional visitors) for on the Schedule Visitation screen, which is configured to allow visit scheduling only on those dates and times available based on the visitation rules and availability of the visitation terminal and AIC:



Schedule a visit [Close]

Test Facility (TESTTX) [Right Arrow]

Visitation Rules [Right Arrow]

Inmate: ICS TEST (4278375) [Right Arrow]

Location: Visitor Center @ Test Facility [Right Arrow]

Date: Fri 8/26 [Right Arrow]

Time [Right Arrow]

Please note that times displayed are in America/Chicago timezone.

12:00 AM - 12:25 AM	12:30 AM - 12:55 AM
1:00 AM - 1:25 AM	1:30 AM - 1:55 AM
2:00 AM - 2:25 AM	2:30 AM - 2:55 AM
3:00 AM - 3:25 AM	3:30 AM - 3:55 AM
4:00 AM - 4:25 AM	4:30 AM - 4:55 AM
5:00 AM - 5:25 AM	5:30 AM - 5:55 AM
6:00 AM - 6:25 AM	6:30 AM - 6:55 AM

Additional visitors [Right Arrow]

Confirm [Right Arrow]

[Edit] [Confirm]

Available Visitation Timeslots

Visitors will have the opportunity to review and edit the visitation details prior to confirming the visit:

The screenshot shows a web interface titled "Schedule a visit". It contains several green expandable sections with right-pointing chevrons:

- Agency: Test Facility (TESTTX)
- End User License Agreement
- Inmate: Austin Trafford (201200026884)
- Location: Visitor Center (Main) @ Test Facility, TX
- Date: Sat 4/9
- Time: 9:00 AM-9:25 AM
- Additional visitors

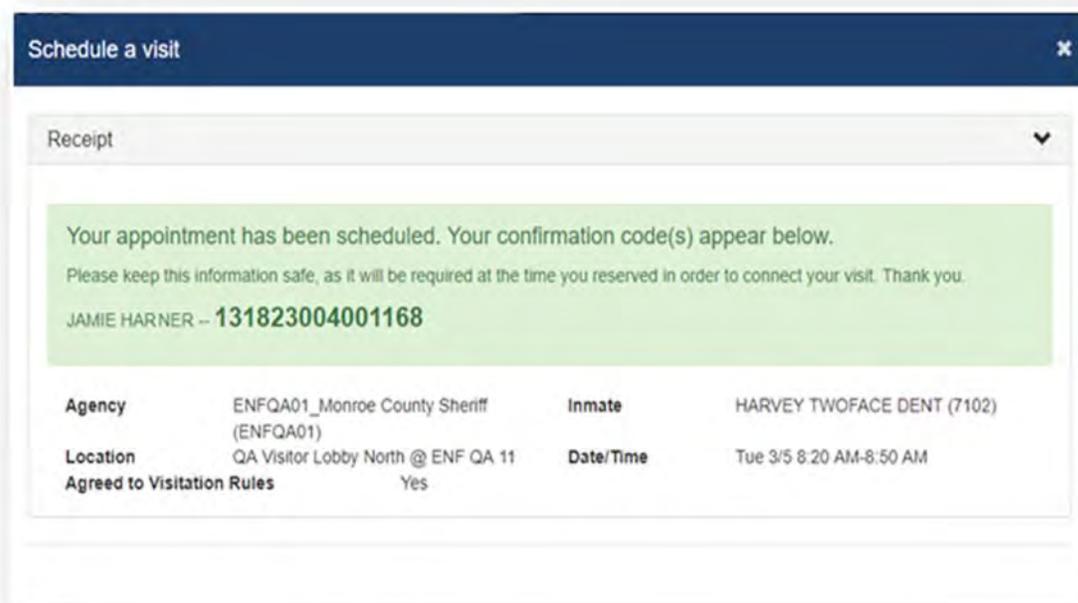
Below these is a "Confirm" section with a downward-pointing chevron. It contains a summary table:

Agency	Test Facility (TESTTX)	Inmate	Austin Trafford (201200026884)
Location	Visitor Center (Main) @ Test Facility, TX	Date/Time	Sat 4/9 9:00 AM-9:25 AM
Yes		Agreed to End User License Agreement	

At the bottom right of the form are two buttons: "Edit" and "Confirm".

End User - Schedule Visitation Screen

After pressing CONFIRM, the final screen the visitor sees is the confirmation screen:



End User - Visit Confirmation

Remote visitations can be scheduled when the visitor has sufficient funds in his or her prepaid account, which is a single account used to fund all AIC communications provided by ICSolutions.

37. The system will provide for commissary ordering via touch screen inputs.

ICSolutions Response:

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

The AIC's multi-functional vPhone video stations are capable of interacting and sharing data with commissary applications to allow AICs to login to his account, check the AIC information provided by the County or available within THE ENFORCER® (such as call data, account balances, etc.), as well as check the status of that account and place an order for any commissary product or service provided by the current or any future commissary service provider. This eliminates the need for the facility to provide additional specific-use AIC/commissary kiosks separate from the video visitation stations.

38. The system will provide for sick call reporting via touch screen inputs.

ICSolutions Response:

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

The Visitor™ multi-functional vPhone video stations offer Inmate Request and Grievances application to serve as a portal to permit an inmate to request an appointment with a medical professional. The Request and Grievance Reporting feature provides the facility with the capability to manage and process requests and grievances electronically, including requests for legal materials; requests for books; requests for a better cell assignment; requests for information such as court dates, charges, or release date. **This is the same software that will be available on The Bridge Tablets.** Additional information about the Request and Grievances application is provided in response to [REQUIREMENT B13.2.I](#).

39. Vendor's video visitation system must have been successfully installed and functional in at least 20 client facilities.

ICSolutions Response:

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

The Visitor™ video visitation system is successfully installed and functional at more than 200 client facilities.

B13. Applications

B13.1 Video Visitation System

Video visitation will be used by attorneys, County staff, including probation and parole, as well as the public, and will allow for the scheduling and management of on-site and at-home visitation sessions.

The Hosted video visitation system proposed for the KLAMATH County must meet or exceed the technical requirements outlined in this RFP. The Hosted video visitation system proposed to meet these technical requirements must be provided for all KLAMATH County facilities at no cost to the KLAMATH County including system installation, training, operation and maintenance of the system and its components.

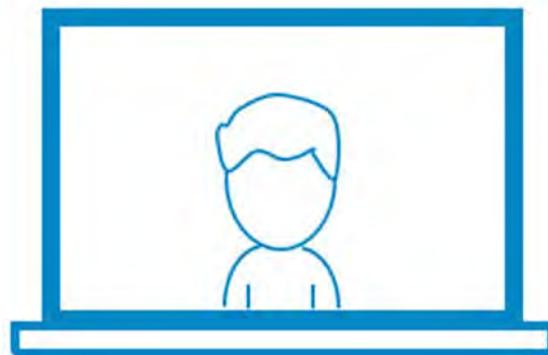
ICSolutions Response:

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

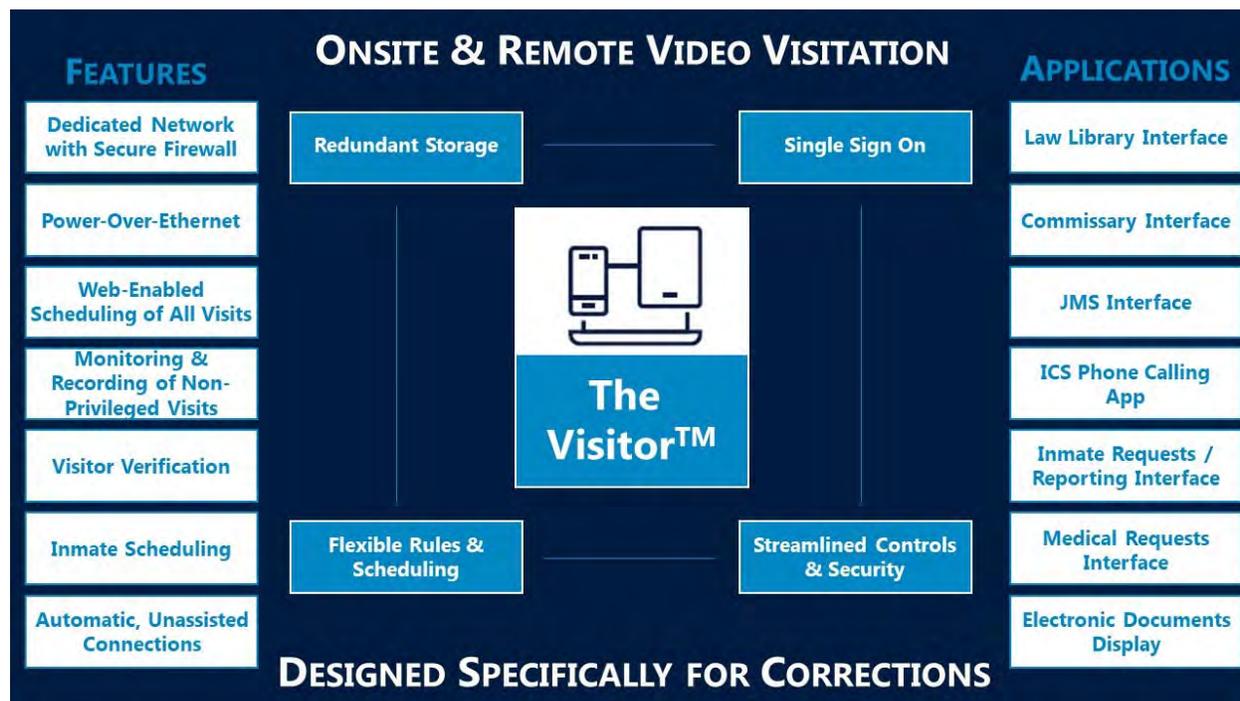
The Visitor™ Video Visitation System

ICSolutions is pleased to offer THE VISITOR™, a completely TCP/IP based system, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a **single sign-on** to THE ENFORCER® for ultimate convenience. The proposed solution **is completely turn-key**, and as such, ICSolutions will provide all necessary labor, equipment, materials, software, installation, configuration, upgrades, documentation, testing and training associated with THE VISITOR™ video visitation system (VVS).

THE VISITOR™ system is a multi-functional tool that supports not only video visitation, but can also serve as a **comprehensive visitation management tool to streamline all visitations**, including all your traditional visitation needs such as contact, face-to-face or across-the-glass visits that continue after the implementation of video visitation. In addition, THE VISITOR™ can interface with any third-party system to allow streamlined processes for AIC information, sick request, commissary ordering, AIC email, media content delivery systems, etc., ensuring that it will meet or exceed the facility’s needs.



Video Visitation



THE VISITOR™ is a **completely web-based system**, with all administrative functions, data, and recordings accessible online by authorized users using their **single sign-on** to THE ENFORCER® from any internet-connected device.

ICSolutions understands that the video visitation system proposed herein will be utilized by multiple parties with unique needs, including attorneys, County staff, and the public. THE VISITOR™ was designed with the input of many of our client facilities. By listening to and understanding their specific pain points (and where existing VVS products were falling short), we designed THE VISITOR™ to be a robust source of investigative information, while also making it intuitive and easy to use for both staff and friends and family. This includes setting privileged visits to “do not record” or “record video only”, using a single log-in with our ENFORCER® system for maximum ease and efficiency when it comes to administrative and

investigative tasks, allowing the public to pay for remote visits using the same prepaid account they use for AIC calling to maximize ease of use while minimizing funding fees, and so much more.

B13.2 AIC Video Visitation Kiosk Requirements

1. The Vendor must provide a kiosk functionality that allows for multiple capabilities. These capabilities should be available for use at predetermined scheduled times outlined by Klamath County and must be customizable to the exact feature. These functionalities should perform as follows:
 - a. Ability to place AIC telephone calls.

ICSolutions Response:

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

Because THE VISITOR™ is a module of THE ENFORCER®, the AIC vPhone video station allows AICs to place calls via a touchscreen on the kiosk. Calls placed through the AIC vPhone video station will have the same call control, investigative, administrative, reporting, recording, monitoring, and restriction settings that are applied to calls placed over the AIC phones.

- b. Access to a Law Library.

ICSolutions Response:

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

Law Library

The Visitor™ and its video visitation stations, and The Bridge Tablets, are capable of interfacing with a law library research system to give inmates the option to research the law from the inmate video visitation stations. This would eliminate the need to transport an inmate to a dedicated terminal in order to search the database. **At no cost to Klamath County, ICSolutions' offer includes the Casemaker® law library research system**, which will be accessible by inmates through the multi-functional vPhone video stations and The Bridge Tablets. Casemaker® provides access to the most up-to-date cases and statutes available anywhere utilizing a search engine. More than 200,000 attorneys use Casemaker's simple, high-definition search on a daily basis to find relevant cases, codes, statutes and more, fast.

Casemaker

ICSolutions offers Casemaker®, a complete law library integrated right into The Visitor Video Visitation system and The Bridge Tablet system, **at no cost to the County**. Casemaker is the leading provider of legal research in the U.S.

Casemaker's comprehensive libraries include access to all Federal case law, statutes and administrative law, as well statutes and administrative law for all states, with some states' case law going back more than 100 years. The CaseCheck+ feature allows users to determine whether the case they are reviewing has been modified by subsequent cases to determine if it is still applicable law. More than 400,000 attorneys use Casemaker's simple, high-definition search on a daily basis to find relevant cases, codes, statutes and more, fast.

Casemaker's experienced legal editors continually add and categorize appellate decisions – **updated on a daily basis** – providing you with the most current law with easy access to up-to-date statutes and cases. The Case Digest feature can provide daily summaries of state and federal appellate decisions in the area of interest designated. Statutes also include notes summarizing the legislation, with links to cited references and other relevant and useful information.

The user-friendly and fast search engine allows users to filter by category, practice area, attorney, jurisdiction, court or judge. Casemaker stores a search history record, and allows users to organize their research according to their own preferences, such as creating individual file folders for various topics.

Key features include:

- **Advanced search** – The search engine allows users to conduct advanced searched, filtering results by category, practice area, attorney, jurisdiction, court or judge.
 - **Alerts** – Developments related to tracked cases can be delivered to the user's email inbox.
 - **Annotator tab** – This tab shows related documents and whether or not they have been viewed.
 - **Citing references & cited cases** – The system shows the number of cases that cite the case in question.
 - **Combined pages** – The combined pages function allows for content within a hierarchy to be viewed on a single page using the "Combined" link.
 - **Copying** – Users are able to easily copy text or links.
 - **Folders** – Documents can be saved into folders and subfolders
 - **Go To Section** – Within structure material, the user can jump to a particular section by searching for a section number or citation within a document
 - **History** – The user's search history is automatically saved.
 - **Linked content** – Any references within the content to another source will be linked to the referenced source, allowing for users to easily access cited content.
 - **List view** – This option shows documents in a traditional list view.
 - **My settings** – The My Settings page allows users to set system preferences, such as search state, email, view preferences, etc.
 - **Notes** – This function allows user to save private notes to a document.
 - **Saved searches** – Users are able to save searches for future use.
 - **Search tips** – This new feature lists available Boolean operators and search types with examples.
 - **Structured material and subsections** – The structure formatting makes material easy to read and navigate.
 - **SuperCode** – The SuperCode alert feature indicates that the viewed statute has been affected by current legislation, even if it is not yet effective
 - **Tracking** – The system allows users to track search history and time spent on a particular case
 - **Tree view** – This option shows documents in an expandable/contractible directory structure.
 - **Type ahead** – This functionality suggests possible search query text as the user types
 - **Videos & webinars** – The system also provides helpful videos and live webinars.
- c. Ability to upload PDF documents such as an AIC handbook or any other documentation deemed necessary by Klamath County.

ICSolutions Response:

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

- d. Ability to upload a Video (MP4) files deemed necessary by Klamath County.

ICSolutions Response:

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

The County will have the ability to upload MP4 video files that can be played through the document portal.

- e. Kiosk shall allow a drop-down menu from home screen for AICs to access multiple languages(English and Spanish minimum).

ICSolutions Response:

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

The AIC selects the language when he/she logs in. They enter their PIN, then they press ENGLISH or SPANISH in order to login.

- f. Kiosk shall allow access to Commissary Ordering for the AICs.

ICSolutions Response:

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

The AIC's multi-functional vPhone video stations are capable of interacting and sharing data with commissary applications to allow AICs to login to his account, check the AIC information provided by the County or available within THE ENFORCER® (such as call data, account balances, etc.), as well as check the status of that account and place an order for any commissary product or service provided by the current or any future commissary service provider. This eliminates the need for the facility to provide additional specific-use AIC/commissary kiosks separate from the video visitation stations.

- g. A fully functional Video Visitation Capability fully compliant with the specifications outlined in this RFP.

ICSolutions Response:

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

THE VISITOR™ is a state-of-the-art video visitation product. THE VISITOR™ is a completely TCP/IP based system, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a single sign-on to THE ENFORCER® for ultimate convenience. The proposed solution is **completely turn-key**, and as such, ICSolutions will provide all necessary labor, equipment, materials, software, installation, configuration, upgrades, documentation, testing and training associated with THE VISITOR™ video visitation system (VVS).

THE VISITOR™ system is a multi-functional tool that supports not only video visitation, but can also serve as a **comprehensive visitation management tool to streamline all visitations**, including all your traditional visitation needs, such as contact, face-to-face or across-the-glass visits that continue after the implementation of video visitation. In addition, THE VISITOR™ can interface with any third-party system to allow streamlined processes for AIC information, sick request, commissary ordering, AIC email, media content delivery systems, etc., ensuring that it will meet or exceed the facility's needs.

- h. Ability for Applications to be configured to be enabled or disabled for periods of time by housing unit or facility (for example the Commissary Application may only be available Tuesdays and Thursdays from 9 to 5 when AICs can order commissary).

ICSolutions Response:

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

The availability of applications through interfaces with the vPhones can be configured to display during only Facility-approved times.

- i. AIC Forms & Grievance submission capability that will:
 - i. Allow an AIC to place both anonymous and known grievance requests.
 - ii. Allow authorized facility staff to review and respond to grievances through the AIC Telephone Platform User Interface.
 - iii. Allow for assignment to other facility staff.
 - iv. Track the response time for grievance resolution that can be customized so County Name specifications can be viewed and Staff can view any excessive time periods for grievance resolution.
 - v. Allow AICs to track and review active and closed grievances through the kiosk.
 - vi. Provide a method for an AIC to appeal a grievance.
 - vii. Ability to keep all forms for the life of the contract – even if an AIC is released.

ICSolutions Response:

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

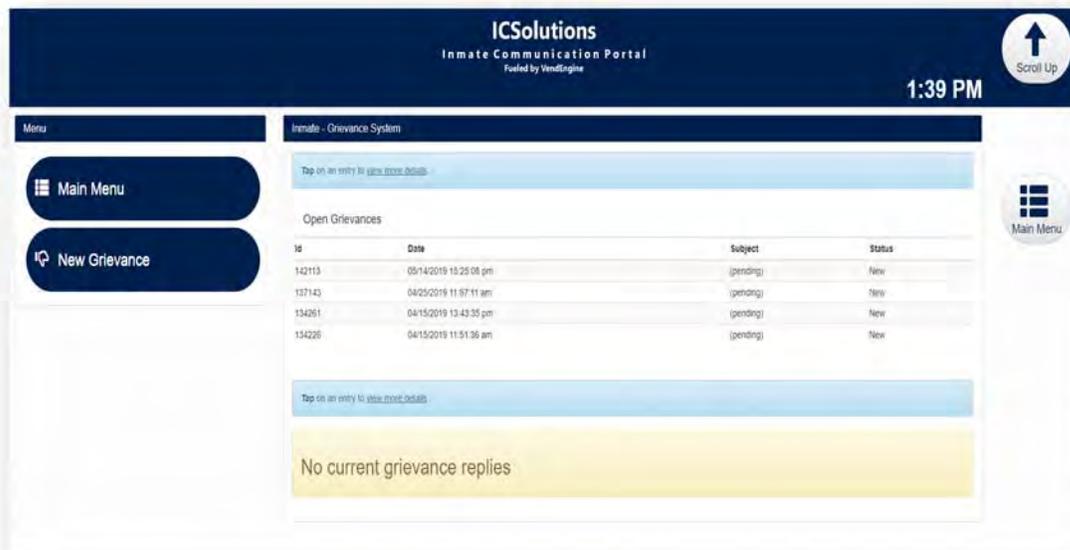
The Visitor™ video visitation system will serve as a portal to permit an inmate to file an electronic grievance, request an appointment with a medical professional, even file information as to criminal activity in the housing pod. The grievance / request system can be configured to allow anonymous PREA alerts and grievances though this has not been implemented because not customers have requested it to date.

Grievance & Request System

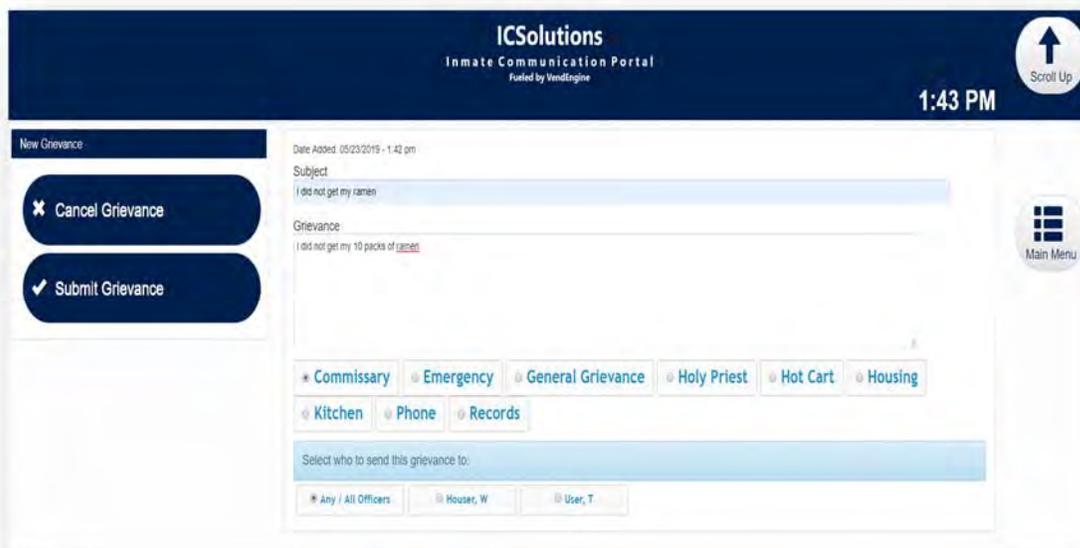
The Grievance & Request System allows inmates to file grievances and requests electronically and enables facility officers to respond and use a higher-tier appeal process. The system can be customized to fit your facility's needs, such as when filing is available, how inmates can file, how many grievances an AIC can file during a given month, and much more! The Grievance & Request System will be accessible through both the kiosks and tablets.

Grievances

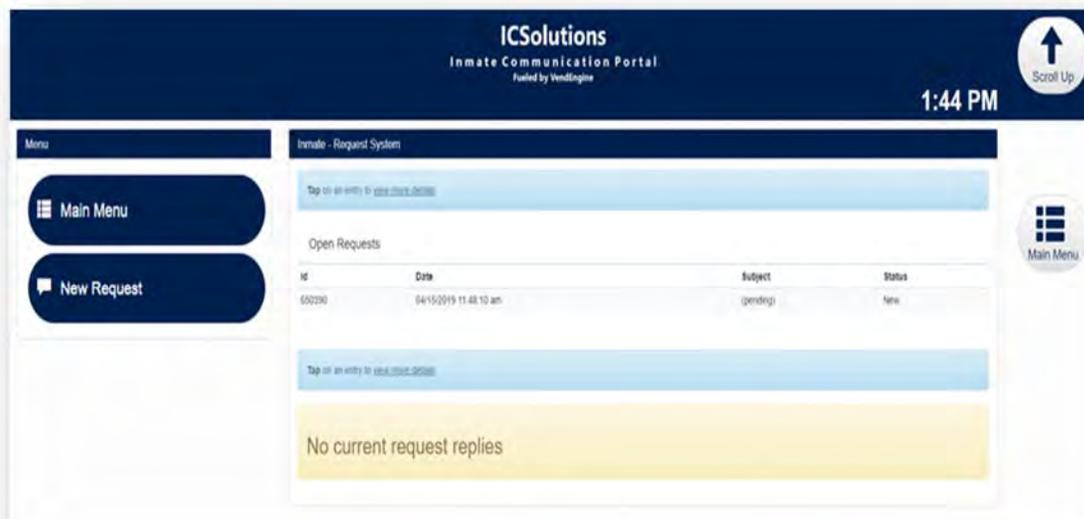
To submit a request or grievance, the inmate logs in to the Inmate Communication Portal via vPhone or tablet, selects either the Grievance System or Request System and then clicks 'New Grievance' or 'New Request' as applicable, fills out the form and submits.



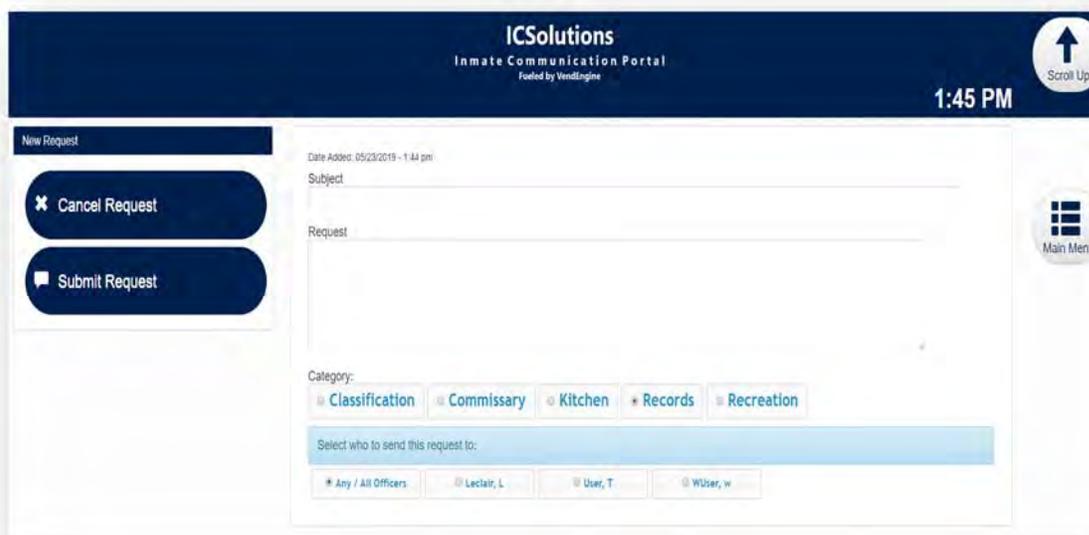
Open Grievances



Sample Grievance



Inmate Request System



Sample Request

Authorized staff will be able to manage and respond to requests or grievances via a secure login to the system. Once logged in, staff can view requests and grievances, assign to appropriate facility users or category, add notes, update the status, request additional information from the inmate, reassign to a different category, print with or without notes, view the history, and more.

The software is configurable to allow for specific grievance users, categories, schedules and appeals. The number of open requests can be limited by month or a specific number of days.

Reply to Inmate Grievance

Inmate: Kermit The Frog **Entry ID:** 169189
Location: **Inmate ID:** 223344
Kiosk: **Inmate State ID:**
Subject: Commissary Order
Assigned To: All
Classification: Commissary
Complaint Against: None
Date Added: Aug 23, 2019 - 10:39 am CDT

Grievance:
I did not receive my commissary order.

Status:

Not Reviewed In Progress Resolved Substantiated Resolved Unsubstantiated
 Allow Inmate to View Subject/Contents Hidden

Notes for Admin:

Notes for Inmate: [Send note to inmate and ask for response](#)

Submit **View All Inmate Grievances** **Print** **Print with Notes** **View History**
Move to Requests **Flag Medical** **Cancel**

The Grievance and Request Platforms are configurable to deliver automated email and/or fax notifications to designated users when a new Grievance or Request is submitted. In addition, all Grievances and Requests can be viewed in the Grievance and Request queue. Grievances and Requests are broken out in the following categories:

- New Grievances/Requests
- Open/Viewed Grievances/Requests
- Pending Grievances/Requests



The screenshot shows the 'New Grievances' interface. It includes filters for 'Assigned' (Set to 'Select All') and 'Category' (Set to 'Select All'). A 'Show' dropdown is set to '10 entries'. A search bar is present. The table has columns: Inmate, Assigned To, Subject, Category, and Date Added. One entry is visible: Inmate 'Kerrill The Fox', Assigned To 'Commissary Order', Subject 'Inmate Location', Category 'Commissary', and Date Added 'Aug 23, 2019'. The status 'Showing 1 to 1 of 1 entries' is at the bottom left, and 'Previous 1 Next' is at the bottom right.



The screenshot shows the 'Open / Viewed Grievances' interface. It has the same filters and search bar as the first screenshot. The table columns are 'Inmate', 'Assigned To', 'Subject', 'Category', and 'Date Added'. The table is empty, with the text 'No data available in table' centered. The status 'Showing 0 to 0 of 0 entries' is at the bottom left, and 'Previous Next' is at the bottom right.



The screenshot shows the 'Grievances Pending Review' interface. It has the same filters and search bar. The table columns are 'Inmate', 'Assigned To', 'Subject', 'Category', and 'Date Added'. The table is empty, with the text 'No data available in table' centered. The status 'Showing 0 to 0 of 0 entries' is at the bottom left, and 'Previous Next' is at the bottom right.

All Grievances and Requests are also separated in the designated categories for First, Second and Third Appeals. The Grievance and Requests Platforms allow for up to three appeals.

Grievances and Requests are assignable based upon facility specifications and may be configured to assign to specific individuals or a group of individuals. Any Grievance and/or Request can be reassigned to any individual with Grievance and/or Request Assignable access.

The system allows for resolution utilizing the following statuses: In Progress, Resolved Unsubstantiated, and Resolved Substantiated.

If a Grievance or Request has not been viewed or responded to within 72 hours, the system highlights the specific Grievance or Request in red within the queue. An email is generated to the designated individual(s) assigned by the facility for escalation.

- j. The kiosk must have a method for conflict resolution which will give both verbal and visual warnings as to pending, approved and scheduled events. Some form of warning should notify an AIC prior to placement of a call as to the time allowed to place a call should it be less than the standard duration allowable. Conflict resolution must be configured such that certain scheduled communication events (i.e. video visitation sessions) take priority over unscheduled communication events (i.e. telephone calls).

ICSolutions Response:

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

Scheduled video visitation sessions take precedence over other functions. If a AIC is using the telephone and there is a scheduled visitation coming up, the AIC will view a notice with a countdown. As it counts down, it turns red at the 30 second mark and begins to flash in order to alert the AIC that the phone call will be coming to an end.

The schedule is also posted on the kiosk at all times so that AICs will know when there is a visitation scheduled before they use the phone or any other kiosk functionality.

The vPhones **multi-tasking feature** enables AICs to access touchscreen services like law library research, account balance inquiry, information lookup, and commissary ordering **even while they are talking on the phone.**

B13.3 Hosted Video Visitation – Hardware Requirements

ICSolutions Response:

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

State-of-the-Art IP-Based Video Visitation Stations

ICSolutions will provide multi-functional vPhones to serve as the video visitation system stations for AICs and visitors. The vPhones offer high-quality stereo audio and broadcast-quality video that meets industry standards. The default video resolution stream is 640 by 480 (actual full screen resolution on stations is 1600 by 1200), with a maximum video resolution of 2592 by 1944. The video transmission speed is 512 Kbps at 640 by 480 pixels.

The vPhone: A Multi-Functional Touchscreen Video Visitation Station

The proposed vPhone serves as an all-in-one video visitation station that provides both AIC calling and video visitation on one wall-mounted device. vPhone runs THE VISITOR video visitation and visitation management module, as well as allowing AIC calls through THE ENFORCER®. Because this solution is built right into THE ENFORCER®, all video and call controls, administrative tools, investigative features, rules, data, and recordings will be administered through the same system, with a **single sign-on** for ultimate convenience.

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



vPhone 17" Color Monitor

- Full-featured video visitation system
- AIC calling capabilities
- Document storage system
- Attorney consultation
- IP addressable
- Commissary ordering
- AIC Communications Portal
- Send & receive emails
- Power-over-Ethernet
- 17" Color monitor
- Touchscreen Volume Control
- Secure-touch surface wave technology
- Hi-resolution camera w/ VGA capability
- 512Kbps streaming speeds
- Sealed housing protecting station from water, flame, and shock

The vPhone is a corrections-grade, IP-based station equipped with a hardened touchscreen monitor, high-definition camera, and Linux-based operating system. Unless required otherwise, the AIC station is deployed with a 24" cord and the visitor station with a 36" cord. Made of high-impact armored housing materials, a steel lanyard and a security-grade handset, the video phone is manufactured to withstand abuse and designed to provide a safe and secure device for AIC pods and cellblocks. For locations that require mobility, the video stations can be attached to a cart for ultimate controlled portability.

2. Detention grade hardened steel wall mounted enclosure.

ICSolutions Response:

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

Made of high-impact armored housing materials, a steel lanyard and a security-grade handset, the video phone is manufactured to withstand abuse and designed to provide a safe and secure device for AIC pods and cellblocks.

3. The position of the hook switch must not enable/disable a live visitation session.

ICSolutions Response:

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

4. The terminal must prevent spills from entering the enclosure.

ICSolutions Response:

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

5. The terminal must be able to access the web-based application and be enabled for touch screen inputs.

ICSolutions Response:

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

The terminals utilize touch screen technology. The terminals run on THE VISITOR™ video visitation software, which is a module of THE ENFORCER®. THE ENFORCER® is operated through an easy-to-use browser-based GUI (graphical User Interface), that allows control, monitoring searching and reporting of all AIC calls to any authorized user, **accessible remotely and securely anytime, anywhere**. Anyone with a password and log-in ID granted by County administrators can access the system from any computer running a modern browser, as if they were opening a website. In addition, the VVS terminals can interface with any third-party web-based applications to turn the VVS terminal into a multi-functional AIC kiosk, which allows access to commissary ordering, AIC phone calling, and more.

6. The terminal shall not have any openings exposed to the user. This includes all wiring and ventilation holes.

ICSolutions Response:

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

The units are equipped with sealed housing to protect the station from water, flame, shock, and to prevent being vandalized.

7. The terminal shall not have any external hinges.

ICSolutions Response:

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

8. The terminal will have a shatterproof touchscreen LCD display.

ICSolutions Response:

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

The proposed vPhones utilize a corrections grade and shatterproof LCD touchscreen display.

9. The terminal will have a built-in camera.

ICSolutions Response:

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

10. The terminal will have a detention-grade audio handset.

ICSolutions Response:

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

The handset is based on the Wintel Rhino handset product or its equivalent. This handset is equipped with noise cancelling confidencers for optimal operation in a corrections environment. The handset cord length can be customized according to County requirements.

11. The terminal will have the option for one or two handsets or a hands-free device.

ICSolutions Response:

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

12. The terminal shall be powered by 110VAC or Power-Over-Ethernet.

ICSolutions Response:

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

The terminal is powered by Power-Over-Ethernet.

13. The terminal will utilize standards-based videoconferencing CODEC (Encoder/Decoder) based on the H.264 video conferencing compressions.

ICSolutions Response:

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

THE VISITOR™ utilizes the modern Speex CODEC for voice compression, and H.264 technology for video compression.

14. The terminal must have heat syncs and heat vents.

ICSolutions Response:

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

ICSolutions offers newer technology that exceeds this requirement. The VVS terminals do not require individual hard drives as all information is housed on a centralized server, which is more cost effective and easier to repair. Therefore, ventilation occurs in the back of the terminal.

15. The terminal must have a minimum of two (2) internal magnetic levitation ventilation fans and internal tachometer output to monitor operation.

ICSolutions Response:

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

The Visitor™ and our proposed vPhone terminals exceed the functionality of this requirement. Because the vPhone utilizes power over ethernet with no external 100v outlets, they are not at risk of over-heating and therefore do not require any type of active cooling. Any unit that requires active cooling, such as what is referenced in this requirement, is running significantly more power to their video stations than what ICSolutions requires.

16. The terminal shall have a magnetic on/off switch.

ICSolutions Response:

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

17. The terminal must be secured to the wall using a mounting bracket with a minimum of four (4) screws/bolts. The terminal must then secure to the mounting bracket using no more or less than two (2) security screws.

ICSolutions Response:

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

B13.4 Hosted Video Visitation – Technical Requirements

1. The system shall be a complete TCP/IP-based system. All video and audio streams between the terminals, visitors, and management equipment (servers) shall be transmitted over TCP/IP Ethernet. Systems that utilize analog audio/video matrix switching systems are not acceptable.

ICSolutions Response:

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

THE VISITOR™ Video Visitation System is a state-of-the-art TCP/IP-based video visitation system that is built right into THE ENFORCER®. It does not utilize any analogue audio/video matrix switching devices. We have described our system architecture below.

System Architecture

THE VISITOR™ Video Visitation System is a state-of-the-art TCP/IP-based video visitation system that is built right into THE ENFORCER®. This architecture offers a streamlined video and AIC telecommunication system where all video visitation rules, administrative tools, data, and recordings are accessible online using a single sign-on to THE ENFORCER® for ultimate convenience.

Video processing and recording is handled on Enterprise-grade servers configured with Intel Six Core Xeon processors, coupled with the Red Hat Enterprise Linux operating system. The PostgreSQL database also runs on SuperMicro and/or Dell hardware, and the database servers are configured with enterprise grade SAS drives capable of handling high-volume deployments and redundant gigabit network ports to deliver **99.999% system uptime**. Video recordings are stored in the onsite servers comprising of two replication servers, with each server configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard for maximum redundancy.

The video visitation equipment will include the following:

- Video Processing & Recording servers
- Firewall
- Video Visitation Stations
- Visitor Registration & Scheduling Terminal
- Workstations

Multi-functional Video Processing & Recording Servers

THE VISITOR™ combines state-of-the-art hardware, a Linux-based operating system and a PostgreSQL enterprise-class database capable of handling high-volume deployments. Video processing and recording will be handled on the Enterprise-grade servers configured with Intel Six Core Xeon processors, coupled with the Red Hat Enterprise Linux operating system. The PostgreSQL database also runs on SuperMicro and/or Dell hardware, and the video processor and recording storage servers are configured with Enterprise-grade SAS drives and redundant gigabit network ports to deliver 99.999% system uptime.

The components for managing automated video processing, video monitoring, digital video recording, intelligent data collection, and investigative processing are deployed on the fault-tolerant Enterprise-grade servers. These same servers that process the video visitation sessions will also store the video recordings. Once the AIC and the visitor log in, the visitation processing server will verify a connection is proper by checking whether the visit is consistent with the video visitation rules, such as it was properly scheduled and the visitor and the AIC have no restrictions that would bar the visit. Once the server confirms the visit complies with all the rules, the server will connect the visit at the scheduled start time.

For the on-site video processing and recording storage, ICSolutions installs a rack-mountable, multi-functional server configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard. Visitation recordings will be stored on two separate arrays for redundancy. If the server should ever fail, the arrays can be removed from the server and used in other compatible servers to recover the recordings.

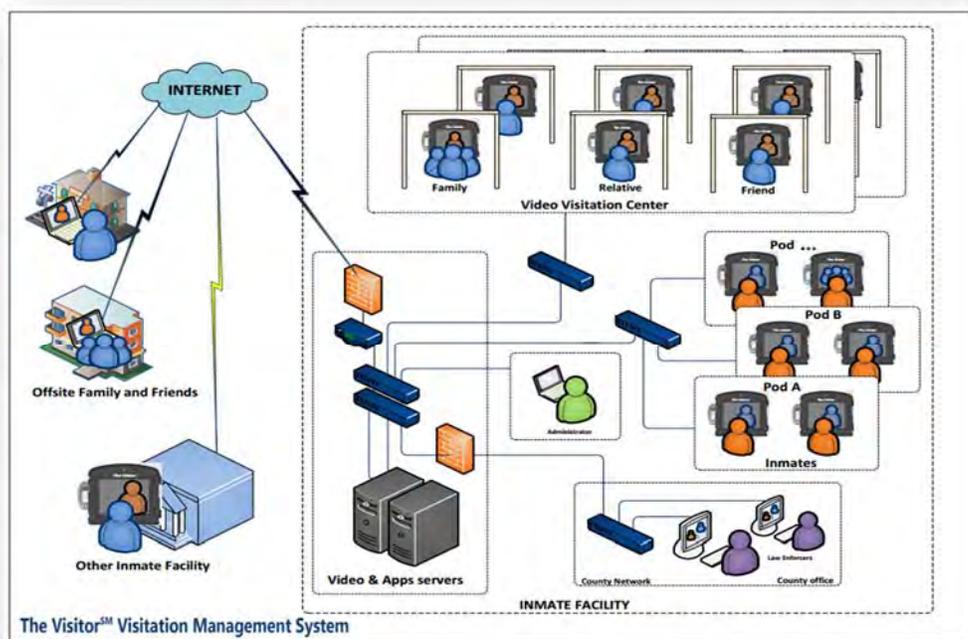
The servers proposed by ICSolutions comprise the same storage solution that already provides storage to large statewide Departments of Corrections in the United States. This system is in use, performs flawlessly, is easy to maintain and repair, and is easily scalable and expandable without having to be taken offline.

Firewall

ICSolutions will provide the Juniper Networks NetScreen-5GT firewall on-site for ultimate security. The NetScreen-5GT appliance is a feature-rich, enterprise-class, network security solution that integrates multiple security functions, such as Stateful and Deep Inspection firewall, IPSec VPN, denial of service protection, antivirus, and Web filtering. For application-level protection, the NetScreen-5GT appliance supports embedded virus scanning to help eliminate virus threats from the network.

Network Architecture

THE VISITOR™ is a completely TCP/IP based system, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a single sign-on to THE ENFORCER® for ultimate convenience. ICSolutions will deploy a private, dedicated network that is totally isolated from and will never traverse the County's network. Because THE VISITOR™ is a module embedded in THE ENFORCER®, less hardware is necessary to support video visitation. The typical network design (including hardware) supporting THE VISITOR™ Video Visitation System is pictured below.



2. The system must consist of AIC terminals connected over a 100 Mbps dedicated Ethernet network so that any terminal can be connected to any other terminal.

ICSolutions Response:

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

3. The terminal must be able to access the video visitation solution via local area network (LAN) or via a broadband internet connection (DSL, cable, etc.) using a computer or laptop that is web camera and enable headset.

ICSolutions Response:

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

4. The system should utilize:
 - a. High quality video using low bandwidth
 - b. Video Standards: H.264
 - c. Video Transmission Speeds: 64 Kbps – 2 Mbps
 - d. Wide range of video resolutions and bit rates: CIF (352 x 288 pixels), SIF (352 x 240 pixels), QCIF (176 x 144 pixels)

ICSolutions Response:

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

THE VISITOR™ has high-quality video using low bandwidth, and utilizes H.264 codec. The video resolutions and transmission speeds required above are lower than what we typically deploy, but the VVS terminals can be configured to accommodate such requirements if the Facility wants the lower quality video. As a default configuration, THE VISITOR™ utilizes video transmission speeds of 512 Kbps, and 640x480 pixels. The system has a maximum setting of up to 1280 by 960 for 30 frames per second.

5. The system must be designed for:
 - a. Up to 30 frames per second of high-quality video at 384+ Kbps
 - b. Up to 15 frames per second of high-quality video at 64 – 320 Kbps
 - c. Constant or variable bit rate and frame rate

ICSolutions Response:

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

Typically, THE VISITOR™ is designed and configured to stream at 30 frames per second at a constant bit rate of 512 Kbps. These settings can be re-configured to accommodate 15 frames per second; however, we do not recommend it.

1. The system must provide encryption for all visits.

ICSolutions Response:

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

While the video recordings are not encrypted at rest, they reside inside the ICSolutions network, which is encrypted.

B13.5 Tablets

1. Tablets shall interface with the County's Jail Management System, commissary, AIC phone system and video visitation system, at no additional cost to the County allowing AICs to access Tablet services. County requires the same PIN requirements for the Tablets as used for the phone and video visitation systems. The County will not be responsible for paying any amount(s) associated with the required interface(s).

ICSolutions Response:

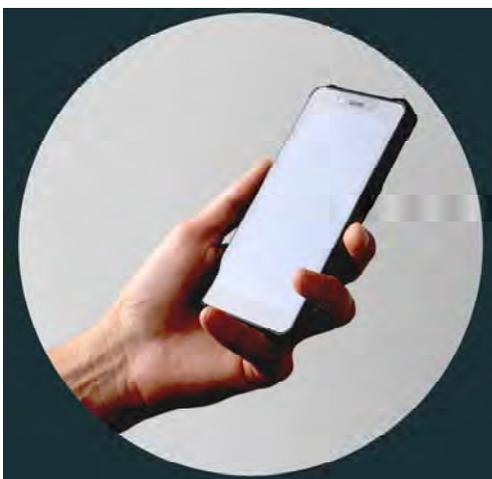
ICSolutions has read, agrees, and will comply with the requirements as stated.

The Bridge 5 Inmate Tablets

At no cost to the County, ICSolutions proposes our Bridge 5 tablets for the inmate population. These 5.5-inch "Handheld Kiosk" devices allow your inmates to use our complete Bridge software suite (also accessible via the video kiosks) in the palm of their hand.

When The Bridge 5 tablets are implemented, inmates and their friends and family will be able to easily access additional, low-cost communication options, such as inmate email / text messaging. The Bridge 5 tablets offer inmates the ability to access a robust suite of inmate self-service applications – including commissary ordering through an easy-to-use touchscreen interface. The device is easily rechargeable in our wall mounted charging solution and is locked down to only allow applications approved by the facility, which can include:

- Inmate Text and Email Messaging
- Electronic Grievances
- Electronic Requests
- Electronic Medical Requests
- Educational Content
- Self-Help Videos
- Law Library
- Inmate Handbook
- Jail Documents
- Inmate Documents
- Forms
- Premium Content including, but not limited to
 - Games
 - E-Books
 - Music
- Commissary Ordering
- Phone Time Purchasing
- Transaction History
- PREA Suite including documentation, videos, quizzes, etc.
- Suicide and PREA Alerts



The Bridge 5 Inmate Tablet

Technical Specifications

- 5 ½" (Diagonal) All LCD multi-touch display with IPS technology
- Resolution: 1440 x 720 HD+
- Forward Facing Camera: 5MP *f*/2.0 large aperture, 4 piece lens
- 5000mAh Battery built-in lithium polymer
- Standby Time: 440 Hours
- Usage Time: Up to 25 Hours
- Supports: 802.11 b/g/n @ 2.4G Wireless Network

FULLY INTEGRATED TABLET SOLUTION: Please note that The Bridge tablet solution is fully integrated with THE ENFORCER® and accessible through a **single ENFORCER® interface**. Facility staff will use just **one login to THE ENFORCER®** to manage and investigate activities on all of the ICSolutions-provided software, whether performed via phones or tablets; and inmates will use a **single PIN** to access all calling, video visitation and tablet services. Likewise, inmates and their loved ones will pay for video, messaging, and tablet services using the same Debit (inmate prepaid) and Family First Prepaid accounts they have already established for inmate calling!

2. Tablets should be configured to only allow AICs access to the services and applications approved by the County. Additional applications shall be mutually agreed upon by the County and Vendor. AICs shall be prohibited from having any access to any external applications. Tablets must communicate with pre-approved applications and servers only.

ICSolutions Response:

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

Only applications that are approved by the County will be available for access by AICs. Specific applications can be turned on or off. Restrictions can be set for specific AICs for the messaging and grievances applications. For instance, messaging privileges can be set by AIC level; an AIC can be restricted to a specific quota for grievances (e.g. only allowed to have 2 grievances open during a given month); the AIC messaging application can be set to require approval for all messages for a specific AIC.

3. Vendor shall provide the County with remote access to Tablets at no cost to the County for the purposed of administering, monitoring, overseeing and reviewing transactions and activity associated with the applications and services offered. The following reports (at a minimum), shall be made available to the Facility as applicable for monitoring and investigative purposes. Vendor shall provide a sample of the reports.
 - a. Transactions by AICs
 - b. Application usage by AICs
 - c. Totals by AIC
 - d. Totals by Tablet
 - e. Daily, weekly and monthly statistics

ICSolutions Response:

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

The Bridge system operates in the Amazon Cloud, meaning that your data is not only safe and secure, it is accessible to you anytime, anywhere. Your information is stored instantly and is retrievable anytime you wish for up to 2 years. Since the Bridge system works through a secure connection to the cloud, there are no servers to place on site and no hardware to maintain. We simply plug it in, and it works. Assigned Jail administrators can view and listen to any session in real-time, and have the ability to interrupt or terminate a session at any time. EVERY video session is recorded for investigative purposes and stored up to 2 years. Legal and Judicial calls can be blocked from recordings.

All content is trackable, with the capability to run over 100 reports to provide automated, quick access to actionable intelligence. In addition, to display relationships You can pull an Inmate email/text history report – can search by phone number or email address and it will show all of the conversations to that number/address. Raw data will be available in The Analyzer link analysis tool in a future iteration of the software.

The system retains all data and, through the administrative interface, staff will have access to monitor all transactions, features controls and provides relevant reporting. The Jail Administrator will have access to view all communications provided through the tablet in real-time.

Samples of the above reports are provided below. Additional samples are provided in [EXHIBIT C: REPORT SAMPLES](#).

Admin Inmates

View / Edit Inmates - Tablet Demo - DO NOT EDIT - DO NOT EDIT (DO NOT EDIT)

Andrew Clark (1234) [← Back to All Inmates](#)

Balance	Spendable	Medical	Open Fees	Open Bonding Fees	Upcoming Fees
\$17.75	\$17.75	\$0.00	\$290.00	\$0.00	\$0.00

General | Restrictions | **Transactions** | Fees | History | Notes

Deposit | Adjustment | Medical | Print Check | Links | Med Payment | Fee | Print

PDF | Print | Excel

Show: 100 entries

Search:

ID	Type	Date	Amount	Running Total
48003091	Order	02/08/2021 03:17:12 pm CST	-510.34	\$17.75
44891467	Video Chat	12/07/2020 11:29:59 am CST	\$0.00	\$28.09
44028331	Order	11/18/2020 01:58:13 pm CST	-510.76	\$28.09
44027579	Paid Inmate Fee - Destruction of Property - Destruction of Property - (Fee Created on: 07/10/2020 3:44 pm CDT)	11/18/2020 01:41:24 pm CST	-515.00	\$38.85
44027578	Deposit - Money Order - From mom	11/18/2020 01:41:24 pm CST	\$30.00	\$53.85
44026590	Return	11/18/2020 01:19:05 pm CST	\$12.00	\$23.85
44026561	Order	11/18/2020 01:18:00 pm CST	-512.00	\$11.85
43977956	Paid Inmate Fee - Destruction of Property - Destruction of Property - (Fee Created on: 07/10/2020 3:44 pm CDT)	11/17/2020 10:38:12 am CST	-510.00	\$23.85
43977955	Deposit - Check - Transferred X prison	11/17/2020 10:38:12 am CST	\$20.00	\$33.85
43977896	Order	11/17/2020 10:36:00 am CST	-\$34.25	\$13.85
43929043	Paid Inmate Fee - Destruction of Property - Destruction of Property - (Fee Created on: 07/10/2020 3:44 pm CDT)	11/16/2020 09:18:26 am CST	-515.00	\$48.10

Transactions by AICs

Commissary Management System

Report - Premium Time Usage

Date/Time From: 1/10/2020 CST
Date/Time To: 2/10/2021 CST
Jail: Tablet Demo - DO NOT EDIT
Inmate ID: 123456
Inmate First Name:
Inmate Middle Name:
Inmate Last Name:
Summary Only:

Total Transactions: 1
Total Minutes: 0.58
Total Amount: \$0.00

PDF Print Excel Search:

Inmate	General Minutes	General Revenue	Games Minutes	Games Revenue	Video Minutes	Video Revenue	Books Minutes	Books Revenue	Radio Minutes	Radio Revenue	Total Minutes	Total Revenue
John J Jacobs (123456)	0	\$0.00	0.58	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0.58	\$0.00
Totals	0	\$0.00	0.58	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0.58	\$0.00

Application usage by AICs

Commissary Management System

Report - Premium Time Usage

Date/Time From: 1/10/2020 CST
Date/Time To: 2/10/2021 CST
Jail: Tablet Demo - DO NOT EDIT
Inmate ID: 123456
Inmate First Name:
Inmate Middle Name:
Inmate Last Name:
Summary Only:

Total Transactions: 1
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PDF Print Excel Search:

Inmate	General Minutes	General Revenue	Games Minutes	Games Revenue	Video Minutes	Video Revenue	Books Minutes	Books Revenue	Radio Minutes	Radio Revenue	Total Minutes	Total Revenue
John J Jacobs (123456)	0	\$0.00	0.58	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0.58	\$0.00
Totals	0	\$0.00	0.58	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0.58	\$0.00

Totals by AIC

Kiosk	General Minutes	General Revenue	Games Minutes	Games Revenue	Video Minutes	Video Revenue	Books Minutes	Books Revenue	Radio Minutes	Radio Revenue	Total Minutes	Total Revenue
General Tablet	0	\$0.00	0.58	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0.58	\$0.00
Totals	0	\$0.00	0.58	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0.58	\$0.00

Showing 1 to 1 of 1 entries

Previous **1** Next

Totals by Tablet

Commissary Management System

Report - Premium Time Usage

Date/Time From: 1/10/2020 CST
Date/Time To: 2/10/2021 CST

Jail: Tablet Demo - DO NOT EDI ✕

Inmate ID:
Inmate First Name:
Inmate Middle Name:
Inmate Last Name:

Summary Only:

Total Transactions: 1
Total Minutes: 0.58
Total Amount: \$0.00

Daily, Weekly and Monthly Statistics

4. Tablets shall be provided to the County pre-loaded with the County approved applications offering a variety of games, music and entertainment, as well as free applications/services and educational programs. Tablets provided by the Vendor shall be configured to provide certain “free” services to the AIC population at no charge. Such “free” services shall include:
 - a. Clock
 - b. Calendar
 - c. Dictionary
 - d. Calculator
 - e. PDF Documents approved by County
 - f. PDF Viewer
 - g. Electronic submission of AIC requests
 - h. Commissary purchases
 - i. Debit purchases
 - j. Trust/commissary/debit account look-up
 - k. AIC handbook
 - l. AIC notices/bulletins

ICSolutions Response:

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

Only applications that are approved by the County will be available for access by AICs. Specific applications can be turned on or off. Restrictions can be set for specific AICs for the messaging and grievances applications. For instance, messaging privileges can be set by AIC level; an AIC can be restricted to a specific quota for grievances (e.g. only allowed to have 2 grievances open during a given month); the AIC messaging application can be set to require approval for all messages for a specific AIC.

Tablets offer inmates the ability to access a robust suite of inmate self-service applications, including those listed above. These applications are programmable to allow access only to applications approved by the facility.

- **Grievance & Request System** – allows inmates to file grievances and requests electronically and enables facility officers to respond and use a higher-tier appeal process
- **Emails & Text Messages** – offers access to email and text messaging on the inmate kiosks
- **PREA & Suicide Alerts** - instantly notifies authorized facility personnel via phone or email – providing critical information quickly in the event of a situation where time is of the essence.
- **PREA Suite** – inmates can view documentation and videos, quizzes, etc.
- **Law Library** – inmates can access all federal case law, statutes and administrative law, as well statutes and administrative law for all states. ***ICSolutions will provide Casemaker law library service at no cost to the County.***
- **Facility-Approved Documents** – provides ability to upload inmate handbooks or other jail documents into the inmate system
- **Commissary Ordering/Phone-time Purchasing** - delivers picture-based point-of-sale commissary ordering system that integrates seamlessly with your commissary provider or your in-house commissary
- **Mail Scanning (Optional)** – allows mail scanning for paper mail for inmates to view electronically on the tablets and inmate kiosks.
- **Education** – provides content options for inmate self-improvement, including personal finance, employment, national news and learning options.

- **Phone Calling App** – Ability for inmates to make phone calls, utilizing all ENFORCER® security and call control measures, via the Bridge 5 tablets
 - **Premium Content** – inmates can access Games, Movies, E-Books, Music and more!
5. The County requires a 10% spare inventory of Tablets be stored at the Facility to allow for the prompt replacement of a broken or malfunctioning Tablet. Vendor shall supply the proper packaging and pre-paid shipping labels to allow the County to ship any broken or malfunctioning Tablets for repair or replacement. County shall not be responsible for any costs associated with replacing the Tablets, including but not limited to, packaging, shipping and insurance.

ICSolutions Response:

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

Maintenance and repair is included as part of the turnkey tablet solution for the term of the contract. We maintain a local supply of system components and replacement parts to minimize the time to service restoration. Replacement tablets will be kept onsite so a broken or malfunctioning tablet can be swapped out immediately. The County will be served by a designated number of local primary field service technicians, and additional local technicians will be assigned as backups upon contract award to provide responsive maintenance and repair. The County will not be charged for any replacement tablets, shipping, packaging, or insurance.

6. Tablets shall be suitable for a correctional environment, sturdy, vandal and tamper resistant, and be enclosed in a durable, sealed case.

ICSolutions Response:

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

All facets of the proposed Bridge 5 tablets have been designed for use in correctional environments. The Bridge 5 is tamper-resistant and enclosed in a durable, sealed case. The tablets are splash, water and dust resistant, rated IP68 under IEC standard 60529, rated IP69K under IEC standard 60529, and having a MIL-STD-810G Certification. MIL-STD-810G is a US military specification that guarantees a level of durability for a piece of technology. Specifically, it means the equipment has gone through a series of 29 tests. These put the phone up against shock, vibration, heat, cold, gunfire shock, humidity, and more.

Each device is preconfigured with an image designed to run our proprietary application. The proposed devices are new, and there is no residual operating system. Therefore, there are no browsers, contacts, calendars, native phone or messaging clients. Inmates are unable to change settings, install/deinstall applications, access NFC, Bluetooth or wireless radio, or access third-party app stores via the proposed Bridge 5 tablet.

- 5 ½" (Diagonal) All LCD multi-touch display with IPS technology
- Resolution: 1440 x 720 HD+
- Forward Facing Camera: 5MP *f*/2.0 large aperture, 4 piece lens
- 5000mAh Battery built-in lithium polymer
- Standby Time: 440 Hours
- Usage Time: Up to 25 Hours
- Supports: 802.11 b/g/n @ 2.4G Wireless Network

Specification sheets are provided in [Exhibit B: Equipment Spec Sheets](#).

Benefits of The Bridge Tablets

ICSolutions Bridge tablets offer many benefits to the County, your inmates, and your constituents. Some of these benefits have been highlighted below.

No Tablet Rental Fee!

With ICSolutions, inmates do not have to pay any kind of rental fee to utilize a tablet, unlike with some of our competitors. This means that inmates have equitable access to important tablet features, such as education, commissary ordering, law library, phone calling, grievance filing, and more.

Increased Communication Options

At ICSolutions, we understand the importance of maintaining the family bond, and our proposed tablet solution can help to increase communication between inmates and loved ones. AICs will be able to access phone calling and secure messaging via the tablets. They will also be able to receive emailed photos from family members.

Improved Behavior

Our Bridge 5 tablets also help to keep inmates occupied, entertained, and educated which helps to reduce idle time.

Educational Solutions

Our Bridge 5 tablets feature educational solutions for inmates to help better prepare them for life after their release. Not only is there access to valuable educational and life skills content, but simply knowing how to navigate these types of devices with ease can help to bridge the transition to the outside world.

Minimizing Movement

Because we are providing one tablet per inmate, inmates will have access to all applicable tablet features from within their cells. They will be able to place secure phone calls, just as they do on the regular inmate phones, but without needing to be in more public areas. Minimizing the movement required throughout the facility for various services can also help to minimize potential conflict between inmates.

7. Tablets shall be capable of restricting AIC usage to the specific housing unit to which the AIC is assigned.

ICSolutions Response:

ICSolutions has read, agrees, and will not comply with the requirements as stated.

The tablets do not currently offer this feature. However, we are looking into restricting the tablets to specific access points that provide Wi-Fi to a housing unit. AICs would only be able to use the tablets when in range of the designated access point.

8. Upon completion of the installation and any ongoing installations, Vendor shall provide the County with a list of Tablets, charging stations, equipment specifications, and locations of each device.

ICSolutions Response:

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

B14. Payment Options & Products

1. The system shall allow automated operator collect calling.

ICSolutions Response:

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

The ENFORCER® provides fully automated collect, prepaid collect and debit calling. Access to live operators is neither required nor permitted at any time.

2. All prepaid calls will be subject to the same restrictions and features as standard AIC-collect telephone calls.

ICSolutions Response:

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

ALL calls, including prepaid and/or inmate debit calls, are subject to the same restrictions and security features as standard inmate collect calls.

3. The called party shall be provided an option to request cost of the call prior to accepting the charges.

ICSolutions Response:

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

The called party will be presented with the option to request the cost of the call for all calls for which they are responsible for payment (i.e. all calls with the exception of inmate-paid debit). When the called party answers they are presented the following prompts:

- *"Hello, you have a collect call from (inmate's name) an inmate at (facility name)."*
- *"To accept this call press or say 5"*
- *"To refuse this call hang up now"*
- *"To block this call and future calls from this facility, press or say 9"*
- ***"To hear the charges for this call press or say 2"***
- *"This call will be recorded and is subject to monitoring at any time."*

4. The system will allow AIC families and friends to set-up alternate billing methods directly with the vendor. Two of the methods the County would like to see offered are:
 - a. A system that will allow AIC families and friends to set-up an account directly with the vendor.
 - b. A system that provides customers to prepay for calls from the facility.
 - c. Provider must offer Constituents various points-of-sale to accept payments for services such as Western Union, MoneyGram, Provider's Customer Service Center, Provider's IVR along with ancillary provider points-of-sale such as Lobby and Booking Kiosks.

ICSolutions Response:

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

ICSolutions provides Prepaid and Debit calling to our clients across the country as an alternate payment method, set-up directly with ICSolutions for inmates' loved ones. With more and more Americans relying solely on cell phones that do not allow incoming collect calls, collect calling is a dying business. Any provider who cannot make Debit and Prepaid calling work must necessarily deny a large number of perfectly legitimate call attempts. This frustrates inmates and the community, has a negative impact on maintaining communication with their families, and makes re-entry more difficult when they are released.

❖ **Family First Prepaid**

ICSolutions' Family First Prepaid 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 revenues and fewer complaints** by allowing calls to telephone numbers that are most likely blocked by your current vendor.

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 24 x 7 x 365**. This support enables ICSolutions to create more accounts and complete more inmate calls than any other prepaid calling program.

Advantages of Family First Prepaid:

A few of the advantages of ICSolutions' Family First Prepaid program include:

- Real time account set-up
- Increased call volume and commission revenue
- Reduced inmate complaints
- Allows called party to budget inmate phone expenses
- Provides multiple funding options

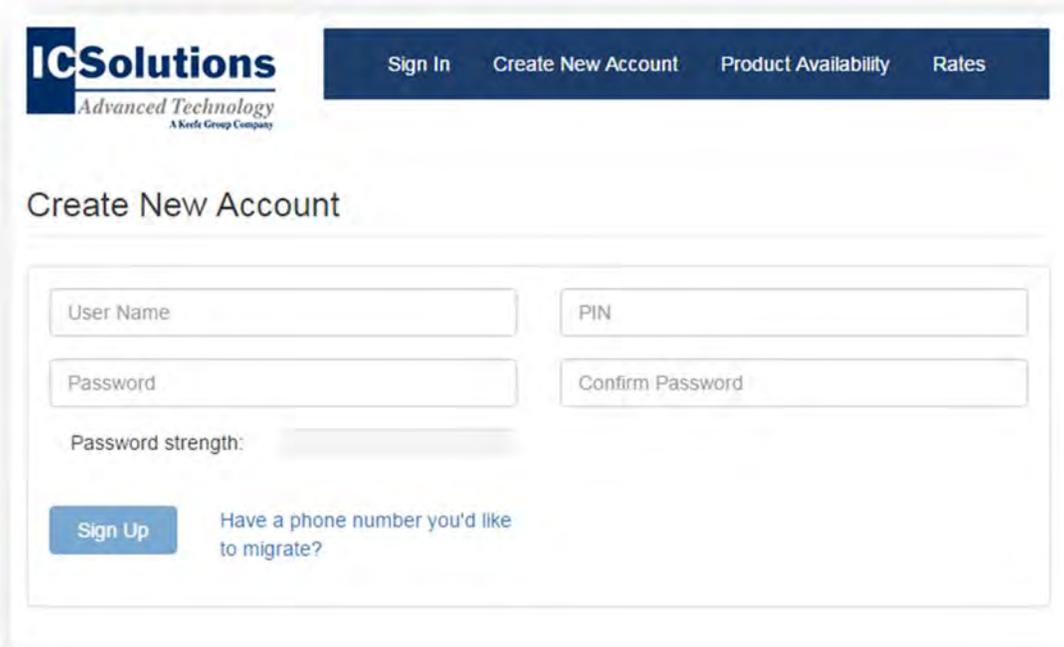
Multiple Payment Methods Accepted:

- Credit Card
- Debit Card
- Money Order
- Western Union®

Payment Options

Family First provides friends and family members with several convenient and easy ways to pay for inmate calls. Credit and Debit Card payments can be made 24/7/365 and will be posted in real time using our Toll Free Customer Service Line or our user-friendly Website. Our customer service line offers both the ability to pay via an automated IVR or speak to a live customer service agent.

- Toll Free Telephone (888-506-8407) (24 Hours a Day)
- User-Friendly Website: <https://icsonline.icsolutions.com/>



The screenshot shows the 'Create New Account' page on the ICSolutions website. At the top left is the ICSolutions logo with the tagline 'Advanced Technology' and 'A Keefe Group Company'. To the right of the logo is a dark blue navigation bar with white text for 'Sign In', 'Create New Account', 'Product Availability', and 'Rates'. Below the navigation bar, the page title 'Create New Account' is displayed. The main content area contains a registration form with the following fields: 'User Name', 'PIN', 'Password', and 'Confirm Password'. Below these fields is a 'Password strength' indicator. At the bottom left of the form is a blue 'Sign Up' button. To the right of the button is the text: 'Have a phone number you'd like to migrate?'.

Via our website, customers can easily create accounts, make payments, *and* view their entire payment history, as seen below:

Date	Type	Status	Amount
Apr 7, 2016	Credit/Debit Card	Declined	\$6.95
Apr 16, 2014	Western Union	Pending Sent	\$58.47

❖ 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. This service is not available to the general public and is only intended for law offices, bail bonds companies, and other ICSolutions-approved businesses.

❖ 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.

❖ 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 offers our QwikCall® program, which allows the called party to pay for a call in real-time using a major credit/debit card. Call recipients will pay the standard per-minute calling rate for QwikCalls, plus the standard IVR funding fee. The County will receive the same commission rate on the minute-based revenue that will receive for all other types of calls.

❖ **Telelink Integrated Cardless Debit**

ICSolutions will integrate with your Cobra Banker commissary system to provide **Telelink Integrated Cardless Debit**, a fully integrated debit platform that allows inmates to place calls using the funds established and maintained in their individual PIN-based accounts. Integration with Cobra Banker allows us to offer Telelink Inmate Debit Account funding directly from their Trust account. The AIC can fund the Debit Calling Account in \$1.00 increments. When the inmate is released, the Telelink interface query's the Enforcer and returns any unused Debit Calling funds (Cash Out) to the Trust Account.

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

5. Vendor shall provide the ability for AIC families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service.

ICSolutions Response:

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

To meet the needs of those customers who wish to accept and pay for a single call without establishing an account, we 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, plus the standard IVR funding fee. The County will receive the same commission rate on the minute-based revenue that will receive for all other types of calls.

6. Outline all vendor proposed convenience fees which are passed to family and friends. This includes fees on any products listed in this document

ICSolutions Response:

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

ICSolutions' calling rates, fees, and commission offer are in full compliance with ORS 169.681 and ORS 169.683, as well as FCC regulations.

ICSolutions offers affordable rates for inmates and their loved ones, while implementing the latest in inmate communications technology and maximizing revenue for our client facilities. Highlights of our offer for Klamath County include:

- ✓ **Significantly Reduced Calling Rates**
- ✓ **Commission Paid on All Calls of Every Kind**
- ✓ **\$35,000.00 Video Visitation & Tablet Implementation Bonus**
- ✓ **50% Commission Rate Paid on Remote Visitation, Email/Text Messaging, Tablet Services, and Inmate Voicemail**

Calling Rates & Fees

ICSolutions' proposed rates and fees are in full compliance with ORS 169.681 and ORS 169.683, as well as PUC and FCC regulations and any and all other applicable local, state, and federal regulations.

ICSolutions proposes one simple, reduced calling rate for calls made to all telephone numbers in the United States. This provides for **more affordable, equitable costs for all inmate calling.**

	Connect Fee	Per-Minute Rate
All Calls in the U.S.	None!	\$0.18
International Calls	None!	\$0.67

NOTE: Call Rates shown do not include local, county, state and federal taxes, regulatory fees and billing fees.

Benefits of Reduced Rates

ICSolutions' offer provides a dramatic price reduction for inmates and public call recipients.

Reduced, simplified calling rates will benefit your inmates, their loved ones, and Klamath County. Our experience has shown us over our two decades in business that inmates and their loved ones will spend as much money *or more* when reduced calling rates provide them with a greater value. And with more affordable rates, inmates and their loved ones also benefit by enjoying more phone calls and more time to talk. On average across the country, **when ICSolutions implements lower calling rates**, we often see call volumes increase by as much as 150%, and **revenues increase by about 30%.**

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

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

- Tyler Morning Telegraph, published July 20, 2017

Prepaid Account Funding Fees

ICSolutions' funding fees comply with ORS 169.683 and all FCC regulations, and they help to recover the costs of processing credit/debit cards. In some cases, third party fees may apply, such as Western Union transaction fees, but these fees are charged directly to the customer by the third party, with no involvement by ICSolutions. Aside from federal- and state-mandated taxes and pass-through fees, ICSolutions charges no fees for calling other than the funding fees listed below:

Funding Type	ICSolutions Fee Amount	Applies To
Funding Fee – IVR or Website (deposits of less than \$25)	\$1.50 per transaction	Prepaid
Funding Fee – IVR or Website (deposits of \$25 or more)	\$3.00 per transaction	Prepaid
Funding Fee – Live Agent	\$5.95 per transaction	Prepaid

Funding Type	ICSolutions Fee Amount	Applies To
Mail-In Payment	\$0.00 – ICS provides at No Charge!	Prepaid
Payments by Western Union	\$0.00 – ICS provides at No Charge!	Prepaid
Inmate Purchase from Trust Account	\$0.00 – ICS provides at No Charge!	Debit

Please note that **ICSolutions minimizes funding fees** by maintaining a single Family First Prepaid Account that can be used to pay for any combination of Inmate Calling, Remote Video Visitation, Inmate Voicemail, and Inmate Email/Text Messaging. There are no fees of any kind associated with our card-free AIC Debit Accounts, nor with mailing in payments.

Inmate Telephone Commissions

ICSolutions will pay the County inmate phone commissions at the rate of **5¢ per minute**, the maximum rate allowed by ORS 169.681. Commissions are calculated monthly based on the gross revenue generated by **all completed inmate calls of every kind**, including local, in-state long distance, interstate, and international calls. No deductions are made for bad debt, unbillables, uncollectable revenue, or any other similar cost of providing inmate phone services.

Video Visitation & Tablet Implementation Bonus

ICSolutions’ offer also includes a **\$35,000.00 Video Visitation & Tablet Implementation Bonus**. The entire \$35,000.00 Bonus will be paid in one lump sum, immediately upon activation of ICSolutions’ video visitation and tablet services – giving the County cash in hand at the *beginning* of the contract term to address your most pressing budgetary needs.

Additional Service Rates & Revenue Sharing

The following rates will also apply for other services offered in ICSolutions’ proposal.

Single-Pay Calls

ICSolutions recognizes that sometimes families/friends do not want to setup a calling account; they just want to pay for one call. To accommodate these customers, ICSolutions 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 pay the standard **18¢-per-minute calling rate** for U.S. QwikCalls, plus the standard \$3.00 IVR funding fee.

For QwikCalls, the County will receive the same **5¢-per-minute commission rate** that you will receive for all other types of calling.

Remote Visitation

All onsite video visitation will be offered at no cost to the inmate or the visitor. ICSolutions’ proposal also includes remote visitation, whereby the visitor is located outside of Klamath County facilities. Pricing for this revenue-generating service is as follows:

	Price	Commission Rate
Scheduled Remote Visitation	25¢ per minute charged in 30-minute increments	50%
On-Demand Video Chat	35¢ per minute charged in 1-minute increments	50%

Email/Text Messaging

Inmates and their loved ones can use their Inmate Debit and Family First Prepaid phone accounts to pay for email/text messaging. The rate to send an email/text is **\$0.25 per message**. When photo sharing is allowed by the facility, a friend or family member can attach one photo to each message at no cost.

The County will receive **50%** of all gross messaging revenue as commission income.

Premium Tablet Content

ICSolutions proposes The Bridge wireless inmate tablets provided at a ratio of one tablet for each inmate, at no cost to Klamath County. Inmates can use these tablets to access a variety of self-service features at no cost, such as commissary ordering and education. Inmates can access the following premium content at rate of **\$0.05 per minute**:

- Video documentaries
- Games
- Music

Premium eBooks will also be available for purchase or rental; prices will vary depending upon the content and the publisher. The County will receive **50%** of all gross tablet revenue as commission income.

Inmate Voicemail

To further increase your commission revenue, ICSolutions can deploy our optional Inmate Voicemail solution. This service allows inmates to receive inbound voicemail messages from friends and family, who pay a fee of **\$1.99 per message**.

The County will receive **50%** of each message fee as additional commission income.

Included Technology & Services

In addition to the compensation described above, our offer includes the following technology and services at no cost to Klamath County, and with no impact on our proposed commission rates:

THE ENFORCER® Inmate Telecommunications Platform

- ✓ A robust inmate telecommunications platform hosting inmate calling, video visitation, and all related investigative tools and information
- ✓ Housed in our Atlanta data center and backed up at our data center in San Antonio
- ✓ **Updated quarterly at no cost to the County**
- ✓ 15 stainless steel inmate telephones

- ✓ 8 visitation phone sets, connected to The ENFORCER® for monitoring & recording of all non-privileged visits
- ✓ TDD/TTY and/or VRS units, as needed, for hearing impaired inmates
- ✓ 1 master control workstation + printer
- ✓ 1 lobby visitation registration/scheduling station equipped with security keyboard
- ✓ 8 multi-functional vPhone kiosks enabled with:
 - Scheduled & on-demand remote video visitation options, with required bandwidth provided by ICSolutions
 - Onsite video visitation
 - Inmate phone calling
 - Resident Portal inmate visitation viewing & management
 - Commissary ordering
 - Law library
 - Document viewing – inmate rules, handbook, etc.
 - Access to The Bridge tablet software – email/text messaging, grievance reporting, etc.
- ✓ 1 public video visitation kiosk
- ✓ Consolidated user management of phone and video services via a single GUI (*single login*)
- ✓ Universal public Web portal to support Prepaid Account funding and visitation scheduling
- ✓ Online storage of all call recordings and call data for the entire contract duration
- ✓ Long-term recording storage of visitation sessions
- ✓ Unlimited ENFORCER® user licenses
- ✓ JMS and commissary / banking interfaces to enable:
 - Automated inmate ID/PIN
 - Card-free inmate debit calling
 - Over-the-phone commissary ordering
- ✓ Inmate voicemail messaging
- ✓ 24 x 7 x 365 live, U.S.-based service for Facility staff & called parties
- ✓ Local technicians to provide onsite maintenance & support
- ✓ Installation & training for all Facility users
- ✓ All-inclusive warranty, support, and repair/replace maintenance package

The Visitor™ Visitation Management Module

- ✓ Scheduling & management of all types of visits, including face-to-face visit, remote video visits, and optional onsite video visitation
- ✓ Web-based visitor registration

The ENFORCER® Investigative / Premium Voice Biometrics Suite

- ✓ The VerifierSM pre-call inmate voice verification
- ✓ The Imposter in-call continuous voice biometrics
- ✓ The Analyzer link analysis / data mining tools

The ENFORCER® IVR Suite

- ✓ The InformerSM PREA module
- ✓ The CommunicatorSM paperless inmate communications portal
- ✓ The AttendantSM automated information line

The Bridge 5 Wireless Inmate Tablets

- ✓ One wireless tablet for each inmate
- ✓ Includes robust educational content at no cost
- ✓ Inbound & outbound email/text messaging
- ✓ Grievance reporting, appointment request, and PREA reporting
- ✓ Law library access
- ✓ Commissary ordering
- ✓ Premium entertainment content available
- ✓ Can offer on-demand Video Chat, if desired by the County
- ✓ Turnkey installation including hardware, software, wireless access points, and charging stations

Casemaker Law Library

- ✓ Accessible via The Bridge tablets & the vPhone video kiosks
- ✓ Easy & efficient search of Federal and State case law, statutes, and administrative law
- ✓ Updated daily by experienced legal editors

Other Available Technology

Our proposal also includes information about additional technology that ICSolutions can offer: The Word Detector keyword search, Argus on-demand transcription/translation of selected call recordings, cell phone detection, and cell phone data extraction/analysis. ICSolutions would be happy to provide pricing for any of these optional services upon request.

7. Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.

ICSolutions Response:

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

ICSolutions allows calls to cell phones and those customers are able to establish a Family First prepaid account. We have described our Family First Prepaid calling option in detail in response to [REQUIREMENT B14.4](#).

8. Vendor must have the ability to provide promotional calls to cell phones and text messaging information on how to establish an account.

ICSolutions Response:

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

ICSolutions utilizes its Family First Prepaid application to provide promotional calls to cell phones and also provides a complimentary 60-second conversation on the first connection to that cell phone. At the end of the free 60-second call, the called party has the option to connect instantly to a live operator in our Customer Care Center, who will help the customer establish a Family First Prepaid account to fund future calling. The called party is also given our toll-free number, should they wish to call back at a later time to establish an account.

Additionally, ICSolutions has agreements with third party billing companies to support bulk SMS messaging to these cellular devices. This SMS messaging service can be activated to complement or replace the Family First application; however, our nearly 20 years of experience have shown us that **the complimentary conversation is the most effective communication vehicle and will maximize the number of accounts established**, resulting in the most communication opportunities between AICs and their loved ones.

Complimentary Call

Using our prepaid calling solutions, the requirement of billing arrangements with specific CLECs is no longer necessary to complete collect calls to a particular destination number. The system will allow the AIC a single complimentary one-minute call to each dialed number to explain account setup and funding options. Once the free call has been completed, the called party has the option to be instantly transferred to a **live ICSolutions Billing Specialist**, who can explain calling options and help the called party to set up and fund a Prepaid account. Calling will be enabled within 15 minutes of account setup and funding.

When an AIC places a collect call for the first time to a number that cannot receive collect calls, such as a cellular phone, The ENFORCER® system allows the call to go through; the phone call is not blocked. Then, when the called party accepts the call they will hear the following prompt:

- *"We are unable to complete this call as a collect call. Please stay on the line for a one-time complimentary call provided by Inmate Calling Solutions. At the end of your call you will be automatically connected to our call center so that you may make payment arrangements allowing you to receive calls from (AIC's name) an AIC at (facility name)."*

After one minute the call is terminated and the called party is connected to the ICSolutions call center to set up a prepaid collect calling account for future calls. The called party is then connected to a live customer service representative, never an automated operator, to set up a prepaid account.

9. Vendor must allow constituents deposits/payments of non-fixed amounts.

ICSolutions Response:

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

Constituents may make deposits in any amount; no fixed amounts are required.

B15. Security & Accessibility

1. The system must be programmed for auto shut-off at times designated by the County and must be capable of being enabled by customer, site phone group and AIC.

ICSolutions Response:

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

The ENFORCER® system is configured to support the automatic and manual cut-off of the inmate phone system by individual phone or housing unit configurations based on a pre-defined schedule or in the event of an emergency that requires immediate shutdown of the inmate telephone system. Authorized users can shut down phones from a facility workstation or with the use of mechanical cutoff switches.

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

Holidays

Action	Site	Date
No data available in table		
Add	All Sites	04/12/2011

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,

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

AIC-Specific Restrictions

AICs can be given customized calling privileges and restrictions according to a variety of criteria based on their PIN. AIC calling privileges can be customized in the following ways:

- Restricting calling from individual phones or groups of phones
- Restricting the number of calls a AIC can place in a specific timeframe (days, weeks, months)
- Restricting calling to a specific set of phone numbers (i.e., PAN lists)
- Restricting the number of free calls a AIC can make
- And more!

As shown in the screen below, more specific restrictions can be set from the AIC Account Profile. Once the Status of the AIC account is changed to "Restricted" in the AIC Account Profile, authorized users may customize calling restrictions; note the "Restrict__ Calls Every__ (Day/Week/Month)," and "Free Calls Allowed" fields below.

Inmate ID: Find/New

Status: Active Location: F

Last Name: SMITH First Name: CODY Middle Name: JAMES

PIN: High Profile: TDD:

ID: Passcode:

Class: Normal Billing ID:

Restrict: Calls Every Day

Max PANs Allowed: Default: 20 PANs enabled:

Free Calls: Allowed Remaining: Disabled: Last Reset:

AIC Account Profile

To block calls only from a specific AIC to a particular number add the number to that AIC's PAN (Personal Allowed Number List) and select the check box in the "Block" column as shown below.

Inmate ID: 5447 TAUREAN DWAYNE FLOWERS

Active Non-Blocked PANs: 0 | Active Blocked PANs: 4 | Total Active PANs: 4 | Total Inactive PANs: 0

PAN Num	Active	Phone Number	Speed Dial	First Name	Last Name	Relationship	Description	Block	In use	Call Type	Approved
1	<input checked="" type="checkbox"/>	1-269-425-6771		stacey	barker	protected		<input checked="" type="checkbox"/>	1	All	01/11/2015
2	<input checked="" type="checkbox"/>	1-269-589-2252		stacey	barker	protected		<input checked="" type="checkbox"/>	2	All	01/23/2015
3	<input checked="" type="checkbox"/>	1-269-753-8371		dontey	west	protected		<input checked="" type="checkbox"/>	1	All	01/23/2015
4	<input checked="" type="checkbox"/>	1-269-593-2743						<input checked="" type="checkbox"/>	2	All	02/22/2015

Edit PAN - Add AIC-Specific Call Block

2. County personnel must be able to manually shut down the system in case of emergency and must be capable of being enabled by customer, site, phone group and/or telephone.

ICSolutions Response:

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

THE ENFORCER® system is configured to support the automatic and manual cut-off of the inmate phone system by individual phone or housing unit configurations based on a pre-defined schedule or in the event of an emergency that requires immediate shutdown of the inmate telephone system.

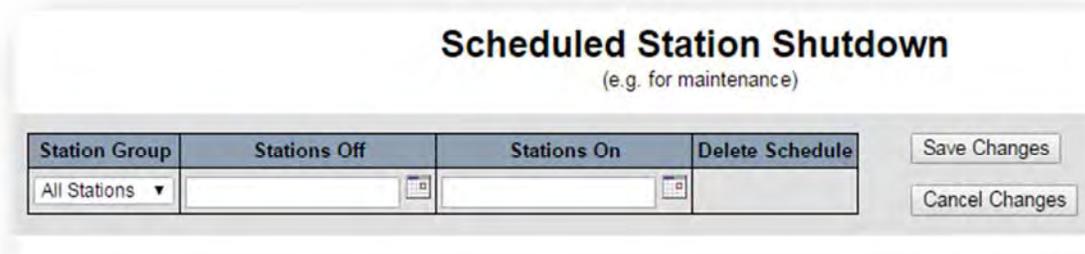
Phone Shut-Down – Electronic

THE ENFORCER® calling platform enables users to shut-down the phones in a variety of ways. To schedule a phone shutdown, the user logs in to THE ENFORCER® and navigates to the SITE ADMIN tab of THE ENFORCER® and selects PHONE SHUTDOWN.



Site Admin Tab – Phone Shutdown

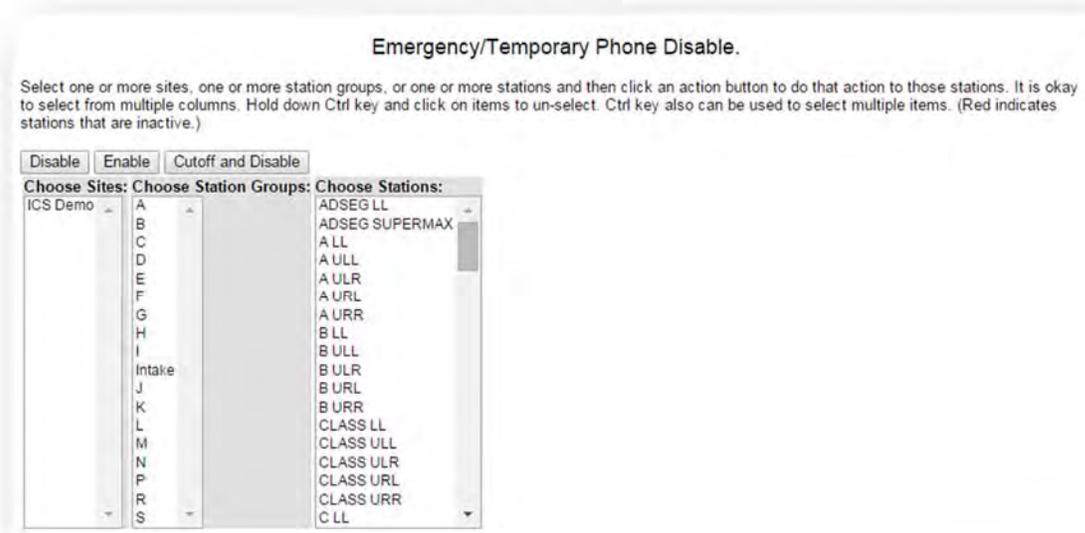
From this tab you will notice two separate options to shut-down the phones. By selecting PHONE SHUTDOWN, THE ENFORCER® will display a screen which enables users to SCHEDULE a shut-down.



Scheduled Station Shutdown

Note: This option is typically used in situations where maintenance is to be performed. Users may select ALL STATIONS from the Station Group Column, or select other specified groups.

To shut-down phones immediately and in real-time, the user selects the PHONE DISABLE tab. This will display a screen from which a single station, multiple stations, or individual calls may be quickly switched on/off through the workstation CALL STATUS display.



Call Status – Emergency/Temporary Phone Disable

To take a station offline, an investigator or operator would select the desired station port, and then click either the DISABLE button, or the CUTOFF AND DISABLE button. The difference between these buttons are significant as the DISABLE button will allow a station/phone in-use to complete the call it is processing before termination; whereas the CUTOFF AND DISABLE button immediately terminates the station/phone regardless whether it is in use or not.

It is important to note that all administrative changes made in THE ENFORCER® system occur instantaneously and in real time, so the time required for this action depends only upon the speed of the operator.

Phone Shut-Down – Mechanical



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.

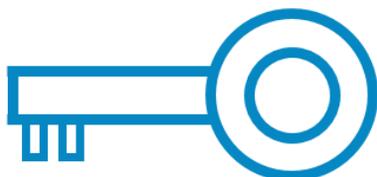
**Telcom Marketing Group
KS-6100 Kill Switch Box**

3. The system shall be password protected to permit only authorized facility personnel access to the system.

ICSolutions Response:

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

Login & User Privileges



User Security

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. When the browser-based GUI is launched, the user must log in to the system with a valid username and password.

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. When the browser-based GUI is launched, the user must log in to the system with a valid username and password.



ICSolutions
Advanced Technology

ICS Enforcer Demo

Username

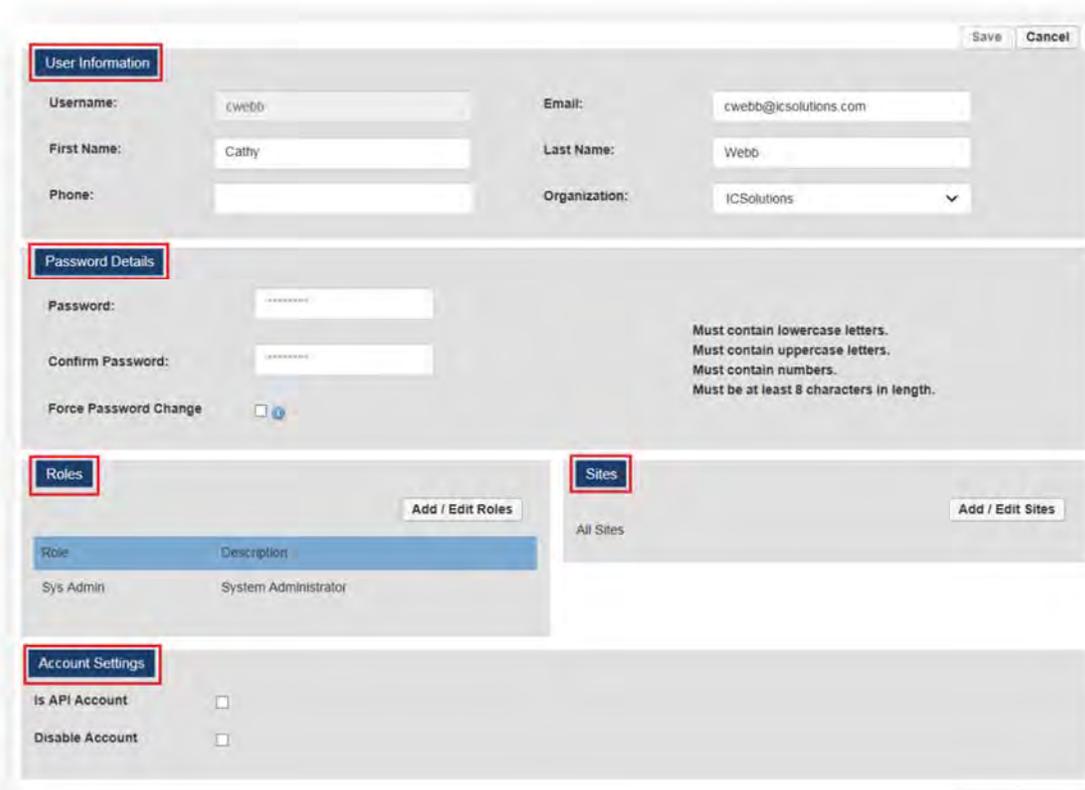
Password

Ok

[Reset password](#)

ENFORCER® Login Screen

Each username is linked to a customized set of privileges (functions) established by administrators when they granted that user access. These privileges range from being able to create or modify AIC data to being able to display reports, playback recordings, etc.



The screenshot displays a user management interface with the following sections:

- User Information:** Fields for Username (cwebb), Email (cwebb@icsolutions.com), First Name (Cathy), Last Name (Webb), Phone, and Organization (ICSolutions).
- Password Details:** Fields for Password and Confirm Password, with a checkbox for Force Password Change. Password requirements are listed: Must contain lowercase letters, Must contain uppercase letters, Must contain numbers, and Must be at least 8 characters in length.
- Roles:** A table with columns Role and Description. One role is listed: Sys Admin (System Administrator).
- Sites:** A section with a button for Add / Edit Sites and the text All Sites.
- Account Settings:** Checkboxes for Is API Account and Disable Account.

Account Settings - Assign/Revise User Function Privileges

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).

Clicking the "Edit Roles" button displays the Role Definitions table.

All roles defined in the Role Definitions Table will create a column in the Role/Access Definitions matrix.

Adding a new role in the Role Definitions Table will create a new column in the Role/Access Definitions Matrix.

Role / Access Definitions

Buttons: Edit Roles, Cancel Changes, Save Changes, Edit Column Visibility, Export to CSV

Permissions: Disabled: Read Only: Read/Write:

Role	Sys Admin	Site Admin	Site User	Invest.	Booking	Monitor	PPC	Acct	Rec Admin	Phone Admin	CDR Share	Cust Serv	HPInmate Share	CDR Limited	Sys Admin RO	PREA Coordinator
accounting_reports_vis																
accounts_visible																
acct_visible																
alerts_visible																
anonymous_ivr_admin																
api_billing_service																

Role Definitions Table:

Name	Description	Level	Deleted
Sys Admin	System Administrator	0	<input type="checkbox"/>
Site Admin	Site Administrator	0	<input type="checkbox"/>
Site User	Site User	0	<input type="checkbox"/>
Invest.	Investigator	0	<input type="checkbox"/>
Booking	Booking	0	<input type="checkbox"/>
Monitor	Monitor	0	<input type="checkbox"/>
Comm.	Commissary	0	<input checked="" type="checkbox"/>
PPC	Prepaid Collect	0	<input type="checkbox"/>
Comm Admin	Commissary Admin	0	<input checked="" type="checkbox"/>
Acct	Accounting	0	<input type="checkbox"/>
Rec Admin	Recording Admin	0	<input type="checkbox"/>
Class.	Classification	0	<input checked="" type="checkbox"/>
Embarg Agent	Embarg Agent	0	<input checked="" type="checkbox"/>
Phone Admin	Phone Admin	25	<input type="checkbox"/>
CDR Share	CDR Share	0	<input type="checkbox"/>
Cust Serv	Customer Service	0	<input type="checkbox"/>
HPInmate Share	High Profile Inmate Share	0	<input type="checkbox"/>
CDR Limited	CDR Limited	0	<input type="checkbox"/>
Sys Admin RO	System Administrator Read Only	10	<input type="checkbox"/>
API Billing Service	Billing Service Access	0	<input type="checkbox"/>
PREA Coordinator	PREA	50	<input type="checkbox"/>

Buttons: Cancel, Save

System Administration - Customize Role/Access Definitions

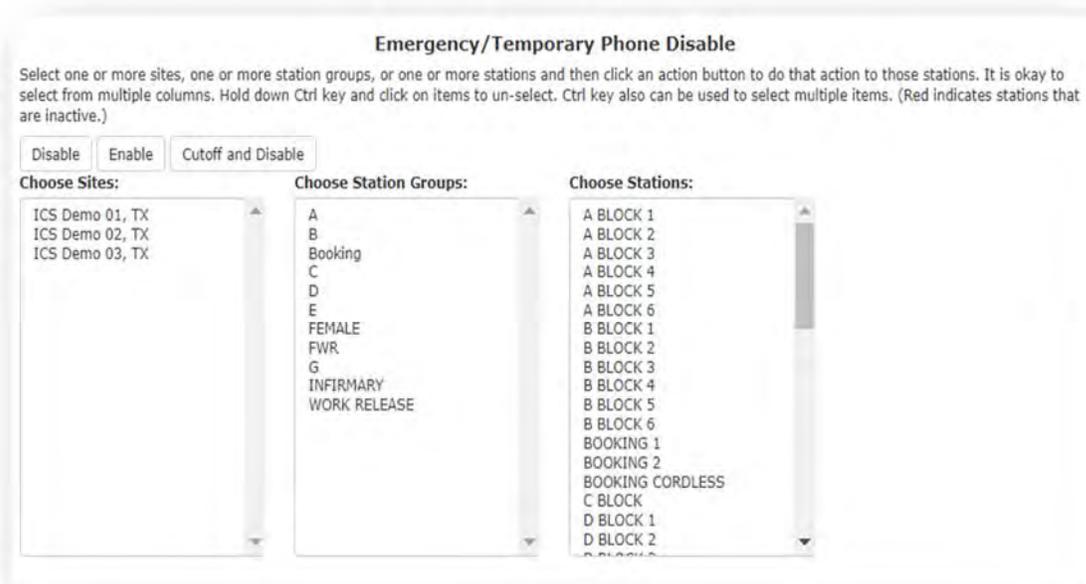
- The system must have the capability to enable and disable any phone at the facility from any secured internet capable computer.

ICSolutions Response:

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

Phone Shutdown in The ENFORCER®

To shut down phones immediately and in real-time, the user clicks the PHONE DISABLE dropdown menu in the SITE ADMIN tab. This will display a screen from which a single station, multiple stations, or individual calls may be quickly switched on/off through the workstation CALL STATUS display.



Call Status – Emergency/Temporary Phone Disable

To take a station offline, an investigator or operator would select the desired station port and then click either the **DISABLE** button or the **CUTOFF AND DISABLE** button. The difference between these buttons is significant, as the **DISABLE** button will allow a station/phone in-use to complete the call it is processing before termination; whereas the **CUTOFF AND DISABLE** button immediately terminates the station/phone, regardless whether it is in use or not.

It is important to note that all administrative changes made in THE ENFORCER® system occur instantaneously and in real time, so the time required for this action depends only upon the speed of the operator.

5. The system's user security must provide restrictive access by public and private IP address. Personnel logging in from an IP address not assigned will not be allowed to access the system remotely.

ICSolutions Response:

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

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

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

6. Must be security controllable by IP address.

ICSolutions Response:

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

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

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

7. Must have security templates that limit access by job role within the department.

ICSolutions Response:

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

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 (functions) established by administrators when they granted that user access. These privileges range from being able to create or modify AIC data to being able to display reports, playback recordings, etc.

8. Must be password protected.

ICSolutions Response:

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

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.

B16. Text messaging devices

Please describe available technology for text or electronic messaging.

ICSolutions Response:

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

ICSolutions can provide electronic messaging through the proposed Bridge 5 tablets. The Bridge 5 is a 5.5" handheld device with an LCD multi-touch display, offering a variety of AIC-facing services including electronic messaging, as well as grievance filing, commissary ordering, education and entertainment. Electronic messaging has been described in detail in response to [REQUIREMENT B11](#) earlier in this section.

SECTION C CUSTOMER SERVICE

Describe Vendor facility and family and friends' operations and customer support capabilities.

C1. Family and Friends Customer Service

1. Please describe your family and friend's customer service operations and services.

ICSolutions Response:

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

ICSolutions' live customer service is available 24 hours a days, 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. We invite the County to contact us anytime at the number or website below to compare ICSolutions' service to our competitors.



- Toll-free at (888-506-8407) 24 Hours a Day
- User-Friendly Website www.icsolutions.com

Called-party & community support at 888-506-8407 or online at www.icsolutions.com

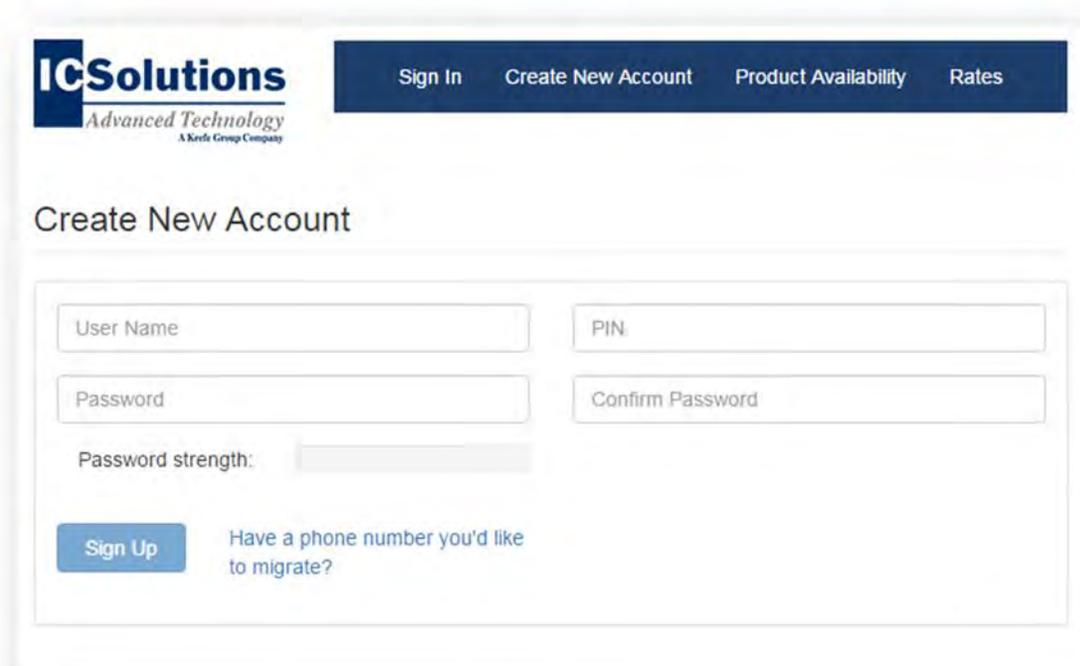
Customer service representatives are fully trained on ICSolutions products, services, and billing policies, and they will be thoroughly trained on the details of the County's contract. ICSolutions' customer care call center is entirely in-house and is supervised and managed by our Director of Operations and Regional Account Managers to ensure that our service procedures adapt to meet each client's exact needs.

Customer Service for Prepaid Account Holders

ICSolutions' prepaid calling options offer a **real-time payment alternative** for called parties that would ordinarily be blocked as a result of billing or credit issues, cell phone dependency, or lack of billing arrangements with the called party's local phone provider. At the time an attempted call is blocked, the **called party is instantly connected with a knowledgeable billing representative** who can explain the prepaid program, establish a prepaid account, and facilitate a variety of payment methods. Credit card and debit card payments can be processed, and inmate calling to that number can be enabled, in as little as **15 minutes**.

Payments may be made, real time via:

- Toll Free Telephone (888-506-8407) (24 Hours a Day)
- User-Friendly Website: www.icsolutions.com

The image shows a screenshot of the ICSolutions website's 'Create New Account' page. At the top left is the ICSolutions logo with the tagline 'Advanced Technology' and 'A Krefe Group Company'. To the right of the logo is a dark blue navigation bar with white text for 'Sign In', 'Create New Account', 'Product Availability', and 'Rates'. Below the navigation bar, the page title 'Create New Account' is displayed. The main content area contains a registration form with the following fields: 'User Name', 'PIN', 'Password', and 'Confirm Password'. Below these fields is a 'Password strength' indicator. At the bottom left of the form is a blue 'Sign Up' button. To the right of the button is a text prompt: 'Have a phone number you'd like to migrate?'. The entire form is enclosed in a light gray border.

ICSolutions' Family First Prepaid Customer Care Portal – Create an Account

2. Do you out source any of your customer service operations? If so, to whom and identify the

ICSolutions Response:

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

All ICSolutions personnel, including all customer service and technical support centers, are located within the United States. ICSolutions does not outsource any of our services to international call centers or other offshore personnel. ICSolutions outsources the labor for call center services for basic payment services, such as account funding and account set up, to Dialog Direct (www.dialog-direct.com). Agents at a Dialog Direct call center in Billings, Montana, utilize ICSolutions' software and controls, and they report into ICSolutions' call center managers.

Additional support for payments or calls for any other customer service concerns, or any issues that require escalation, are routed to ICSolutions' Customer Service call center, located in our headquarters in San Antonio and staffed with ICSolutions' employees.

ICSolutions' primary Customer Service call center is located at:

**1127 Alderson Avenue
Billings, MT 59102**

All customer service representatives are fully trained on ICSolutions products, services, and billing policies, and they will be thoroughly trained on the details of the Facility's contract.

3. Vendor must provide live domestic CSR & IVR support to the County 24 hours a day, year-round, for issues.

ICSolutions Response:

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

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



4. Vendor must provide live domestic CSR & IVR support to constituents 24 hours a day, year-round, without exception allowing constituents to set up accounts, make payments, access account information, and resolve issues.

ICSolutions Response:

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

ICSolutions' live customer service and automated service is available 24 hours a days, 365 days a year to aid constituents in setting up inmate calling accounts, making payments, accessing account information, and resolving issues.

C2. AIC Account Funding

1. Vendor shall provide the ability for AIC families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service.

ICSolutions Response:

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

To meet the needs of those customers who wish to accept and pay for a single call without establishing an account, we 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, plus the standard IVR funding fee. The County will receive the same commission rate on the minute-based revenue that will receive for all other types of calls.

2. Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.

ICSolutions Response:

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

ICSolutions allows calls to cell phones and those customers are able to establish a Family First prepaid account. We have described our Family First Prepaid calling option in detail in response to [REQUIREMENT B14.4](#).

3. Vendor must allow constituents deposits/payments of non-fixed amounts.

ICSolutions Response:

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

Constituents may make deposits in any amount; no fixed amounts are required.

4. Vendor must apply constituent and AIC electronic deposits/payments to calling accounts in real-time upon receipt of payment.

ICSolutions Response:

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

ICSolutions allows friends and family to make electronic deposits/payments to Family First Prepaid accounts. 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.

5. Vendor must offer pre-paid products for constituents and ACI, post-paid constituent accounts

ICSolutions Response:

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

We have described all of our prepaid and post-paid calling options below.

More Calling Options = More Completed Calls

ICSolutions will offer Klamath County AICs more ways to stay in touch with their friends and family during their incarceration. With our easy-to-use prepaid calling options, we anticipate a significant increase in AIC calling, which translates directly into more revenue generated for the County!

Our Family First Prepaid and AIC Debit services provide more ways to pay for AIC calling and simplified account management. In Macomb County, Michigan, when ICSolutions took over from Securus, we nearly doubled the County's revenue, while also dramatically reducing calling rates *and* implementing a free Video Visitation System valued at more than \$650,000!



ICSolutions Client Testimonial

"Revenue generated from phone calls increased by 64%"

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

Anthony Wickersham, Macomb County Sheriff

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



ICSolutions Client Testimonial

"Per-minute price for calls dropped almost 220 percent"

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

- Tyler Morning Telegraph, published July 20, 2017

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

ICSolutions Calling Options

ICSolutions would like to propose Family First Prepaid, Call Center Debit, Integrated Cardless Debit (AIC Prepaid), QwikCall®, Direct Billing, and Telelink Cardless Debit. These programs allow payment alternatives, call expense budgeting, and calling options for numbers that may not accept traditional collect calls, such as cell phones. More information about these calling options is provided below:

❖ Family First Prepaid

ICSolutions' Family First Prepaid 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 revenues and fewer complaints** by allowing calls to telephone numbers that are most likely blocked by your current vendor.

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 AIC can use these funds to call any allowed telephone number. Upon the inmate's release, refunds are handled by ICSolutions call center.

❖ 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.



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

❖ **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 offers our QwikCall® program, which allows the called party to pay for a call in real-time using a major credit/debit card. Call recipients will pay the standard per-minute calling rate for QwikCalls, plus the standard IVR funding fee. The County will receive the same commission rate on the minute-based revenue that will receive 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. This service is not available to the general public and is only intended for law offices, bail bonds companies, and other ICSolutions-approved businesses.

❖ **Telelink Integrated Cardless Debit**

ICSolutions will integrate with your Cobra Banker commissary system to provide **Telelink Integrated Cardless Debit**, a fully integrated debit platform that allows inmates to place calls using the funds established and maintained in their individual PIN-based accounts. Integration with Cobra Banker allows us to offer Telelink Inmate Debit Account funding directly from their Trust account. The AIC can fund the Debit Calling Account in \$1.00 increments. When the inmate is released, the Telelink interface query's the Enforcer and returns any unused Debit Calling funds (Cash Out) to the Trust Account.

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

6. Vendor must offer an AIC-owned debit calling account solution with flexibility to be integrated with numerous commissary providers should Facility change commissary providers.

ICSolutions Response:

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

We are proud to offer the County our **Integrated Cardless Debit** calling option. 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.

The ENFORCER® features an open architecture that allows it to easily integrate with other Jail systems. The ENFORCER® can accept data in virtually any format, affording it great flexibility in interfacing with other vendors to automate the flow of information at the Jail across multiple systems. Interfacing with JMS, Commissary, Inmate Banking, and other Jail systems reduces the data entry burden on Jail staff, ensures data consistency across disparate information sets, and allows vendors to work together to provide the broadest range of products and services to Jail staff and constituents.

Our open architecture guarantees that ICSolutions will be able to interface with the County's current commissary system, as well as any commissary system the County may elect in the future.

ICSolutions designs, builds and runs our own back-office including data centers, networked systems and dozens of secure interfaces linking our network and databases to third-party services and vendors across the country. With our dedicated, in-house team of software engineers and network architects we guarantee our ability to create customized interfaces with the County's other vendors to support our full range of premium integrated services, all at no cost!

We have implemented hundreds of real-time Web service integrations, as well as batch processes using FTP and sFTP, incorporating XML and CSV data exchange protocols with inmate commissary, banking / trust account systems, JMS and/or VINE systems for many of our clients. These integrations allow us to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities.

7. The system will allow AIC families and friends to set-up alternate billing methods directly with the Vendor.

ICSolutions Response:

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

Please see our responses to [REQUIREMENT 8](#) and [REQUIREMENT 9](#) below for details.

8. A system that will allow AIC families and friends to set-up an account directly with the Vendor.

ICSolutions Response:

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

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. This service is not available to the general public and is only intended for law offices, bail bonds companies, and other ICSolutions-approved businesses.

We also offer friends and family the ability to set up a Family First Prepaid account, as described in the following [REQUIREMENT 9](#).

9. A system that provides customers to prepay for calls from the facility

ICSolutions Response:

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

ICSolutions' Family First Prepaid 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 Prepaid 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.

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 24 x 7 x 365. This support enables ICSolutions to create more accounts and complete more inmate calls than any other prepaid calling program.

10. Provider must offer Constituents various points-of-sale to accept payments for services such as Western Union, MoneyGram, Provider's Customer Service Center, Provider's IVR along with ancillary provider points-of-sale such as Lobby and Booking Kiosks.

ICSolutions Response:

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

ICSolutions provides Prepaid and Debit calling to our clients across the country as an alternate payment method, set-up directly with ICSolutions for inmates' loved ones. With more and more Americans relying solely on cell phones that do not allow incoming collect calls, collect calling is a dying business. Any provider who cannot make Debit and Prepaid calling work must necessarily deny a large number of perfectly legitimate call attempts. This frustrates inmates and the community, has a negative impact on maintaining communication with their families, and makes re-entry more difficult when they are released. For additional details, please refer to [REQUIREMENT B14.4](#).

11. Vendor shall provide the ability for AIC families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service.

ICSolutions Response:

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

To meet the needs of those customers who wish to accept and pay for a single call without establishing an account, we 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, plus the standard IVR funding fee. The County will receive the same commission rate on the minute-based revenue that will receive for all other types of calls.

12. Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.

ICSolutions Response:

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

ICSolutions allows calls to cell phones and those customers are able to establish a Family First prepaid account. We have described our Family First Prepaid calling option in detail in response to [REQUIREMENT B14.4](#).

13. Vendor must allow constituents deposits/payments of non-fixed amounts.

ICSolutions Response:

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

Constituents may make deposits in any amount; no fixed amounts are required.

14. Vendor must apply constituent and AIC electronic deposits/payments to calling accounts in real-time upon receipt of payment.

ICSolutions Response:

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

ICSolutions allows friends and family to make electronic deposits/payments to Family First Prepaid accounts. 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.

15. Vendor must offer pre-paid products for constituents and AIC, post-paid constituent accounts

ICSolutions Response:

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

We have described all of our prepaid and post-paid calling options in response to [REQUIREMENT C2.5](#) earlier in this section.

16. Vendor must offer an AIC-owned debit calling account solution with flexibility to be integrated with numerous commissary providers should Facility change commissary providers.

ICSolutions Response:

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

We are proud to offer the County our *Integrated Cardless Debit* calling option. 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.

The ENFORCER® features an open architecture that allows it to easily integrate with other Jail systems. The ENFORCER® can accept data in virtually any format, affording it great flexibility in interfacing with

other vendors to automate the flow of information at the Jail across multiple systems. Interfacing with JMS, Commissary, Inmate Banking, and other Jail systems reduces the data entry burden on Jail staff, ensures data consistency across disparate information sets, and allows vendors to work together to provide the broadest range of products and services to Jail staff and constituents.

Our open architecture guarantees that ICSolutions will be able to interface with the County's current commissary system, as well as any commissary system the County may elect in the future.

ICSolutions designs, builds and runs our own back-office including data centers, networked systems and dozens of secure interfaces linking our network and databases to third-party services and vendors across the country. With our dedicated, in-house team of software engineers and network architects we guarantee our ability to create customized interfaces with the County's other vendors to support our full range of premium integrated services, all at no cost!

We have implemented hundreds of real-time Web service integrations, as well as batch processes using FTP and sFTP, incorporating XML and CSV data exchange protocols with inmate commissary, banking / trust account systems, JMS and/or VINE systems for many of our clients. These integrations allow us to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities.

SECTION E

FEES, RATES AND BILLING

E1. Fees, Rates, & Billing

1. As published in the Federal Register, Provider will charge calling rates in accordance with the new Order.

ICSolutions Response:

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

ICSolutions' proposed rates and fees comply with all effective Federal and State regulations.

2. The system must inform the called party of the call cost prior to acceptance.

ICSolutions Response:

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

When the called party answers they are presented the following prompts:

- *"Hello, you have a call from (inmate's name) an inmate at (facility name)."*
- *"To accept this call press or say 5"*
- *"To refuse this call hang up now"*
- *"To block this call and future calls from this facility, press or say 9"*
- ***"To hear the charges for this call press or say 2"***
- *"This call will be recorded and is subject to monitoring at any time."*
- *"Thank you for using I C Solutions. You may begin speaking now."*

- The rates and fees charged to users shall not exceed the tariffs as mandated by the Public Utilities Commission and Federal Communication Commission for all services. Provide Vendor proposed calling rates for local, IntraLATA, InterLATA, and interstate calls.

ICSolutions Response:

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

ICSolutions' proposed rates and fees are in full compliance with ORS 169.681 and ORS 169.683, as well as PUC and FCC regulations and any and all other applicable local, state, and federal regulations.

ICSolutions proposes one simple, reduced calling rate for calls made to all telephone numbers in the United States. This provides for **more affordable, equitable costs for all inmate calling.**

	Connect Fee	Per-Minute Rate
All Calls in the U.S.	None!	\$0.18
International Calls	None!	\$0.67

NOTE: Call Rates shown do not include local, county, state and federal taxes, regulatory fees and billing fees.

Benefits of Reduced Rates

ICSolutions' offer provides a dramatic price reduction for inmates and public call recipients.

Reduced, simplified calling rates will benefit your inmates, their loved ones, and Klamath County. Our experience has shown us over our two decades in business that inmates and their loved ones will spend as much money *or more* when reduced calling rates provide them with a greater value. And with more affordable rates, inmates and their loved ones also benefit by enjoying more phone calls and more time to talk. On average across the country, **when ICSolutions implements lower calling rates**, we often see call volumes increase by as much as 150%, and **revenues increase by about 30%.**

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

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

- Tyler Morning Telegraph, published July 20, 2017

- The Vendor shall be responsible for the collection of charges for fraudulent or otherwise uncollectible calls.

ICSolutions Response:

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

- The Vendor shall be responsible for any and all billing disputes, claims, or liabilities that may arise in regards to its provisions of this contract.

ICSolutions Response:

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

ICSolutions will bear the entire burden of any and all charges associated with billing disputes, claims, etc. that may arise in the performance of this contract. All services are provided at no cost to the County, and we offer a 24/7 live staffed customer service call center to assist called parties with any billing disputes that may arise.

6. Vendor billing to called parties must include the Vendor information and a toll-free telephone number to resolve billing disputes.

ICSolutions Response:

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

For any collect calls made, ICSolutions utilizes direct billing, which bills include ICSolutions' name and toll-free Customer Services number.

ICSolutions' live customer service is available 24 hours a days, 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. We invite the Facility to contact us anytime at the number or website below to compare ICSolutions' service to our competitors.

- Toll-free at (888-506-8407) 24 Hours a Day
- User-Friendly Website www.icsolutions.com

7. Billing charges begin at the time of the call connection when the calling party is connected to the called party and shall be terminated when either party hangs up. Network intercepts, recordings, busy signals, no answers, refusals of calls, answering machine pick-ups, etc. shall not be billed.

ICSolutions Response:

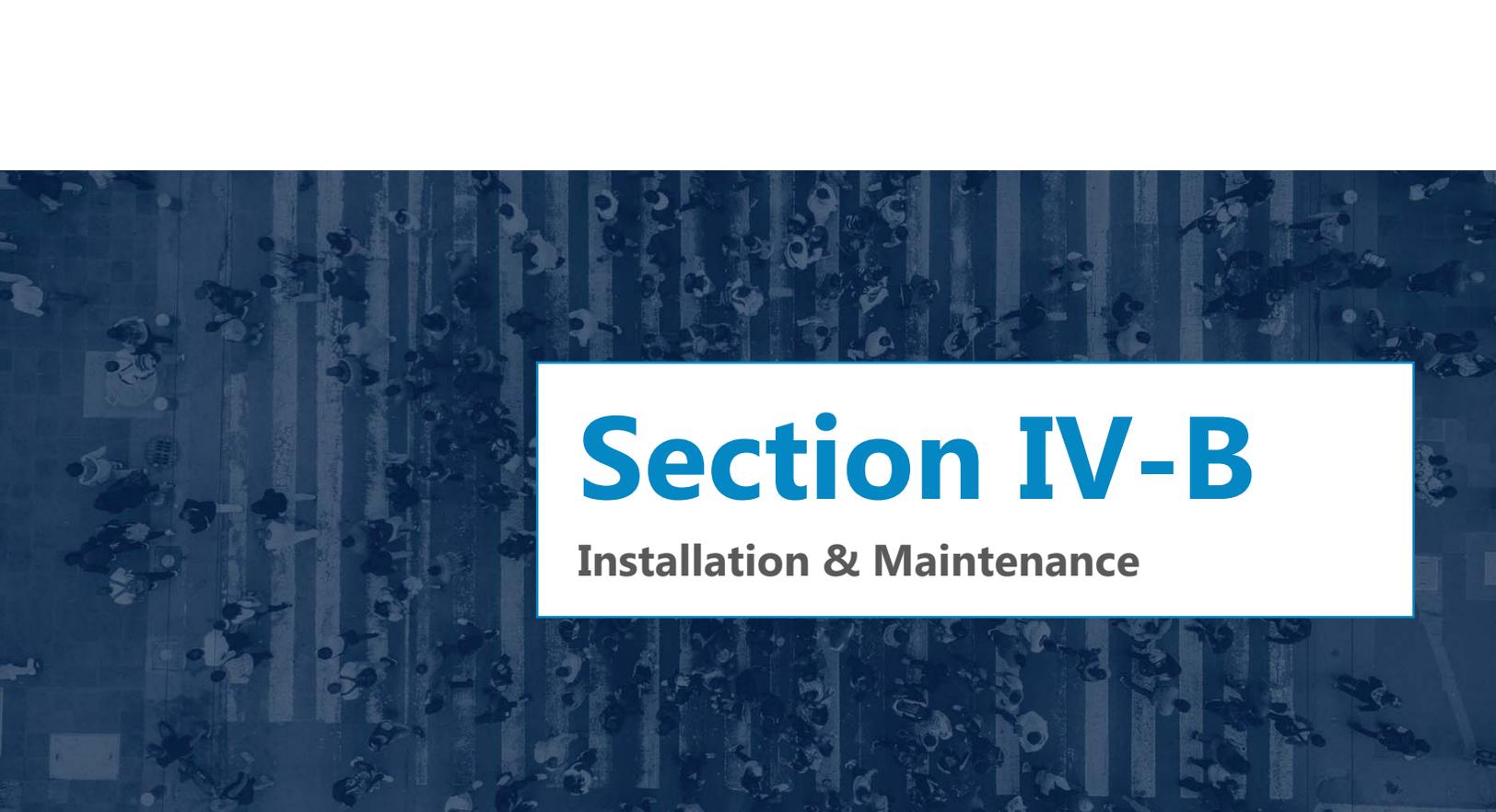
ICSolutions has read, agrees, and will comply with the requirements as stated.

Billing begins after the called party answers and positively accepts the call charges and following the delivery of the following prompt to the called party "You may begin speaking now". No charges are assessed for refused calls, no answer, busy, answering machines, faxes, or pagers.

- 1.6.4. **Assignability.** The successful respondent shall not assign, transfer, subcontract, or otherwise dispose of its rights or duties under this Agreement to any other person, firm, partnership, company, or corporation without the previous written consent of Klamath County.

ICSolutions Response:

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



Section IV-B

Installation & Maintenance

SECTION IV-B

Installation & Maintenance

SECTION D

INSTALLATION AND CUTOVER, MAINTENANCE AND TRAINING

Vendor shall submit a preliminary implementation plan which shall include a proposed installation schedule for the Facilities AIC phone system, video visitation system and tablets. The Vendor will be responsible for all costs of installation or disconnection throughout the term of the Contract. The Vendor will be required to furnish and install equipment, dedicated lines and any other item necessary to make this service functional.

ICSolutions Response:

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

Implementation Plan

Inmate Phones, Video Visitation & Tablets

ICSolutions' professionally trained project team will coordinate the installation of your new Inmate Telephone System (ITS), Video Visitation System (VVS) and Inmate Tablets Solution to ensure **minimal impact on facility operations and phone system revenue**. ICSolutions commits to providing a seamless transition of service from your current vendor to our centralized ENFORCER® calling platform, its VISITOR™ video visitation module and Bridge tablets, as well as our exceptional support following installation. ICSolutions will be responsible for all costs associated with the installation of the equipment to ensure that all facets of our proposed service are fully functional in accordance with the County's requirements.

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



**Experienced
Implementation Team
To Serve The County**

The ICSolutions Operations Team will work together with your ICSolutions Regional Account Manager, Darryl Hughes, to coordinate every aspect of the implementation. Your Project Manager will conduct bi-weekly status meetings to monitor and track the overall project progress. **More detailed implementation timelines have been included at the end of this proposal subsection** and include all major tasks that will be required to complete the installation efficiently and with minimal disruption.

ICSolutions follows best practices developed by the **Project Management Institute (PMI)**, which has set the standards for project management since the 1960s. Accordingly, the five major stages of our project management are Initiation, Planning, Execution, Monitoring & Controlling, and Closure.

We have broken down the major milestones of the implementation by:

1. Pre-Installation
2. On-Site Installation
3. Post-Installation

Inmate Phones Installation

These tasks are described in more detail following each table. Because the majority of these tasks are completed at our headquarters in San Antonio, the ITS on-site installation is limited to just 1 week.

Pre-Installation

Ref	WBS	Task	Duration
1.1 Implementation Project Initiation – Contract Execution			
1.2 Implementation Project Planning Process			
1	1.2.1	Review Contract/RFP Requirements & Project Setup	1 day
2	1.2.2	Kick-Off Meeting	1 day
3	1.2.3	Conduct Pre-Installation Site Survey	1 day
4	1.2.4	Installation Plan Customization & Review with Facility	2 days
5	1.2.5	Scheduling for Onsite Installation	2 days
5.1	1.2.5.1	Onsite Escort Identification & Scheduling	0.5 days
5.2	1.2.5.2	Schedule Training Location and Times for Each User Group	0.5 days
5.3	1.2.5.3	Schedule Equipment Removal with Existing Provider	0.5 days
5.4	1.2.5.4	Make Travel Arrangements for Onsite Installation Team & Trainer	0.5 days
1.3 Implementation Project Execution Process			
6	1.3.1	Equipment & Network Provisioning	
6.1	1.3.1.2	Order Network Services (including estimated lead time for local provider to deliver and install circuits)	4 weeks
6.2	1.3.1.1	Requisition System Hardware from Inventory, Order Additional Items (If Necessary)	1 day
7	1.3.2	Equipment Build/Testing/Ship	15 days
7.1	1.3.2.1	ITS Software	7 days
7.2	1.3.2.2	JMS Data Exchange Interface Development	10 days
7.3	1.3.2.3	Other Value-Added Services Required	up to 15 days
7.4	1.3.2.4	Network	1 day
7.5	1.3.2.5	Hardware (includes QA testing & shipping)	2 days
8	1.3.3	Convert Existing Data (If Applicable)	4 days

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

2. Kick-Off Meeting – ICSolutions Project Team will sit down with the County to review all Contract and RFP requirements to ensure that both parties have a clear understanding of the scope of the project. In this meeting, we will go over any enhanced products or services that you wish to implement. During this meeting, the ICSolutions Project Manager will ask for the appropriate contact information for the person(s) who can provide the Facility’s rules to enable the necessary software configurations, such as user access and how to implement optional features to be consistent with Facility policies and procedures.

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

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

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

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

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

5.3 Schedule Equipment Removal with Existing Provider – ICSolutions will work with your existing provider to schedule pick up of all existing equipment to ensure minimal downtime of your inmate telephone system.

5.4 Make Travel Arrangements for Onsite Installation Team and Trainer – After the onsite installation is scheduled, and the availability of the escort and training times are confirmed, ICSolutions will schedule travel for the onsite team.



ICSolutions Client Testimonial

“... the transition was flawless.
The overall process was completed within a few weeks from the date the contract was signed ...”

*Warden Joseph – Richmond
County Correctional Institute*

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

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

6.2 Requisition System Hardware from Inventory, Order Additional Items (If Necessary) – All call processing and recording equipment is built and assembled at our corporate headquarters in San Antonio, Texas. ICSolutions' Project Team will requisition the equipment necessary for installation.

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

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

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



**ICSolutions Client
Testimonial**

"... **The transition to the [ICS] system was seamless**, taking one day to install new phones and provide training to the inmate population on how to login and make calls ..."

*Mark MacKay, Operations
Sergeant – Placer County
Sheriff's Office*

7.3 Other Value-Added Services Required – ICSolutions will activate and configure all value-added services required, such as voice biometrics, and the IVR Suite and Premium Investigative Tools (e.g., The Attendant, The CommunicatorSM, The Imposter). This phase includes obtaining all the relevant rules from the Facility, activating the service, developing any necessary interfaces with third-party products, configuring the system to your specifications, and QA testing all configurations.

7.4. Network – ICSolutions will configure the Network IAD, QA Test, and Burn-in.

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

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

On-Site Installation – Just 1 Week

Ref	WBS	Task	Duration
9	1.3.4	Site Installation	5 days
9.1	1.3.4.1	Verify/Test network Circuits	1 day
9.2	1.3.4.2	Equipment Setup and Powered (including labeling any new cabling)	1 day
9.3	1.3.4.3	Phone Swap, including QA Testing & Test Plan Execution	3 days
9.4	1.3.4.4	Workstation Setup and Administrative Software Installed	1 day
9.5	1.3.4.5	Verify Inmate ID Data Flow is accurate	1 day
9.6	1.3.4.6	ID Phone Ports & Create Equipment Inventory Listing	0.5 day
10	1.3.4.7	Cutover	1 second
11	1.3.4.8	User Acceptance Testing	2 days
12	1.3.4.9	Training	2 days

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

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

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

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

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

9.5 Verify Inmate ID Flow is Accurate – We will verify that all information received from the Facility’s JMS, including inmate ID information, is correct.

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

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

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

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

Post-Installation

Ref	WBS	Task	Duration
1.4 Implementation Project Monitoring & Controlling Process			
13	1.4.1	Post-Cutover System & Process Transition Monitoring	2 days
1.5 Project Closing Process			
14	1.5.1	After Action Reporting – Meet with Customer to Review Implementation	1 day

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

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

Video Visitation Installation

These tasks are described in more detail following each table. Because the majority of these tasks are completed at our headquarters in San Antonio, the on-site installation is completed within 10 calendar days.

Pre-Installation

Ref	WBS	Task	Duration
1.1 Implementation Project Initiation – Contract Execution			
1.2 Implementation Project Planning Process			
1	1.2.1	Review Contract/RFP Requirements & Project Setup	1 day
2	1.2.2	Kick-Off Meeting	1 day
3	1.2.3	Conduct Pre-Installation Site Survey	1 day
4	1.2.4	Installation Plan Customization & Review with Facility	2 days
5	1.2.5	Scheduling for Onsite Installation	2 days
5.1	1.2.5.1	<i>Onsite Escort Identification & Scheduling</i>	<i>0.5 days</i>
5.2	1.2.5.2	<i>Schedule Training Location and Times for Each User Group</i>	<i>0.5 days</i>
5.3	1.2.5.3	<i>Schedule Equipment Removal with Existing Provider</i>	<i>0.5 days</i>
5.4	1.2.5.4	<i>Make Travel Arrangements for Onsite Installation Team & Trainer</i>	<i>0.5 days</i>
1.3 Implementation Project Execution Process			
6	1.3.1	Equipment & Network Provisioning	4 weeks
6.1	1.3.1.2	Order Network Services (including estimated lead time for local provider to deliver and install circuits)	4 weeks
6.2	1.3.1.1	Requisition System Hardware from Inventory, Order Additional Items (If Necessary)	1 day
7	1.3.2	Equipment Build/Testing/Ship	15 days
7.1	1.3.2.1	ITS Software (THE VISITOR™ visitation management & VVS)	10 days

7.2	1.3.2.2	JMS Data Exchange Interface Development	10 days
7.3	1.3.2.3	Other Value-Added Services Required	up to 15 days
7.4	1.3.2.4	Network	1 day
7.5	1.3.2.5	Hardware (includes QA testing & shipping)	2 days
8	1.3.3	Convert Existing Data (If Applicable)	4 days

Many of the tasks that are required to be performed to implement THE ENFORCER® inmate telephone system are also required to implement THE VISITOR™ VVS and install the VVS stations and related services. For those tasks that are similar but not exactly the same, such as requisitioning hardware, ICSolutions’ installation team can accomplish those tasks at the same time for efficiency purposes.

There are a few tasks that are unique to the VVS implementation, namely the configuration and interface development of any touchscreen inmate self-services required to be available through the inmate VVS stations. **All italicized tasks can occur simultaneously with the Inmate Telephone System (ITS) Plan, if the County so desires.** And, depending on when the network becomes available to support the video visitation services, there may be several additional tasks that could also be performed concurrently with the ITS installation.

- 1. Review Contract/RFP Requirements & Project Setup** – ICSolutions’ Project Team will hold internal meetings to review the contract and RFP requirements, create a ticket in Jira, create project files, and assign internal resources.
- 2. Kick-Off Meeting** – ICSolutions Project Team will sit down with the County to review all Contract and RFP requirements to ensure that both parties have a clear understanding of the scope of the project. In this meeting, we will go over any enhanced products or services that you wish to implement. During this meeting, the ICSolutions Project Manager will ask for the appropriate contact information for the person(s) who can provide the Facility’s rules to enable the necessary software configurations, such as user access and how to implement optional features to be consistent with Facility policies and procedures.
- 3. Conduct Pre-Installation Site Survey** – Immediately following contract award, we will schedule the Pre-Installation Site Survey. During the site survey, all internal wiring will be tested, the locations for each kiosk will be defined, and other specifications will be agreed upon.
- 4. Installation Plan Customization & Review with the Facility** – After the site survey, the Project Team will make any adjustments to the project milestones that are necessary to accommodate your needs. ICSolutions will then review the customized Installation Plan with the appropriate Facility personnel. We will go over all project milestones and the timeline, and we will ensure you have received identification for the project team for any required background checks. At this time, ICSolutions will also consult with your IT staff to choose an appropriate vLAN and firewall solution to network your existing workstations to THE ENFORCER® network.
- 5. Scheduling for Onsite Installation** – *These steps can be done simultaneously with the ITS Plan, if the County so desires.* After you have had a chance to review the customized Installation Plan, ICSolutions’ Project Team will begin making the necessary scheduling arrangements for the onsite installation, such as:

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

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

5.3 Schedule Equipment Removal with Existing Provider (If Necessary) – When a previous VVS is in place, ICSolutions will work with your existing provider to schedule pick up of all existing equipment to ensure minimal downtime of your VVS.

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

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

6.1 Order Network Services – Delivery and installation of the circuits is performed by the local network provider and, oftentimes, takes approximately four weeks for completion after ordering. The Baseline VVS Implementation Schedule and Gantt Chart provided after this narrative assumes average lead times for network installation, which requires more bandwidth than the ITS requires and is typically the most time-consuming task in the VVS implementation. Immediately after learning ICSolutions has been awarded the contract, ICSolutions’ Director of Operations orders the network services and works with the Facility to schedule the delivery and installation of the circuits, which are necessary to power THE VISITOR™.

6.2 Requisition System Hardware from Inventory, Order Additional Items (If Necessary) – All video processing and recording equipment is built and assembled at our corporate headquarters in San Antonio, Texas. ICSolutions’ Project Team will requisition the equipment necessary for installation.

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

7.1 Software – ICSolutions will create the County’s Site in THE VISITOR™, including configuring the centralized system in the data center (such as setting up your dedicated website); add terminals and enable features in accordance with the contract; create locations (such as pods, facilities, etc.); create user accounts and assign authorized user roles based on access rules obtained during the Kick-Off Meeting; and configure THE VISITOR™ features, as well as any other required value-added services (such as the Resident Portal and other touchscreen inmate self-service products), based on the contract requirements and the Facility’s needs (as identified during the site survey and during the Kick-Off Meeting).

7.2 JMS Data Exchange Interface Development – ICSolutions will review the specification and format of the current interface, as obtained during the Kick-Off Meeting. During this review, ICSolutions will work with you and your other vendors to review their data format, and define what will be necessary to create a seamless integration. After reviewing the current interface (if any), ICSolutions will develop all required interfaces with you and your other vendors. Prior to actually deploying integration, we perform a robust series of tests to ensure accuracy of all data

transferred. We have implemented hundreds of real-time Web service integrations, as well as batch processes using FTP and sFTP, incorporating XML and CSV data exchange protocols with inmate commissary, banking/trust account systems, JMS and/or VINE systems for many of our clients. These integrations allow us to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities.

7.3 Other Value-Added Services Required – ICSolutions will activate and configure all value-added services required, such as Touchscreen Inmate Self-Service Products. This phase includes obtaining all the relevant rules from the Facility, activating the service (such as the Resident Portal), developing any necessary interfaces with third-party products (such as inmate trust account lookup), configuring the system to your specifications, and QA testing all configurations.

7.4. Network – ICSolutions will configure the Network IAD, QA Test, and Burn in.

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

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

On-Site Installation – Within 10 days

Ref	WBS	Task	Duration
9	1.3.4	Site Installation	10 days
9.1	1.3.4.1	Verify/Test Network Circuits	1 day
9.2	1.3.4.2	Equipment Setup and Powered (including labeling any new cabling)	1 day
9.3	1.3.4.3	Installation of VVS Stations, including QA Testing & Test Plan Execution	8 days
9.4	1.3.4.4	Workstation Setup and Administrative Software Installed	1 day
9.5	1.3.4.5	Verify Inmate ID Data Flow is accurate	1 day
9.6	1.3.4.6	ID Phone Ports & Create Equipment Inventory Listing	0.5 day
10	1.3.4.7	Cutover	1 second
11	1.3.4.8	User Acceptance Testing	2 days
12	1.3.4.9	Training	2 days

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

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

9.2 Equipment Set Up and Powered (including labeling any new cabling) – ICSolutions will install all the necessary equipment in the equipment room. The onsite video visitation equipment will consist of a firewall and multi-functional video processing and recording servers, as well as UPS units. If any new cabling is installed, ICSolutions will label it.

9.3 Installation of VVS Station – The ICSolutions onsite team will install VVS kiosks and complete any final wiring. After stations are installed, ICSolutions’ Project Team will conduct QA Testing. The pre-cutover Test Plan is detailed to ensure that the entire system is deployed and performs exactly as requested by the County. The testing procedures extend to all systems, video visitation kiosks, software, and peripheral hardware. We have included more detailed information on our Sample Test Plan and testing procedures later in this document.

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

9.5 Verify Inmate ID Flow is Accurate – ICSolutions will verify that all information received from the Facility’s JMS, including inmate ID information, is correct.

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

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

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

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

Post-Installation

Ref	WBS	Task	Duration
1.4 Implementation Project Monitoring & Controlling Process			
13	1.4.1	Post-Cutover System & Process Transition Monitoring	2 days
1.5 Project Closing Process			
14	1.5.1	After Action Reporting – Meet with Customer to Review Implementation	1 day

13. Post-Cutover System & Process Transition Monitoring – ICSolutions closely monitors the status of the project throughout the implementation, with monitoring provided onsite during cutover, training, and user acceptance testing. During this step, ICSolutions will closely monitor your new system and processes to ensure it is operating as specified. For the purposes of the implementation project, this step ends upon the completion of user acceptance. After the implementation is complete, however, ICSolutions performs continuous monitoring of the system and the overall project, with automated system monitoring of each VVS station’s status (e.g., online, offline, etc.).

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

Installation Timing

ICSolutions is flexible about the timing of the VVS Implementation, and will work with you to customize the Baseline VVS Implementation Schedule to meet your needs. Whether you want to phase in VVS over time, or have a single cutover, the tasks for the implementation will be the same, with only the timeline changing to meet your needs.

Tablet Installation

These tasks are described in more detail following each table. Because the majority of these tasks are completed remotely, the on-site installation time is minimized.

*** Please Note** – The timeline for this installation is correlated to the number of escorts that the Facility is able to provide during both the infrastructure planning phase and the installation phase. The timeline in the Gantt chart directly following this section assumes that the facility is able to provide two facility escorts per each three-man team.

Pre-Installation

Ref	Task
1	Planning Phase
1.1	Site Survey
1.2	System Hardware Design
1.3	System Wiring Diagram
1.4	Order WAN Network
1.5	Order Cable & Conduit
1.6	Order Tablet System
1.7	Infrastructure Installation Planning
1.8	Interface Planning

1.1 Site Survey – Immediately following contract award, ICSolutions will meet with the County to schedule the Pre-Installation Site Survey. During this site survey, our team will identify the number of IDFs, the number of housing units/PODs, the number of inmates per POD, and any available facility cable and/or fiber that could be utilized for the tablet solution.

1.2 System Hardware Design – During this phase, ICSolutions’ Project Team will design the system hardware to ensure that it meets your Facility’s unique needs. This includes MDF hardware (the content server, the port fiber switch, and the UPS with Power Management, which can be shared with the ITS and VVS), the IDF hardware (the Port POE Switch and the UPS), the wireless access points and the charging cabinet (one charging cabinet will be provided for every 10 tablets).

1.3 System Wiring Diagram – ICSolutions’ Project Team will complete the system wiring diagram for the tablet solution. This includes determining and diagramming AP to IDF connectivity, IDF to MDF connectivity, and building to building connectivity (fiber).

1.4 Order WAN Network – ICSolutions will place the order for the WAN network; we will utilize a minimum of 50mbps circuit.

1.5 Order Cable & Conduit – ICSolutions will place the order for all required cable and conduit, verifying that the order correlates to the system wiring diagram that was already created.

1.6 Order Tablet System – During this phase, ICSolutions will place the order for the entire solution, including all tablets and charging cabinets. ICSolutions will order 10% additional tablets to ensure we have spares on hand should any of the tablets need to be repaired. We will verify the tablet system order correlates to the hardware system design that was previously determined.

1.7 Infrastructure Installation Planning – ICSolutions will work with the Facility to determine facility approved work hours and facility-assigned escort personnel. ICSolutions requires two escorts per work crew. The installation timeline provided is dependent upon the Facility being able to supply the required number of escorts for our crews. During this phase we will also determine if a platform lift will be required for installation, whether there is one available, and identify any possible constraints in getting the lift into the facility, if applicable. Finally, ICSolutions will identify the individual installation personnel and submit all required background checks to the Facility.

1.8 Interface Planning – During this phase, ICSolutions will determine what additional interfaces will be necessary for the tablet solution, including interfaces to the Facility’s JMS, trust account provider, and commissary provider (interface only available with select commissary providers). ICSolutions will work with you and your other vendors to review their data format, and define what will be necessary to create a seamless integration with our proposed tablet solution. ICSolutions will develop all required interfaces with the Facility and your other vendors. Prior to actually deploying integration, we perform a robust series of tests to ensure accuracy of all data transferred. We have implemented hundreds of real-time Web service integrations, as well as batch processes using FTP and SFTP, incorporating XML and CSV data exchange protocols with inmate commissary, banking/trust account systems, JMS and/or VINE systems for many of our clients.



**ICSolutions Client
Testimonial**

“... **the transition was flawless.**

The overall process was completed within a few weeks from the date the contract was signed ...”

*Warden Joseph – Richmond
County Correctional Institute*

On-Site Installation

Ref	Task
2	Execution Phase
2.1	Infrastructure Hardware Receipt
2.2	Infrastructure Installation
2.3	Server Installation & Wi-Fi Activation
3	Testing & Training Phase
3.1	Interface Activation and Access Point Testing
3.2	Tablet Activation and Testing
3.3	Facility Staff and User Acceptance Training
4	Deployment Phase
4.1	Tablet Program Turn-up and Inmate Training

2.1 Infrastructure Hardware Receipt – During this phase, ICSolutions will receive all the required hardware for the tablet installation. This includes all hardware, such as the server, switches, wireless access points, tablets and charging cabinets, as well as the cable and conduit from the manufacturer.

2.2 Infrastructure Installation – Our onsite installation team will install the tablet solution. Our timeline assumes that each installation team of three individuals could install two housing units per day, and that the Facility allows us to work full 8-hour days Monday through Friday. Each team will also require two facility escorts.

2.3 Server Installation & Wi-Fi Activation – Our team will install the server, activate the Wi-Fi, and confirm connectivity. During this phase, we will also create a Wi-Fi Heat Map. The Wi-Fi heat map is a map of the wireless signal coverage and strength throughout the Facility.

3.1 Interface Activation and Access Point Testing – During this phase, we will turn up all required interfaces and test each access point. Our team will confirm connectivity and data integrity of all required interfaces.

3.2 Tablet Activation and Testing – The tablets will be turned up and connectivity to each device will be confirmed.

3.3 Facility Staff and User Acceptance Training - ICSolutions conducts the user acceptance testing with the trainees using the live system to ensure the testing is effective. To minimize the Staff time needed for the system implementation, the user acceptance testing occurs simultaneously with the training. If there are any issues identified during the training, the ICSolutions Project Team will work to resolve the issue while onsite. Tablet Training will include the Tablet System Administration Portal, ensuring that all Facility staff are familiar with how to manage and administer the new tablet solution, as well as sharing of Tablet Program Best Practices to ensure the Facility, your inmates, and your constituents receive the most from your new tablet program.

4.1 Tablet Program Turn-Up & Inmate Training – Tablets will be distributed to each housing unit, and ICSolutions will provide inmate training on the new tablet solution.

Post-Installation

Ref	Task
5	Project Completion/Close
5.1	Handoff to Tech Support – Ongoing Support

5.1 Handoff To Tech Support – Following a successful implementation of our tablet solution, ICSolutions will handoff the Facility to Tech Support to ensure that Facility personnel are familiar with how to receive ongoing support for the tablet solution. Tech Support for the tablets will be the same as for the inmate telephone system and video visitation system for maximum ease of use and efficiency. We have provided more information on our Maintenance and Support Plan for all aspects of our proposed service in **EXHIBIT E**. During this phase, training will be available onsite or online as needed, and can be requested by sending an email to training@icsolutions.com with the request.

Installation Testing Protocol

As described briefly above, ICSolutions implementation procedure includes a detailed testing and acceptance plan for both our Project Manager and a designated Jail representative to ensure that the entire system is deployed and performs exactly as requested by the County. The testing procedures extend to all systems, telephones, kiosks, software, and peripheral hardware.

Testing of both THE ENFORCER® and THE VISITOR™ systems will be conducted by a certified Quality Control (“QC”) team. The QC Team will test all features and functionality to ensure adherence to the specifications of the RFP and the contract, consistent with the PMP®’s waterfall approach for system implementations. The QC Team documents all testing and walkthroughs, and all results are reviewed by another QC team member. Quality Assurance testing status and results are tracked and monitored daily by the Project Manager. THE ENFORCER® and THE VISITOR™ system testing will encompass the following:

External System Interface	<ul style="list-style-type: none"> a. Interface protocol b. Access and security c. Error logging
Data Exchange	<ul style="list-style-type: none"> a. Data format b. File exchange/transfer timelines c. Error logging d. Confirm inmate count in JMS is synced with THE VISITOR™ video visitation (Admin page)
Database Integrity	<ul style="list-style-type: none"> a. Inmate Table <ul style="list-style-type: none"> i. Inmate ID ii. Inmate full name iii. Inmate PIN (if applicable) iv. Inmate housing location v. Inmate Status vi. Inmate PAN list (if applicable) b. Global Number Table <ul style="list-style-type: none"> i. Block List ii. Attorney List

	<ul style="list-style-type: none"> iii. Privileged List iv. Free numbers v. TDD Access numbers vi. PREA Hotline c. Inmate Station Table <ul style="list-style-type: none"> i. Station port labeling – Confirm accuracy ii. Station Grouping iii. Station Class-of-Service designation iv. Station On/Off times v. TDD Access numbers d. Rates & Dialing Table <ul style="list-style-type: none"> i. Surcharge & Per Minute entries by Tariff Type ii. Local number listing iii. Dialing rules by Tariff type iv. Dialing rule override (if any) v. Carrier access protocol e. Approved Visitor Table f. Video Visitation Station table g. Video Visitation Station Locations (e.g., identification, type, rules, etc.) h. Video Visitation Policies <ul style="list-style-type: none"> i. Schedule (Allowable visitation times by type of visit and visitor) ii. Rates & Fees iii. Designate free and paid visitations by visitor or type of visitation (e.g., remote visitations where the visitor is off-site using a home or office computer to visit)
<p style="text-align: center;">System Access</p>	<ul style="list-style-type: none"> a. User Role privileges b. User Role assignments c. User name & passwords d. Register as new user e. Approve new user
<p style="text-align: center;">Facility Workstations</p>	<ul style="list-style-type: none"> a. Access to THE ENFORCER® system (including THE VISITOR™ module) b. Ability to monitor live recordings from both workstation and Facility Network if applicable c. Ability to download and burn recordings using the following formats: <ul style="list-style-type: none"> i. Wav ii. MP3 iii. Speex d. Run and test reports for accuracy of information

Visitor™ Equipment & Network Preliminary Installation Check	<ul style="list-style-type: none"> a. Check cabling b. Turn on/off system c. Test IP devices d. IP external assignments – confirm accuracy e. IP internal assignments – confirm accuracy f. Confirm firewall setup g. Equipment setup on domain h. Database communications i. Software version
Quality Assurance (QA) Testing	<ul style="list-style-type: none"> a. Video Visitation Station Center Application b. Control Software / Facility workstation(s) c. Monitoring d. Lobby Visitor Registration & Scheduling Terminal e. Remote Visitors f. Inmate Terminals
User Acceptance Testing (UAT)	<ul style="list-style-type: none"> a. Coincides with hands-on training b. Training Curriculum & tests performed in UAT customized per Facility's requests

Sample Installation Checklist

Below is a sample Testing and Acceptance Checklist:

HARDWARE		
Tests and Checks Performed	INITIALS	DATE
Check - Rack fully assembled.		
Check - 110/66 Blocks labeled and covered.		
Check - UPS is fully charged and operational. (plugged in)		
Check – Adtran 924 and network hardware labeled and installed on rack.		

NETWORK		
Tests and Checks Performed	INITIALS	DATE
Check - blue cable from smart jack to Adtran 924 NET/T-1 Port. All cables labeled and properly secured.		
Check red cable from Adtran 924e ETH 0/1 port to Fortinet ETH 0/1 port. All cables labeled and properly secured.		
Set up workstation(s) in predetermined location. Connect all peripherals and all cables labeled and properly secured.		
Connect network cable to workstation. Use patch cord to connect workstation to RJ 45 jack.		

POWER UP		
Tests and Checks Performed	INITIALS	DATE
Test - Perform start up test and confirm all machines start up correctly.		
Test - UPS test (utilize UPS test switch and confirm system stays on)		
Test - Start up workstation and confirm proper startup and that network can be seen		

SOFTWARE CHECK & TESTS		
Tests and Checks Performed	INITIALS	DATE
Check - All computers for correct name and IP address. Check/Verify correct IP and Subnet		
Check - All computers - Network Properly. Installed and working.		
Check - All system clocks are updated properly.		
Check - Verify Inmate Stations.		
Test - Workstation – Verify Monitoring/Playback and Burn CD's		
Check - Facility PIN swap over		
Test - Make test calls from station blocks.		
Check - Facility branding		

SYSTEM CHECKOUT		
Tests and Checks Performed	INITIALS	DATE
Verify system functionality by performing test calls from every station.		
Perform station cross connect punch work – verify stations are operational		
Test - Restart and confirm all modules are functioning properly.		
Test - Make test calls from each station- verify		
Check - Cameras Operational		
Test - Call Search		
Check - Calls for proper start/stop, origination, destination, PIN numbers		
Check - Verify each type of call (Local, IntraLATA, InterLATA, Interstate)		
Test - Perform live monitoring.		
Test - Perform dial up live monitoring.		
Test - Printing reports to printer		

D1. Installation and Cut-Over

1. The potential Vendor shall also provide any ancillary equipment deemed necessary for the monitoring, recording, archiving, or retrieval of AIC calls. The potential Vendor shall also provide the telecommunications network designed to provide (on-site and/or remote) administration of the CCS. The Workstation constitutes a component of the CCS.

ICSolutions Response:

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

ICSolutions' offer for Klamath County is fully turnkey, and includes all equipment necessary in order to fulfill the requirements of the County. ICSolutions provisions enterprise-class network connectivity to each location serviced by the centralized ENFORCER® call processing platform. This configuration ensures high availability and maximum redundancy of the entire service solution.

Furthermore, The ENFORCER® is a fully centralized system, where the primary call processing platform is housed at a data center in Atlanta. All inmate telephones at the County will be connected to this platform via the network to this data center. Failover call processing will occur at our San Antonio data center – providing geographically separate call processing that will ensure **99.999% uptime** for your Inmate Telephone System, while protecting the County from potential data loss.

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

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

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

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

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

Though users are able to access the ENFORCER® GUI utilizing any internet-connected device, ICSolutions will also provide the required number of workstations to be utilized specifically for administering the inmate communications system. No other additional equipment will be required at the facility to allow for live monitoring, recording, archiving, or retrieval of AIC calls.

Workstations

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

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

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

2. The potential Vendor will be responsible for paying for and installing any additional physical plant requirements (power, security, data, cabling and/or wiring, physical space, HVAC, etc.). Any cabling, wiring, or conduit installed becomes the property of the County. The potential Vendor shall be responsible for obtaining, developing, and implementing the interface requirements required to implement the CCS and associated services (i.e. PINs, Debit, etc.). The potential Vendor shall bear all costs of required interface(s).

ICSolutions Response:

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

ICSolutions' offer for the County is entirely turnkey. As such, we will provide all necessary wiring and cabling, as well as develop all of the interfaces that are required to the County's other vendors.

The ENFORCER® features an open architecture that allows it to easily integrate with other Jail systems. The ENFORCER® can accept data in virtually any format, affording it great flexibility in interfacing with other vendors to automate the flow of information at the Jail across multiple systems. Interfacing with JMS, Commissary, Inmate Banking, and other Jail systems reduces the data entry burden on Jail staff, ensures data consistency across disparate information sets, and allows vendors to work together to provide the broadest range of products and services to Jail staff and constituents. If supported by the County's commissary system, we can write an interface that will enable over-the-phone commissary ordering by inmates.

ICSolutions designs, builds and runs our own back-office, including data centers, networked systems, and dozens of secure interfaces linking our network and databases to third-party services and vendors across the country. With our dedicated, in-house team of software engineers and network architects, we guarantee our ability to create customized interfaces with the County's other vendors to support our full range of premium integrated services, all at no cost!

We have implemented hundreds of real-time web service integrations, as well as batch processes using FTP and sFTP, incorporating XML and CSV data exchange protocols with inmate commissary, banking/trust account systems, JMS and/or VINE systems for many of our clients. These integrations allow us to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities.

3. Vendor will provide AIC phones, remote administration station, the automated AIC call control system and other proposed products and/or features to be completed within sixty (60) days after contract award and full execution.

ICSolutions Response:

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

4. The system must be installed in an expert manner and under a time-frame designed to minimize disruption of the normal functioning of the facilities.

ICSolutions Response:

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

ICSolutions has provided a Preliminary Implementation Plan for all aspects of service at **THE BEGINNING OF THIS SECTION**. ICSolutions' professionally trained project team will coordinate the installation of your new Inmate Telephone System (ITS), Video Visitation System (VVS) and Inmate Tablets Solution to ensure **minimal impact on facility operations and phone system revenue**. ICSolutions commits to providing a seamless transition of service from your current vendor to our centralized ENFORCER® calling platform, its VISITOR™ video visitation module and Bridge tablets, as well as our exceptional support following installation. ICSolutions will be responsible for all costs associated with the installation of the equipment to ensure that all facets of our proposed service are fully functional in accordance with the County's requirements.



**Open
Architecture
Integration**

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

5. If the County's schedule cannot be met within the 60 days stated above, Vendor must propose an installation schedule of events. Failure to state installation time in the bid will obligate the Vendor to complete installation so as required in the bid. Extended installation time may be considered when in the best interest of the County.

ICSolutions Response:

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

ICSolutions will meet the County's implementation schedule of 60 days. We have included detailed implementation timelines for our ENFORCER® ITS, the Visitor™ VVS, and the Bridge tablets **DIRECTLY FOLLOWING THIS SECTION.**

ICSolutions has a history of on-time, efficient, and professional installations. For example, we installed the entire Arizona DOC, which has 23 facilities and over 44,000 inmates, in just thirty days. The actual cutover to our ENFORCER® system took only two days. We invite the County to contact any of our references to hear about their satisfaction with the timeliness and accuracy of our installation.



**Arizona DOC Installed
In Just 30 Days!**

- 44,000+ inmates
- 23 facilities
- Cutover in TWO DAYS
- Overall 30-day installation

6. Any delay in the implementation of the Vendors' schedule that is caused by the County will increase the Vendor's time allowance to complete installation but the Vendor must submit a complete and detailed schedule of additional time required.

ICSolutions Response:

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

7. The risk of loss and or damage will be assumed by the Vendor during shipment, unloading, and installation.

ICSolutions Response:

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

8. The Vendor must have a plan to provide planned technology upgrades. Please describe.

ICSolutions Response:

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

ICSolutions is recognized as a leader in technology innovation. System feature upgrades are released monthly to ensure the system is always state-of-the-art. Many features that are currently available on the ENFORCER® are the result of specific suggestions and requests from our clients. Regardless of which client requests the new feature, the functionality is automatically made available to all clients at no cost.

Whenever an upgrade or enhancement to The ENFORCER® finishes testing and is ready for wide release, the County 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.

Documentation is accessible online within The ENFORCER® user interface. This online documentation, as well as Release Notes, are updated and published to all facilities every time The ENFORCER® system is updated or enhanced. In addition, ICSolutions has developed a dashboard that will reflect upgrades available to facilities in the future. Each new feature will also include links to training videos to familiarize users with the feature and how to use it.



Upgrades Dashboard

Enhancements and upgrades to the ENFORCER® are predominantly driven by market demand and specific client requests. Examples of enhancements to the ENFORCER® include:

The Visitor™ Video Visitation & Visitation Management System – The Visitor™ is a completely TCP/IP-based system, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a single sign-on to The ENFORCER® for ultimate convenience. This multi-functional tool that supports not only video visitation, but can also serve as a **comprehensive visitation management tool to streamline all visitations**, including the County's traditional visitation needs, such as contact, face-to-face or across-the-glass visits that continue after the implementation of video visitation. ICSolutions also updates The Visitor on a quarterly basis.

Report Scheduler – The ENFORCER® now 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.

Message of the Day Administration – Users with System Administrator access can now dynamically create “Message of The Day” announcements to be played to the inmate, the called party, or both. Prior to this enhancement, all requests for the creation and cancellation of a message of the day required the creation and work-through of a ticket by ICS Technical support.

Email Call Recordings – This new feature allows users to email recordings directly from the Call Detail Results screen. After the user clicks the Send button, the selected call recordings are emailed to the recipient in .mp3 format. The list of files that are requested will be sent in multiple emails, with each attachment totaling no more than the user-defined maximum attachment size.

Firecracker Investigative Tool – Firecracker streamlines and simplifies the process of burning and saving inmate call recordings. Firecracker enables the user to burn a higher volume of recordings on DVDs, perform burns to multiple discs, retry downloads on a per-file basis, and view user access of call recordings.

Word Detector – The new Word Detector query function has been integrated directly into The ENFORCER®, enabling the user to perform a search of call recordings for a specific word or phrase that was spoken during an inmate call. Word Detector utilizes an advanced speech recognition process to search for and locate all instances of a text string specified by the user. The Word Detector Thesaurus feature enables users to define and save one or more synonyms for a word or phrase, and then perform a single search that detects the original word/phrase and all its synonyms.

Listening to Call Recordings – Users can now add selected call recordings to a Listen Queue for listening at a later time. After the user adds call recordings, the selected call recordings appear under the Listen Queue option. After the user listens to each call, he/she can click the Remove button next to the call details to delete the recording from the queue list.

“The Communicator” Paperless Inmate Communication portal – This feature enables inmates to place a call to The ENFORCER® IVR using any standard inmate phone, and then leave a voice message to submit a request for review and approval by an administrative resource at the facility. The Communicator can be used by the inmate to request medical/dental appointments or facility-related information such as an inmate’s scheduled court date. Inmates can file grievances related to the Jail or the phone system. Facility staff or ICSolutions personnel can respond to each grievance by typing a response into the ENFORCER®. Responses are converted to speech and delivered to the inmate for retrieval in a secure, PIN-accessible voice mailbox. This process is 100% paperless and completely eliminates paper kites. Additionally, The Communicator can accommodate future categories to meet specific client requirements.

Inmate Voice Messaging – The Inmate Voice Messaging feature has been incorporated in The ENFORCER® platform to allow Called Party Voice Messaging by those with Prepaid Collect accounts, Inmate Voice Messaging to broadcast notification messages to one or more inmates at a facility. Authorized users can view a detailed historical record and listen to all voice mail messages left for an inmate. When the user creates a message using Inmate Voice Messaging, The ENFORCER® utilizes a special text-to-speech conversion process that converts the entered text into a synthesized voice message.

This message is then posted to the voice mailbox for all inmates who have been specified to receive the message.

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

9. Develop and implement necessary interface with the County's Jail Management System (EIS) for automatic creation and activation of account at booking and automatic deactivation at release, and to access necessary data

ICSolutions Response:

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

The ENFORCER® features an open architecture that allows it to easily integrate with other Jail systems. The ENFORCER® can accept data in virtually any format, affording it great flexibility in interfacing with other vendors to automate the flow of information at the Jail across multiple systems.

ICSolutions has more than 130 interfaces in place to provide a direct inmate feed into The ENFORCER®, which allows for PIN automation, automatic inmate data updates to the inmate profile, dynamic inmate information in The Attendant IVR (such as court dates, release dates, etc), and more. ICSolutions has worked with 70 individual JMS providers, including more than three dozen in-house facility JMS interfaces.

Due to our open architecture, we have written all manner of interfaces with inmate commissary, banking/trust account systems, JMS and/or VINE systems to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities. ICSolutions will gladly provide interfaces with any vendor the County currently uses and any systems the County chooses to implement in the future—with absolutely no extra charge!

10. Provide training, operational instruction and guides/manuals to the County staff, in a form acceptable to the County and County IT for the System Administrator and other authorized County Designees.

ICSolutions Response:

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

ICSolutions will provide training, operational instruction, and guides/manuals to County staff as part of our installation process. We have described our [TRAINING PLAN](#) in response to [REQUIREMENT D6.3](#) later in this section.

11. Meet or exceed minimum required Maintenance and Service Levels.

ICSolutions Response:

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

For complete information on our Service & Maintenance Plan, please refer to [EXHIBIT E: SERVICE POLICIES AND PROCEDURES](#).

12. Coordinate with current provider as necessary to ensure seamless transition of services.

ICSolutions Response:

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

ICSolutions will assume all responsibility and manage the effort of removing existing vendor's equipment. We will accomplish this by coordinating directly with SECURUS throughout the implementation.

Typically, and with the out-going vendor's approval, ICSolutions will take down the old inmate phones, workstations, and other hardware as we install the new hardware, and we will store them in a mutually agreed-upon location until SECURUS can pick them up. Depending upon storage availability, we can store the equipment onsite, or we can rent an offsite storage unit for up to 30 days, giving SECURUS plenty of time to arrange to pick up their equipment.

We do not ordinarily move the actual call processing and recording equipment; rather, we leave that equipment in place and SECURUS will pick it up immediately following cutover. (Or, if SECURUS is providing a leave-behind solution to allow ongoing access to proprietary SECURUS call recordings and data, SECURUS will set up the leave-behind solution and remove any equipment that is no longer necessary.)

ICSolutions has replaced SECURUS equipment with our ENFORCER[®] calling system and related equipment at numerous facilities **for over three dozen different clients**, and we have never had a problem coordinating the equipment de-installation effort with SECURUS.

D2. Video Visitation System-Specific Installation Requirements

1. The Vendor must work with Klamath County to determine the exact times when Hosted Video Visitation equipment can be replaced to reduce "down time".

ICSolutions Response:

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

ICSolutions will work with the County when finalizing our implementation time to minimize any potential facility disruption.

2. The Vendor must describe, in its response, how it performs standard system testing to ensure that the proposed Hosted Video Visitation Solution and its network services are fully implemented and ready to accept visitation traffic and Klamath County use. This description must include the Vendor and industry standard methodologies, procedures and protocols consistent with the Hosted Video Visitation Solution proposed for the Klamath County. The Vendor must describe what is required of Klamath County personnel during this system testing. All hardware, software, software licensing, etc. required to perform this testing must be provided to Klamath County at no cost.

ICSolutions Response:

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

Installation Testing Protocol

ICSolutions implementation procedure includes a detailed testing and acceptance plan for both our Project Manager and a designated Jail representative to ensure that the entire video visitation system is deployed and performs exactly as requested by the County. The testing procedures extend to all systems, video stations, software, workstations, and peripheral hardware.

Testing of THE VISITOR™ video visitation system will be conducted by the Quality Control (“QC”) team. The QC Team will test all features and functionality to ensure adherence to the specifications of the RFP and the contract, consistent with the PMP’s waterfall approach for system implementations. The QC Team documents all testing and walkthroughs, and all results are reviewed by another QC team member. Quality Assurance testing status and results are tracked and monitored daily by both the Video Visitation Product Manager and the Video Visitation Project Manager.

THE VISITOR™ system testing will encompass the following:

External System Interface	<ul style="list-style-type: none"> d. Interface protocol e. Access and security f. Confirm inmate count in JMS is synced with THE VISITOR™ video visitation (Admin page) g. Error logging
Data Exchange	<ul style="list-style-type: none"> e. Data format f. File exchange/transfer timelines g. Error logging
Database Integrity	<ul style="list-style-type: none"> j. Inmate Table k. Approved Visitor Table l. Video Visitation Station Table m. Video Visitation Station Locations (e.g. identification, type, rules, etc.) n. Video Visitation Policies <ul style="list-style-type: none"> vi. Schedule (Allowable visitation times by type of visit and visitor) vii. Rates & Fees viii. Designate free and paid visitations by visitor or type of visitation (e.g. remote visitations where the visitor is offsite using a home or office computer)
System Access	<ul style="list-style-type: none"> f. User Role privileges g. User Role assignments h. User name & passwords i. Register as a new user j. Approve new user

<p>Equipment & Network Preliminary Installation Check</p>	<ul style="list-style-type: none"> e. Check cabling f. Turn on/off system g. Test IP devices h. IP external assignments – confirm accuracy i. IP internal assignments – confirm accuracy j. Confirm firewall setup k. Equipment setup on domain l. Database communications m. Software version
<p>Quality Assurance (QA) Testing</p>	<ul style="list-style-type: none"> a. Video Visitation Station Center Application b. Control Software/Facility workstation(s) c. Monitoring d. Lobby Visitor Registration & Scheduling Terminal e. Remote Visitors f. Inmate Terminals
<p>User Acceptance Testing (UAT)</p>	<ul style="list-style-type: none"> a. Coincides with hands-on training b. Training Curriculum & tests performed in UAT customized for facility's requests

During the User Acceptance Testing outlined above, ICSolutions will perform acceptance Testing with the Facility, making any additional modifications or additions to the system that are needed. If there are any issues identified during the training or acceptance testing, the ICSolutions Project Team will work to resolve the issue while onsite. This is the only facet of testing that will require County input, to ensure that all facets of the system are functioning properly. Since this piece coincides with the hands-on training, time required of Staff is minimized. ICSolutions will provide all hardware, software, etc. for the County to be able to complete the User Acceptance Training.

3. The Vendor is required to provide system testing which simulates normal operating conditions of the installed Hosted Video Visitation Solution to ensure proper performance after hardware and software configuration is complete. This simulation must include full traffic load representing high traffic situations for visitation traffic.

ICSolutions Response:

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

4. The Vendor must agree, in its response, to Klamath County's right to require the replacement of any network service or system component whose failure to meet required performance levels during testing has risen to chronic problem level.

ICSolutions Response:

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

D3. Tablets (Optional)

1. Vendor shall provide a detailed description of its Tablets, including security feature for the corrections industry, screen size, device size, battery specifications, and charging options.

ICSolutions Response:

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

The Bridge 5

Handheld Kiosks

At no cost to the County, ICSolutions proposes our Bridge 5 tablets for the inmate population. These 5.5-inch "Handheld Kiosk" devices allow your inmates to use our complete Bridge software suite (also accessible via the video kiosks) in the palm of their hand.

When The Bridge 5 tablets are implemented, inmates and their friends and family will be able to easily access additional, low-cost communication options, such as inmate email / text messaging. The Bridge 5 tablets offer inmates the ability to access a robust suite of inmate self-service applications – including commissary ordering through an easy-to-use touchscreen interface. The device is easily rechargeable in our wall mounted charging solution and is locked down to only allow applications approved by the facility, which can include:

- Inmate Text and Email Messaging
- Inmate Mail Scanning received via the Postal Service (when deployed)
- Electronic Grievances
- Electronic Requests
- Electronic Medical Requests
- Educational Content
- Self-Help Videos
- Law Library
- Inmate Handbook
- Jail Documents
- Inmate Documents
- Forms
- Premium Content including, but not limited to
 - Games
 - E-Books
 - Music
- Commissary Ordering
- Phone Time Purchasing
- Transaction History
- PREA Suite including documentation, videos, quizzes, etc.
- Suicide and PREA Alerts



The Bridge 5 Inmate Tablet

Technical Specifications

- 5 ½" (Diagonal) All LCD multi-touch display with IPS technology
- Resolution: 1440 x 720 HD+
- Forward Facing Camera: 5MP *f*/2.0 large aperture, 4 piece lens
- 5000mAh Battery built-in lithium polymer
- Standby Time: 440 Hours
- Usage Time: Up to 25 Hours
- Supports: 802.11 b/g/n @ 2.4G Wireless Network

FULLY INTEGRATED TABLET SOLUTION: Please note that The Bridge tablet solution is fully integrated with THE ENFORCER® and accessible through a **single ENFORCER® interface**. Facility staff will use just **one login to THE ENFORCER®** to manage and investigate activities on all of the ICSolutions-provided software, whether performed via phones or tablets; and inmates will use a single PIN to access all calling, video visitation and tablet services. Likewise, inmates and their loved ones will pay for video, messaging, and tablet services using the same Debit (inmate prepaid) and Family First Prepaid accounts they have already established for inmate calling!

Tech Specs

Overview

Height: 6 ¼"

Depth: ½"

Width: 3"

Weight: ½ pound or 8 ¼ ounces

Splash, Water and Dust Resistant, Rated 1P68 under IEC standard 60529,
Rated IP69K under IEC standard 60529, MIL-STD-810G Certification

Processor

CPU: Cortex-A7 architecture using a MT6580 Quadcore processor at 1.3Ghz.

GPU: Arm Mali at 500 Mhz.





Memory / Storage

2GB RAM / 32GB device storage

Display

5 ½" (Diagonal) ALL LCD multi-touch display with IPS technology
Resolution: 1440 x 720 HD+

Forward Facing Camera: 5MP f/2.0 larger aperture, 4 piece lens

Battery

5000mAh Battery built-in lithium polymer
Standby Time: 440 hours
Usage Time: Up to 25 hours

Wireless Network

Supports: 802.11 b/g/n @ 2.4G
Supports: Bluetooth 4.0

OS

Pure Android 9.0 Pie controlled by our MDM Platform

Ports

USB 2.0, Micro USB, and 3.5mm headphone jack

2. Vendor shall specify if the speakers on the Tablets can be disabled/enabled at Customer's discretion.

ICSolutions Response:

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

Speakers can be enabled or disabled.

3. Vendor shall indicate how Tablets work for hearing impaired AICs.

ICSolutions Response:

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

Our Bridge 5 tablets are equipped with multi-level volume control, and are able to support headphones. Furthermore, because the tablets are entirely touchscreen, and come with easy to understand instructions, they are easier for hearing impaired AIC's to utilize.

D4. Service & Maintenance

1. Vendor must provide live domestic CSR & IVR support to the County 24 hours a day, year-round, for issues.

ICSolutions Response:

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

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**

- 1. OPEN TICKET & GATHER INFORMATION** – Information is gathered from the reporting party; a ticket is opened in our ticket-tracking software Jira, and the ticket number is provided to the facility.
- 2. ASSIGN TECHNICIAN** – Ticket is assigned to designated certified technician.
- 3. ANALYSIS & REMOTE DIAGNOSTICS** – Technician will perform a series of remote diagnostic tests to determine the root-cause of the problem. If remote resolution is possible, repairs are completed and tested. Since the system we are offering the County is completely centralized, the majority of system issues can be handled remotely, without the need for a site visit.
- 4. DISPATCH IF NEEDED** – If the problem requires onsite technical support, the primary on-call technician is dispatched to the facility and the trouble ticket is upgraded to a Level 3 priority.
- 5. SITE ANALYSIS & REPAIR** – Upon arrival at the facility the onsite technician will test and provide status updates to TSC personnel and complete any needed repairs. Onsite technician will carry a replacement set of all major components replace the defective component.
- 6. TESTING & VERIFICATION** – Following replacement of the defective component, a series of onsite and remote diagnostic testing will be conducted to confirm the system is fully functional.
- 7. UPDATE FACILITY & CLOSE TICKET** – Following a successful test, the onsite technician will close the trouble ticket with TSC and inform the facility representative of the closed ticket status.

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.

2. Vendor must provide live domestic CSR & IVR support to constituents 24 hours a day, year-round, without exception allowing constituents to set up accounts, make payments, access account information, and resolve issues.

ICSolutions Response:

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

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 multilingual assistance, including both English and Spanish. We invite the County to contact us anytime at the number or website below to compare ICSolutions' service to our competitors.

- Toll-free at (888-506-8407) 24 Hours a Day
- User-Friendly Website www.icsolutions.com



Called-party & community support at 888-506-8407 or online at www.icsolutions.com

Customer service representatives are fully trained on ICSolutions products, services, and billing policies, and they will be thoroughly trained on the details of the County's contract. ICSolutions' customer care call center is entirely in-house and is supervised and managed by our Director of Operations and Regional Account Managers to ensure that our service procedures adapt to meet each client's exact needs.

ICSolutions' customer care call center performance for the last three months is:

- **Average Queue Time** = 90 seconds
 - **Ability to Reach a Live Operator** = live operators are available 24/7/365; caller can press "5" at any time to reach an operator
 - **Resolution Time** = 98% resolved on first call, with average talk time of 3 ½ minutes
 - **Supervisor Access** = supervisor available 24/7; immediate transfer upon customer request
3. Vendor must provide constituents full service online support including ability to set up accounts, make payments, access account information, calculate call rates, and resolve issues (including online CSR chat and email support) via company website.
- Constituents must have the ability to manage phone services, video visitation services, and email services from one centralized Web-based portal.
 - Vendor's Website must dynamically display available products to constituents based on previous calling history.
 - Vendor's Website and constituent portal must be accessible enhanced to support mobile devices such as cell phones and tablets.
 - Vendor's Website must allow constituents to configure text and email low balance notifications.
 - Vendor's Website must allow constituents to subscribe to text payment services, specifically the ability to fund accounts and pay invoices via text messages.
 - Vendor's Website must allow constituents to subscribe to automatic payment services, specifically the ability to automatically fund accounts or pay invoices
 - Vendor must support customizable service and courtesy notification campaigns to constituents via various methods (phone dialer, text message, email) to alert friends and family of bills due, bills past due, low account balances, account blocks, etc.).

ICSolutions Response:

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

ICSolutions' easy-to-use website provides full service online support, including the ability to set up accounts, make payments, access account information, calculate call rates, and resolve issues. The ENFORCER® inmate communications system allows Public users to fund a single prepaid account to pay for any combination of inmate calling, inmate voicemail, email, and remote video visitation using The Visitor™ – minimizing funding fees and providing the simplest possible user experience.

Likewise, facility staff can control and administer phone services, video visitation, and tablet services from a single GUI (Graphical User Interface) with one set of login credentials.

ICSolutions' easy-to-use website is accessible from any internet-connected device, such as smart phone (Android or iPhone), tablet, laptop, desktop, etc., and provides full service online support, including the ability to set up accounts, make payments, access account information, calculate call rates, and resolve issues. We strive to make our calling and funding options as easy to use and convenient as possible. As such, we try to avoid offering payments by text, since those payment options come with hefty transactional fees and lack security. Additionally, because inmates get released all the time, automatic funding can be problematic in that it creates funding events for customers who no longer need to receive inmate phone calls.

Funding with ICSolutions is convenient and easy to do via our website (accessible from any internet connected device), IVR, or live customer service. Credit and Debit Card payments can be made 24/7/365 and will be posted in real time using our Toll Free Customer Service Line or our user-friendly Website. Customers can log in to our secure website at any time to add funds to their prepaid collect account, check their balance information, and view their prepaid account information, such as billing and payment information and history.

The combination of our web services and our 24/7/365 Customer Service Center results in continuous access to account management and more completed calls so friends and families can stay connected to their incarcerated loved ones. Since our customers have been satisfied using our website and our IVR and live customer service, CSR chat has not been required. Although ICSolutions does not currently provide CSR chat, payment by text, and automatic funding, we are capable of doing so and could offer such services based on market demand.

Account Management Over-the-Phone

ICSolutions is pleased to offer our industry-leading Family First Prepaid solution to the County. Family First Prepaid offers on-the-spot set-up with live assistance for called parties that would ordinarily be blocked from receiving inmate calls due to carrier restrictions, billing or credit issues, cell phone dependence etc. Whenever an attempted call is blocked, the called party is instantly connected with a knowledgeable billing representative who can explain our prepaid program, establish a prepaid account, and facilitate payment by credit card, e-Check, Western Union® or money order. Credit and debit card payments can be processed and inmate calling enabled in just 15 minutes.

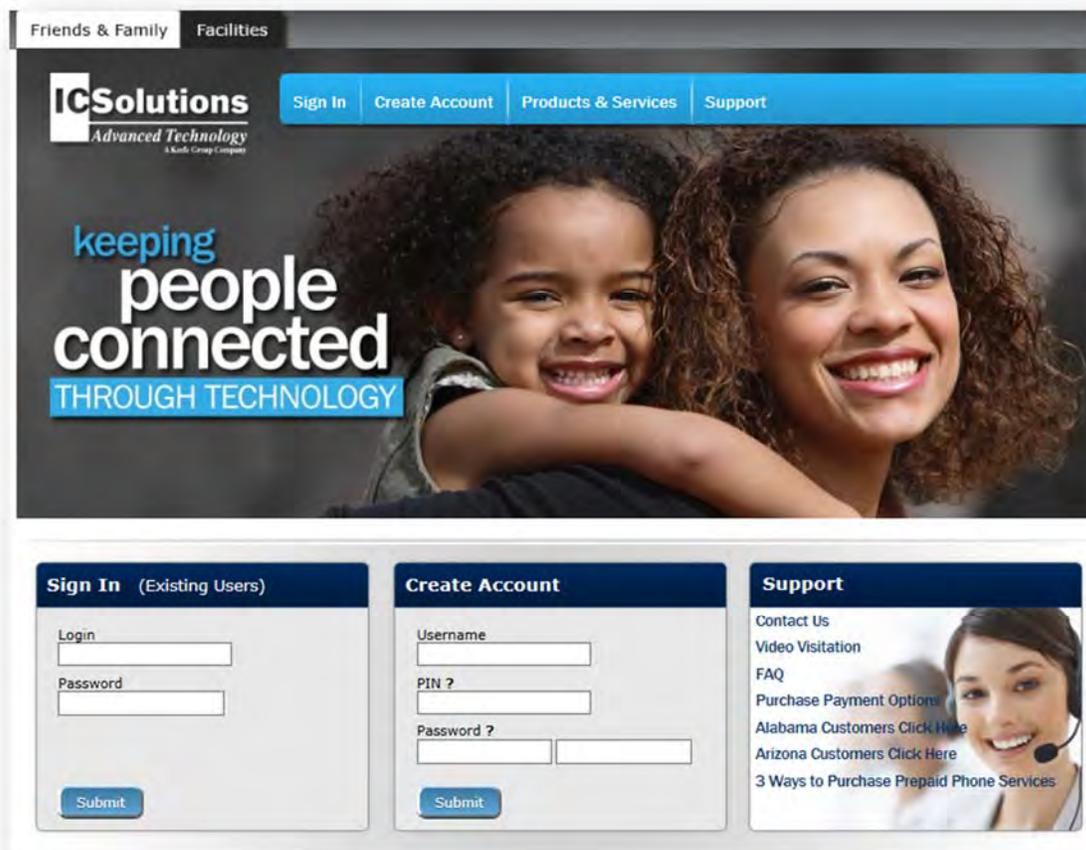
Called parties may also add funds and hear account balances via the live operator or an automated call prompt process.

Payment Methods Accepted:

- Credit Card
- Debit Card
- Western Union®

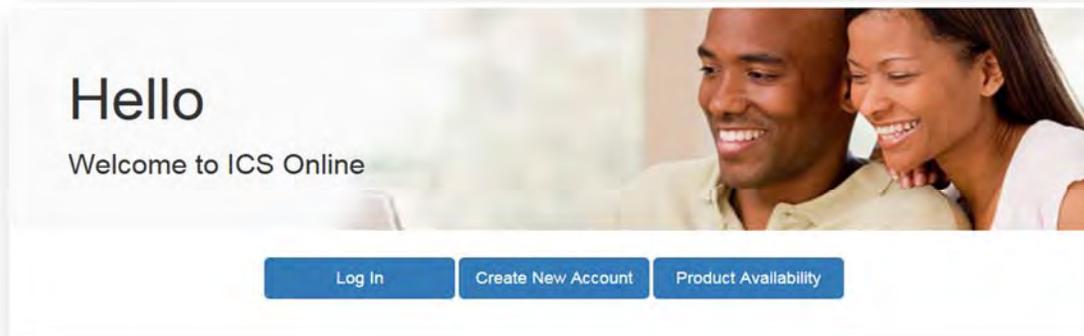
Account Management via Web Access

Called parties may fund their accounts at any time using any internet-enabled device, such as a tablet, cell phone or computer. Prepaid Collect allows customers to prepay for calls to a particular phone number. Customers can log in to our secure website at to add funds to their prepaid collect account online, view their prepaid account information, such as billing and payment information and history.



Secure Web-Based Access for Customers

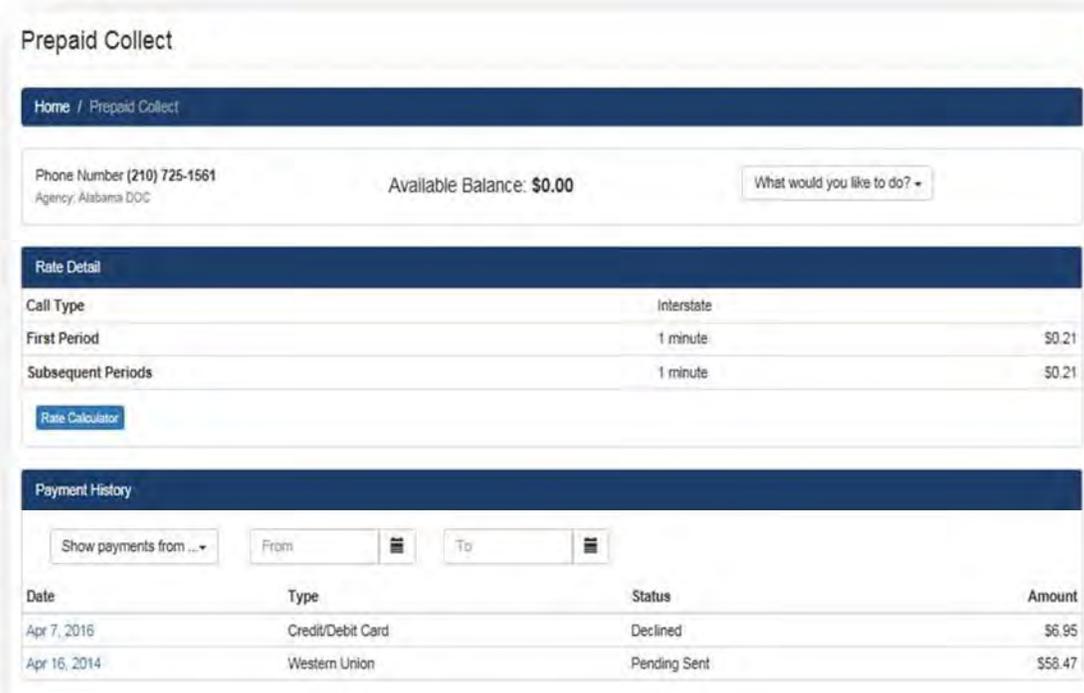
At <https://icsonline.icsolutions.com/icsonline/Welcome.aspx>, Customers can log in to their prepaid account or create a new prepaid account, add funds to their existing account, or view account balances.



ICSolutions' Family First Prepaid Customer Care Portal

Payment History

Called parties may also view all activity on their prepaid account in the Payment History screen.



Prepaid Collect

Home / Prepaid Collect

Phone Number (210) 725-1561
Agency: Alabama DOC

Available Balance: \$0.00

What would you like to do? -

Rate Detail

Call Type	Rate	Amount
Interstate		
First Period	1 minute	\$0.21
Subsequent Periods	1 minute	\$0.21

Rate Calculator

Payment History

Show payments from ...

From To

Date	Type	Status	Amount
Apr 7, 2016	Credit/Debit Card	Declined	\$6.95
Apr 16, 2014	Western Union	Pending Sent	\$58.47

Account Balance Notifications

Each time a called party receives a call, they are notified whether they have sufficient funds in their prepaid account. If they do not have sufficient funds in their account, THE ENFORCER® will give them the option to be connected to a live customer service representative automatically to fund the account. When an inmate places a collect call to a number that has set up a Prepaid Collect account that doesn't have a balance sufficient to complete the call the called party will hear:

- "Hello. You have a call from (inmate's name) an inmate at (facility name)"
- "To accept this call press 5"
- "To refuse this call hang up now"
- "To block this call and all future calls from this facility, press 9"

If the call is accepted the called party will hear:

- "Your account balance is (dollars and cent remaining in their prepaid collect account)
- This balance is not enough to allow this call to be completed. Please contact Inmate Calling Solutions at 888-506-8407. **Please press 0 to be transferred to Inmate Calling Solutions at 888-506-8407.**"

4. Vendor shall respond to all major service outages within two hours. Major outage is defined as 30% or more of the functionality of the system.

ICSolutions Response:

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

Should a service outage occur, our Technical Services team will create a trouble ticket and attempt to fix the outage at our data center **within one hour**. If we are unable to fix the problem at the data center, and it is determined that onsite equipment failure/disruptions have caused the problem, Technical Services will dispatch a local ICSolutions technician.

5. Vendor shall provide service policies and procedures as an attachment to this proposal.\

ICSolutions Response:

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

Please refer to **EXHIBIT E** of this proposal response.

6. Describe the maintenance and quality assurance programs for telephones to be installed.

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 Visitor™ video visitation system. Our commitment extends to all systems, telephones, software, and peripheral hardware. This level of support is part of our turnkey proposal to each customer. As such, there is no cost whatsoever to the County for this service.

ICSolutions is committed to keeping your inmate phone system in top working order to ensure continuous availability of calling services to inmates, and reliable revenue-generation for our clients. ICSolutions does not propose to use subcontractors to meet the requirements of the contract.

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

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

All equipment proposed is shipped from ICSolutions’ San Antonio manufacturing facility following a rigorous testing procedure and approval by Quality Assurance personnel. Following deployment, ICSolutions will create a preventative maintenance schedule to ensure that we meet the goal of continuous, reliable service. In addition, ICSolutions takes a number of proactive steps to manage system performance, including:

1. 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%). An exception report is automatically created for any site showing such variances.
2. In addition, 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 support team for further investigation and resolution.
3. Lastly, 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.

Preventative Maintenance

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

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

Offsite Preparation

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

Phone Room

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

Inmate Stations

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

7. Describe the maintenance and quality assurance programs for telephones to be installed.

ICSolutions Response:

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

Please see our response to the [PREVIOUS REQUIREMENT](#).

8. Detail the method of determining service interruptions and service call priorities. List response time for each priority and the level of expertise devoted to each priority.

ICSolutions Response:

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

Priority Schedule

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

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

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.



9. Provide a contact person who will be responsible for ongoing account management and support.

ICSolutions Response:

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

Darryl Hughes
Regional Account Manager

13369 Valley Blvd. Fontana, CA
92335
562 972-9983
Darryl.hughes@ICSolutions.com

Responsibilities

As Regional Account Manager, Darryl Hughes 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 Darryl 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

Darryl Hughes is an accomplished, results-driven sales/marketing professional with excellent business development leadership who promotes state-of-the art technology solutions to meet clients' needs and ensure client satisfaction. Mr. Hughes brings nearly a decade in the inmate communications industry, managing, training, and working with city, county, state, and privately owned correctional institutions. Throughout his career, Mr. Hughes has ensured the satisfaction of clients by being a primary point-of-contact for all inmate telecommunication system questions and investigative solutions. Darryl Attended San Jose State University, where he received a Bachelor of Science in Business Administration and Marketing.

10. System shall have the capability for remote diagnostic to minimize facility visits by Vendor. Describe your system diagnostic process and tools.

ICSolutions Response:

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

The solution we are proposing for Klamath County is a centralized configuration, which means the call processor will reside at a secure data center rather than at a County facility. The centralized, primarily offsite configuration we have designed for the County 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 necessary only 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.

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.

D5. Disaster Recovery

1. Describe your disaster recovery system.

ICSolutions Response:

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

Disaster Recovery Plan

Business Continuity

The management of ICSolutions recognizes the importance of maintaining an effective Disaster Recovery and Business Continuity Plan to ensure the continuation of critical business processes and minimize disruption in the event of hardware, network, or other unexpected failures or disruption.

At the core of the ICSolutions infrastructure is the centralized ENFORCER® call processing platform. This platform is housed in our Atlanta data center and is engineered for high availability and maximum redundancy, with no single point of failure. ICSolutions maintains a disaster recovery plan for this data center, coupled with recovery and response plans for disasters or major service interruptions at any of our client facilities.

The Atlanta data center is supported by multiple, active power and cooling supplies composed of redundant, fault-tolerant, enterprise-grade components yielding 99.999% service availability. The data center itself is constructed of solid concrete and is therefore tornado-resistant. Weekly tests are conducted of the onsite generator and power transfer unit to ensure operational readiness and seamless service failover. Access to the network is front-ended with a series of load-balancer devices that ensures maximum efficiency of the call processing platform and downstream processes.

The Atlanta data center is one of the most sophisticated multi-tenant colocation centers in the country. This purpose-built facility provides network diverse connectivity, rigorous critical systems infrastructure, and multi-tier security. The building provides 86,000 sq/ft of dedicated raised floor space and comes complete with a full complement of private cloud and managed services that are backed with extensive SLA commitments. Access to the data center is controlled by an electronic keypad system, and all movement is captured by event logs and closed circuit security cameras. Additionally, the entire building is equipped with a commercial alarm system, which includes both internal and external security cameras. All security camera video is retained for a minimum of 30 days.

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

ICSolutions has contracted AT&T and Level 3 to deliver carrier-grade network to the data center utilizing diverse and independent cable routes. Access to the network is front-ended with a series of load-balancer devices that ensures maximum efficiency of the call processing platform and downstream processes.

The ENFORCER® centralized call processing platform resides on SuperMicro and/or Dell PowerEdge R410 servers (six per stack), wired to a Stratus 4500 ftServer database that comes complete with Stratus Continuous Processing® features, including:

❖ **Lockstep technology**

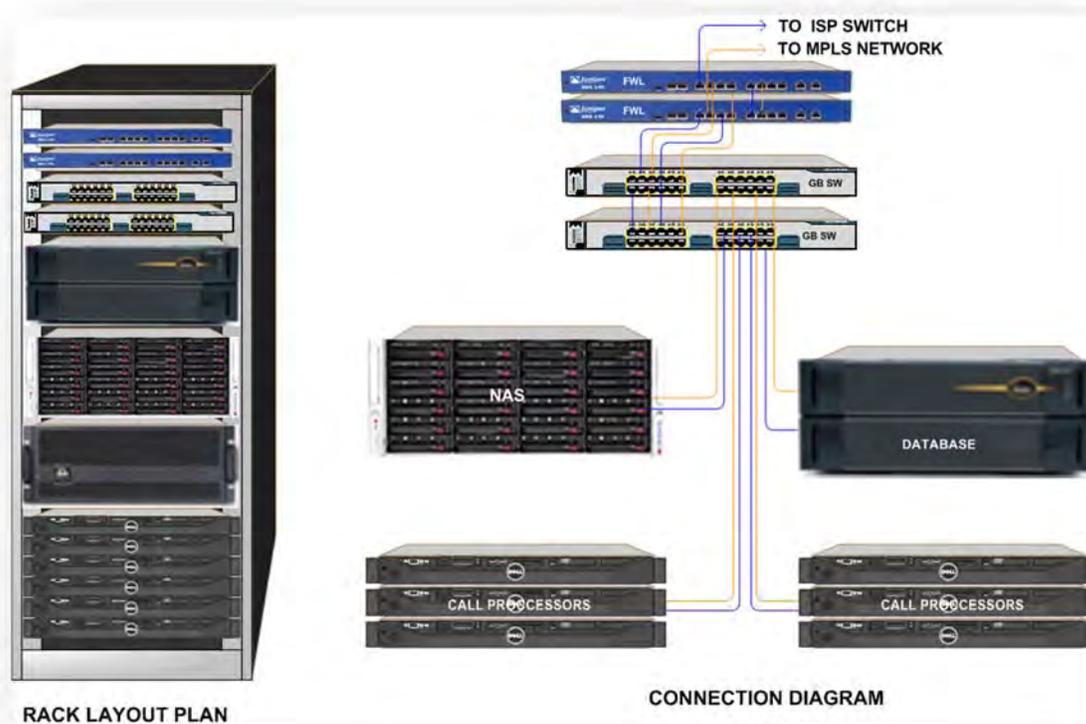
Replicated, fault-tolerant hardware components process the same instructions at the same time. In the event of a component malfunction, the partner component is an active spare that continues normal operation. There is no system downtime and no data loss.

❖ **Failsafe software**

The ENFORCER® failsafe software works in concert with lockstep technology to prevent many software errors from escalating into outages. Software issues are captured, analyzed, and reported to Stratus. This process enables support personnel to take a proactive approach to correcting software problems before they recur. Even in-memory data is constantly protected and maintained. Stratus's hardened device drivers add yet another level of reliability to the operating system environment.

❖ **ftServer systems**

ActiveService architecture ftServer systems constantly monitor their own operation. Remote support capabilities — made possible by the global Stratus ActiveService™ Network — enable service engineers to diagnose, troubleshoot, and resolve problems online as if they were onsite. If needed, the 4500 system automatically orders its own customer- or field-replaceable parts.



The Network Attached Storage (NAS) array operates on a SuperMicro Superchassis 4U. Essentially it comprises two independent RAID-6 arrays of hot-swappable 1TB drives, both managed by the RAID cards on a single motherboard. The advantage of this architecture is that technicians can literally pull out one RAID to replace or upgrade a drive without affecting the ability of the other RAID to remain online and receiving data. The repaired RAID receives any data it missed after it is reattached. Each RAID-6 is internally redundant, as well. At least two drives within one RAID-6 can fail without a single file being lost. All the servers, the database, the routers, and the NAS are connected by 10/100/1000 Ethernet cables and LAN cards.

ICSolutions provisions enterprise-class network connectivity to each location serviced by the centralized ENFORCER® call processing platform. The ENFORCER® is built on full network redundancy. We start with the “last-mile” connection between the jail and the Internet where we provide multiple links via T1 lines. T1 lines are far more reliable than cable modem connections and we use multiple T1s to maximize reliability.

Our data centers also have multiple connections to the Internet. Our San Antonio data center has 130mbps in aggregate bandwidth via fiber optic connections to two different network providers. We also duplicate every network component inside our data center, ensuring that should any device fail there will be no impact to our service.

In large County and State deployments, service is provisioned from two different carriers, which are connected by two independent circuits to two fully meshed network clouds. This configuration ensures high availability and maximum redundancy of the entire service solution.

The ENFORCER® Platform

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

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

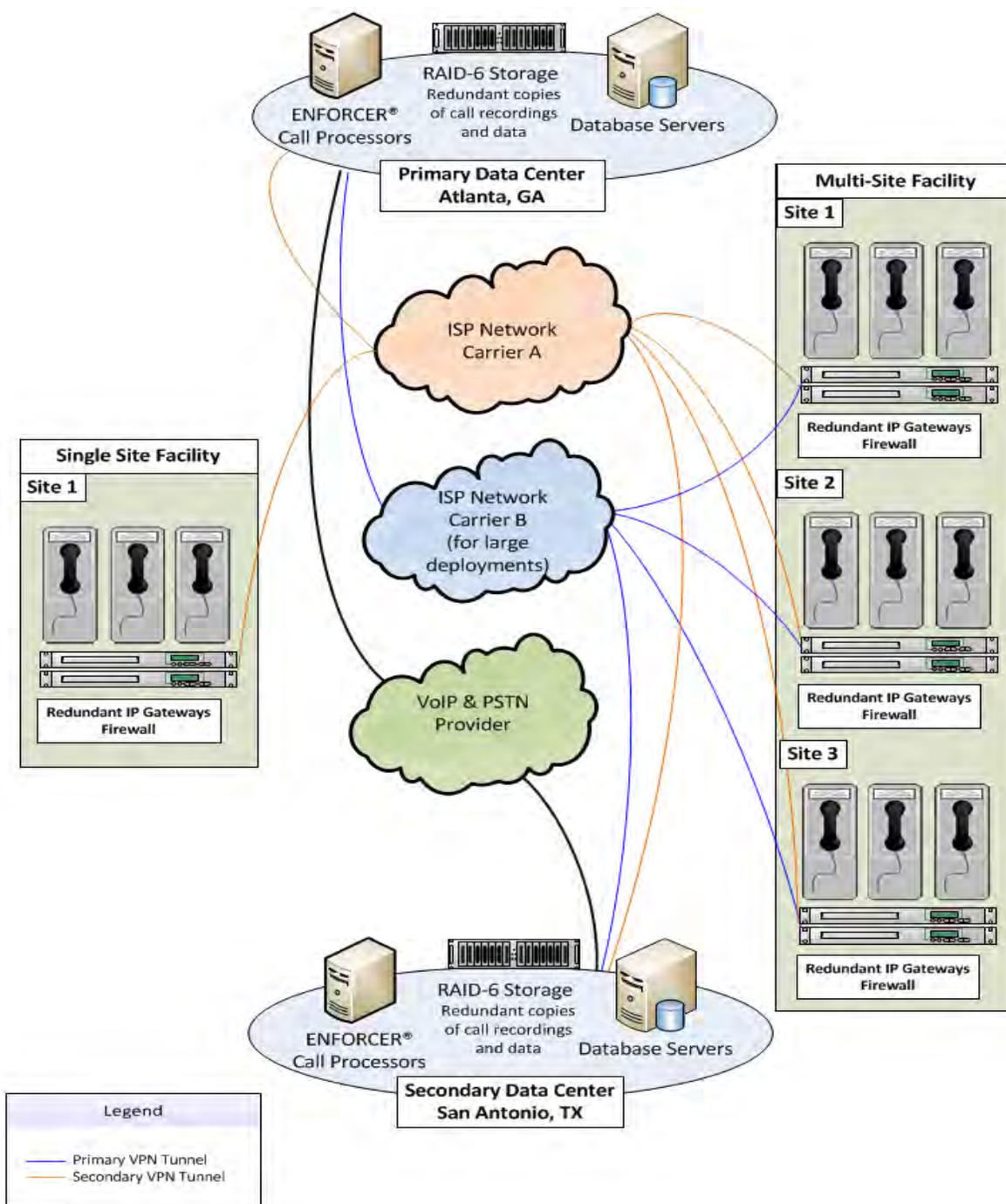
The County's facility will be connected by an always-on, fully-managed, and secure WAN to our data center where all the call-processing, recording and investigative applications will run in our secure server rooms, which are monitored and maintained 24/7/365. We can perform all system maintenance, install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

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

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

ICSolutions has contracted AT&T and Level 3 to deliver carrier-grade network to the data center utilizing diverse and independent cable routes. Access to the network is front-ended with a series of load-balancer devices that ensures maximum efficiency of the call processing platform and downstream processes.

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



Sample System Architecture

The ENFORCER[®] Disaster Recovery Plan

ICSolutions has developed a Disaster Recovery Plan which details the steps to ensure business continuity in the event of a system emergency such as a catastrophic event or hardware/network failure. The management team recognizes the importance of maintaining, updating and being familiar with an effective plan to help ensure the continuity of critical business processes and minimize disruption in the event of material disruption.

Our internal planning covers:

- Disruption or disaster at a client facility
- Disruption or failure of a managed WAN or third-party network service (i.e., LIDB validation)
- Disruption or disaster at an ICSolutions data center
- Loss of key personnel

Each separate plan identifies a primary and back-up Incident Commander (IC).

Type 1 – Onsite Equipment Disruption

Please note that The ENFORCER[®] calling system is fully centralized, with most critical system components located offsite in redundant, geographically separate data centers. Onsite equipment is limited to just the phone instruments themselves, UPS backup power, and Adtran IP Gateways that connect the phones to the offsite call processors.

ICSolutions installs Adtran IP Gateways at each facility to connect inmate phones to the offsite call processor. In the event of a catastrophic failure of Adtran IP Gateways, our field service technicians will maintain spare components and gateways and will be dispatched to the affected facility to replace the defective Adtran IP Gateways. In the event of an onsite disaster that damages most or all of the onsite equipment, the following procedure will be initiated.

For a Type 1 disaster, the primary IC will be the Technical Services Manager with the Client Services Manager as the back-up. Each will be closely acquainted with facility staff and procedures. They will be alerted by our network monitoring applications or a ticket opened online by facility staff or a call into our 24/7/365 Technical Services Center and will:

1. Immediately coordinate a visit from the local technician to assess the damage
2. Put Engineering & Operations team on notice
3. Determine the extent of the damage and the need for replacement parts, as well as the availability of space, and a network access point to either the MPLS or ISP provider
4. Present a plan to the facility to restore all services
5. Coordinate shipment of new system components
6. Both Technical Services Manager and Client Services Manager will stay involved until service is fully restored at the facility

Type 2 – Network Connectivity Disruption

Please note that, for each supported facility, ICSolutions obtains network service from two different network carriers, so that if one carrier experiences an outage, service will instantly fail over to the second carrier. While the following plan will be initiated anytime a network service outage is detected, phone

system access will continue to operate normally except in the unlikely event that a disaster should impede service of both network carriers simultaneously.

For a Type 2 disaster, the primary IC will be the Director of Operations and the Technical Services Manager as back-up. Type 2 incidents may also require a full Crisis Response Team (CRT) drawn from the technical staff of our Network Operations (NetOps), Operations, Installation, Engineering and Management teams.

The IC will be notified by our network monitoring applications or a ticket opened online by facility staff or a call into our 24/7/365 Technical Services Center, or by one of our network or database providers and their monitoring staff. The IC will:

1. Immediately notify the network provider and our Network Specialists and Engineering team leaders, who will begin diagnostics and re-route traffic
2. Determine, based on the severity of the incident, whether or not to form a full Crisis Response Team including ICSolutions' Management (if so, in-office VP will become primary IC)
3. Notify the affected facility
4. Present a plan to re-route all traffic and/or restore normal service
5. Make our Network carriers aware of SLAs and escalate as entitled under our service contracts
6. Coordinate operational response from our carriers and NetOps and Engineering teams to re-route traffic, restore normal service
7. Share progress and resolution with the affected facility

Third-party validation sources have built-in redundancy and have proven over the years to be reliable. Any risk of loss regarding third-party support is believed to be minimal since key vendors already have redundancy and failover mechanisms in place. Network common carriers and dial-tone providers maintain their own disaster recovery plans pursuant to applicable regulatory requirements, and ICSolutions' third-party services are also distributed among multiple vendors.

Any network outage should be diagnosed from our primary data center and Network Operations Center (NOC) in San Antonio. In the event of a third-party utility outage such as a broken power cable, the Director of Operations or the most available backup IC would coordinate directly with local utility.

Type 3 – Data Center Disruption

The ENFORCER®'s primary call-processing platform is housed at the primary data center in Atlanta. The Atlanta data center is one of the most sophisticated multi-tenant colocation centers in the country. This purpose-built facility provides network diverse connectivity, rigorous critical systems infrastructure, and multi-tier security. The building provides 86,000 sq/ft of dedicated raised floor space and comes complete with a full complement of private cloud and managed services that are backed with extensive SLA commitments. The Atlanta data center is backed up by an always-on secondary data center located more than 900 miles away in San Antonio. Our Secondary data center at ICSolutions' headquarters is classified as a Tier IV facility, supported by multiple active power and cooling supplies comprised of redundant fault tolerant enterprise-grade components yielding 99.999% of service availability. Should a disruption to normal call processing occur at the Atlanta data center, service will instantly and seamlessly failover to San Antonio until Atlanta is fully restored and back online.

Should either data center undergo a serious disaster, it will be temporarily replaced to ensure continuity of redundant service. While each data center infrastructure is configured for maximum redundancy,

ICSolutions will need to add a similarly equipped data center at another location, geographically separated, in order to deliver complete business continuity irrespective of any localized disaster.

As the manufacturer of The ENFORCER®, ICSolutions is prepared to respond quickly in the unlikely event that a true disaster occurs, completely destroying a primary or backup system. Additionally, each system is monitored on a 24/7/365 basis utilizing Nagios and Nagios monitoring applications. These applications monitor both hardware stats and application software. In the event of a failure, the application will generate alerts to the appropriate rapid response personnel. Critical system data, call records and call recordings are stored on an array of non-volatile hard disks to ensure that any prolonged interruption in power does not result in loss of call records. The disk array provides both reliability and redundant drives for maximum protection of the facility's data. Call records and critical system data are stored at our headquarters in San Antonio, TX, on industrial quality RAID servers.

For a Type 3 incident, the VP of Product Development will be the primary IC, with Director of Operations as secondary IC. A Type 3 incident will be detected immediately by ICSolutions' staff, or the network monitoring applications. For any Type 3 incident, a Crisis Response Team will be formed by the IC coordinating resources from applicable departments.

- ENFORCER® Core Technology: ICSolutions maintains nightly off-site backups of all source code and compiler tools to enable recreation of the support environment virtually anywhere within a few hours.
- All other systems such as reporting, accounting, etc. are backed up nightly and could be restored quickly onto "off-the-shelf" hardware. ICSolutions is the manufacturer of our ENFORCER® solution, and our staff can build a new server stack from readily available hardware and install it at an unaffected co-location to restore redundancy in short order.

In the event that a temporary replacement system must be set up at another data center (such as if a data center were completely destroyed in a natural disaster), ICSolutions has a web-based procurement and inventory management system that can be used by authorized staff in San Antonio, or any other location to order, track and re-route parts to an alternate data center or one of the Keefe Groups regional warehouses or operations centers: New Jersey, Ohio, California, Florida, Missouri, and other geographically disparate locations have both offices and workspace available in an emergency. A team from our San Antonio Engineering center can arrive and have a dedicated workspace to assemble, load, and test a server stack and related systems for installation in a near-by commercial co-location facility, if a prolonged downtime at one of our data centers is expected.

ICSolutions' Engineering team is prepared and able to configure, ship, and replace any damaged or failed system within 12 to 24 hours from on-hand materials, depending on the number of facilities affected at once. ICSolutions is the manufacturer of our proposed solution and has built and installed more than 200 ENFORCERs, so our ability to do so reliably and under deadline is tested and validated regularly in the course of normal operations.

Type 4 – Loss of Key Personnel

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

contingency planning. Each key staff member has a backup identified (as in the plans above) by the ICSolutions' management team.

The ICSolutions' disaster response and business continuity plans are subject to periodic internal review and are updated no less than annually. The timely delivery of parts and supplies is tracked and measured constantly to be sure our supply chain is providing the parts needed to provide or restore service in a timely fashion for all of our clients. The performance of all network and network service providers is monitored constantly, and their adherence to SLAs, uptime, and reliability standards is measured and reported monthly.

Our Disaster Recovery strategies for loss of key personnel apply to all of our proposed systems.

THE VISITOR™ Video Visitation System (VVS)

Disaster Recovery Plan

The Visitor™ is a module on The ENFORCER®, and since we are offering the VVS and ITS as a single source provider, the procedures outlined in the ITS disaster recovery plan apply to The Visitor™, with the addition of on-site disaster recovery. While the video visitation is processed and recordings are stored onsite, the data for the video visitation is maintained at our centralized data centers, just like The ENFORCER® call data. For any on-site disaster recovery necessary, the primary IC will be the Technical Services Manager with the Client Services Manager as the back-up. The local technician will dispatch to the facility to assess damage and make possible repairs. Then ICS management will assess damage to determine necessary repairs and replacement parts, present a plan to restore services, coordinate shipment, and maintain involvement until service is restored.

Standard

This plan's goals are to bring The Visitor™ system back into a serviceable condition so that video visitation is functional. To that end the following systems must be recovered in the following order:

- a. Network Switches and Routers
- b. Database Server
- c. Application Server
- d. Control Workstation
- e. The Visitor™ video visitation units

Preventative Steps

To prevent a loss of The Visitor™ system within a facility, a number of steps are taken. The main step is putting The Visitor™ system on the facility's backup power system. Each facility is unique in how main power is protected. Some facilities rely on generators while others rely on battery backups. Regardless of the facility's backup power structure, The Visitor™ systems are prevented from failure in multiple ways. Separate uninterruptable power supplies (UPS) are supplied for The Visitor™ network switches, routers, and video processing and recording servers, and each The Visitor™ unit is set to automatically restart when facility power is restored.

Recovery Strategies

Because The Visitor™ software application, along with all the County's rules and configurations, as well as all data related to scheduled and historical visitations, visitors, and inmates are maintained off-site with our centralized ENFORCER®, recovery is as simple as restarting the on-site equipment. This section includes the actual steps to recover failures resulting from on-site issues:

- a. Ensure facility power has been restored.
- b. Check all UPSs connected to The Visitor™ system. Check that the UPSs are powered on and capable of delivering the required power under load. If the UPSs are powered off, turn them on.
- c. Check the status of each Visitor™ switch and any routers in the Visitor™ network. This can be accomplished by connecting a computer directly to The Visitor™ switches and logging into the switch via its console or website.
- d. Reboot The Visitor™ Video Call processing/video storage servers. Ensure the server restarts, all services start, and the server is visible on the network. Confirm servers are connect to the centralized database.
- e. Log into the Visitor™ application via the admin GUI to verify database connectivity and system functionality. Verify the call correlation service has started. Verify the JMS import service has started.
- f. Reboot The Visitor™ Control Workstation. Ensure the workstation restarts, all services start, and the workstation is visible on the network. Log into The Visitor™ control software to verify database connection.
- g. Reboot The Visitor™ Monitoring Workstation. Ensure the workstation restarts, all services start, and the workstation is visible on the network. Log into The Visitor™ control software to verify database connection.
- h. Verify all VVS stations have restarted. If they have not restarted, attempt to restart them with the control workstation Wake-on-LAN function. If VVS stations still have not restarted, physically go to the VVS stations that have not restarted and manually turn them on.
- i. Complete VVS station connectivity test to confirm video and audio quality at each VVS station.

The Bridge 5 Tablets

Disaster Recovery Plan

This document details the policies and procedures for the ICSolutions Bridge Tablet. In the event of a disruption to critical IT services or damage to IT equipment or data. These procedures will ensure that those assets are recoverable to the right level and within the right timeframe to deliver a return to normal operations, with minimal impact on the business.

Plan Objectives

- Ability to Restore Cloud Service Services
- Ability to Restore Database
- Source Code Backup
- Cloud Virtualization in case of Hardware Failure

Backup Strategy

Backups have two distinct purposes. The primary purpose is to recover data after its loss, be it by data deletion or corruption. Though backups represent a simple form of disaster recovery, and should be part of any disaster recovery plan, backups by themselves should not be considered a complete disaster recovery plan. A good backup strategy is the best defense against data loss.

Test Schedule

The DR plan will be tested in its entirety once every 30 days. Recovery process for IT service will be tested once every 30 days.

Plan Review

The DR plan itself will be formally reviewed annually and be approved by the Board of Directors each June Board meeting.

Revision History

Updated January 2, 2020

Incident Response

The DR plan is to be activated when one or more of the following criteria are met:

- Cloud Services Outage
- National Disaster
- Administrative/Clerical Critical Errors
- Acts of God

For any incident, the person discovering the incident must notify the DR stakeholders, who collectively assume responsibility for deciding which, if any, aspects of the DR plan should be implemented, and for establishing communication with employees, management, partners and customers.

Service RPO & RTO Targets

Web Access

- Scenario: Server Failure IP Issues
- RPO: 24 Hours
- RTO: 24 Hours
- Priority: Very High

Server Outage

- Scenario: Server Failure
- RPO: 4 Hours
- RTO: 4 Hours
- Priority: Emergency (Top Priority)

General

- Scenario: Kiosk Compromised
- RPO: 1 Hour After Notice
- RTO: 1 Hour After Notice
- Priority: Very High

Tablet Disaster Recovery Procedures

Depending on the incident, and on the number and nature of the IT services affected, one or more of the following DR procedures may be affected by the DR team:

DR Plan for Damaged Servers

Scenario: Amazon Web Services Down

Possible Causes: DDoS, Natural Disasters, Act of God

IT Services and Data at Risk: User Interface, Complete down

Impact: Services fully down; Not operational

Plan of Action

1. Identify issue; CIO to coordinate initial response.
2. Migrate server backup to working provider; reestablish DNS to new location
3. Evaluate damage.
4. Contact Amazon Web Services
5. Establish data recovery targets and timeframes.

DR Plan for Database Loss / Corruption or Deleted Files

Scenario: Loss of Data

Possible Causes: User Error, Bad Sync with JMS, etc.

IT Services and Data at Risk: Jail Administration Functions & Financials

Impact: Mild to severe

Plan of Action

Restore needed database entries.

2. Vendor shall provide redundant data centers. How many data centers do you have? Describe them.

ICSolutions Response:

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

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

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

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

The Atlanta data center is supported by multiple, active power and cooling supplies composed of redundant, fault-tolerant, enterprise-grade components yielding 99.999% service availability. The data center itself is constructed of solid concrete and is therefore tornado-resistant. Weekly tests are conducted of the onsite generator and power transfer unit to ensure operational readiness and seamless service failover. Access to the network is front-ended with a series of load-balancer devices that ensures maximum efficiency of the call processing platform and downstream processes.

The Atlanta data center is one of the most sophisticated multi-tenant colocation centers in the country. This purpose-built facility provides network diverse connectivity, rigorous critical systems infrastructure, and multi-tier security. The building provides 86,000 sq/ft of dedicated raised floor space and comes complete with a full complement of private cloud and managed services that are backed with extensive SLA commitments. Access to the data center is controlled by an electronic keypad system, and all movement is captured by event logs and closed circuit security cameras. Additionally, the entire building is equipped with a commercial alarm system, which includes both internal and external security cameras. All security camera video is retained for a minimum of 30 days.

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

3. How many staff do you have dedicated to managing and operating your data centers?

ICSolutions Response:

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

ICSolutions employs more than 40 employees dedicated to the management and operations of our data centers.

D6. Training

1. Vendor shall provide initial installation training to the County staff in system administration, operation, and reporting. Upgrade and refresher training is also required for the length of the contract at no cost to the County.

ICSolutions Response:

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

Initial and ongoing training will be provided to the County throughout the length of the contract at no cost.

2. The Vendor must have the ability to provide initial and ongoing training through multiple options such as live training and Web-casting, as well as having an online help system integrated into the system.

ICSolutions Response:

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

3. Describe your training program; include description of course(s) and any applicable documents.

ICSolutions Response:

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

Facility Staff Training Plan

Training Outlines and Objectives

ICSolutions' goal is to familiarize Facility personnel with daily system functions, blocks, reports, investigative tools as well as emergency system shut down. ICSolutions understands that different user groups will sometimes have different training needs. As such, multiple classes will be scheduled, customized to fit the participants' needs. The user-friendly nature of THE ENFORCER® system and its THE VISITOR™ module makes it easy to understand and minimizes staff training time.

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

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

- The ICSolutions training sessions will be conducted at a centralized location, or at individual sites, as preferred by the County.
- Training materials consist of a visual presentation, such as a Microsoft Power Point presentation; in-class question and answer sessions; THE ENFORCER's Quick Reference Guide; and a demonstration of the commonly used features of THE ENFORCER® system; and hands-on interactive training **using the facility's own live system.**

- ICSolutions recommends follow-up training 30 to 90 days after the initial training, to answer more detailed questions your staff may raise after having used their new calling system for several weeks.
- Training is typically divided into three types of sessions: **Standard User, Investigator, and Site Administrator (Super User)** and, for the VVS, we also add training for the **Control Officer**. Training length varies based upon user type and number of trainees, but most training sessions are roughly **one-hour** long.
- When a voice biometrics application is in use, separate training will be conducted for that product after all inmates have been enrolled in the system.
- Printed copies of the Quick Reference Guide will be provided for each facility. Online documentation (Quick Reference Guide, Investigative Suite Reference, Reports Guide, and Enhancements Summary) is provided as part of THE ENFORCER® system. These online documents are updated and published to all facilities every time THE ENFORCER® system is updated or enhanced.
- ICSolutions typically provides initial training in live sessions at the client's facilities. Follow-up training can be delivered live, but we also offer web-based training via WebEx.
- Initial and all follow-up training will be conducted by our dedicated Training department. ICSolutions is able to **accommodate your requests for training with very little notice**.
- All training is provided **at no cost to the facility**.



ICSolutions Client Testimonial

"ICSolutions has provided continued refresher and new program update trainings ... I have found the training to be thorough, detailed, and specific to the target audience to facilitate intelligence gathering."

*Captain Almonte – Osceola
County Corrections Department*

Training Curriculum

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

<p>Day-to-Day System Administration</p>	<ul style="list-style-type: none"> • Logging In, locally, remotely, to one site, multiple sites, etc. <ul style="list-style-type: none"> ◦ Single sign-on to ITS and VVS through THE ENFORCER® • User Access Control Settings: Roles, permissions etc. • Call Process Flow & Control settings • Call Record Search • Blocked Number Administration • Inmate Account Editor <ul style="list-style-type: none"> ◦ Search for Inmate Account ◦ ANI Advanced Privileges and Inmate-specific controls ◦ Enter PANs, Inmate-specific blocks & exceptions ◦ Alerts on Inmate Accounts ◦ Print Account Information ◦ Account suspension/reinstatement ◦ Change PINs • Debit Account Administration • Visitor Registration & Scheduling • Connecting Visits • Visitor Verification (if applicable) • Viewing and Modifying Inmate and Visitor Profiles • Interface Functionality (if applicable)
<p>Investigative Functions</p>	<ul style="list-style-type: none"> • Live Call Monitoring/Scanning • Call Disrupt Function • Recording • Recording Exempt Numbers • Setting Alerts (email, pager and phone) • Recordings – Search, Retrieval & Reporting • Recordings – Exporting Recordings, records and files to CD/DVD/USB, etc. • Running Ad-Hoc Call/Record/Recording Reports • Live Visitation Monitoring & Instant Disconnect • Visitation Recordings Search, Retrieval & Playback • Visitation Reporting & Interactive Tables
<p>Automated Calling Process Overview</p>	<ul style="list-style-type: none"> • Placing a Call • Debit Call Process • Prepaid Process

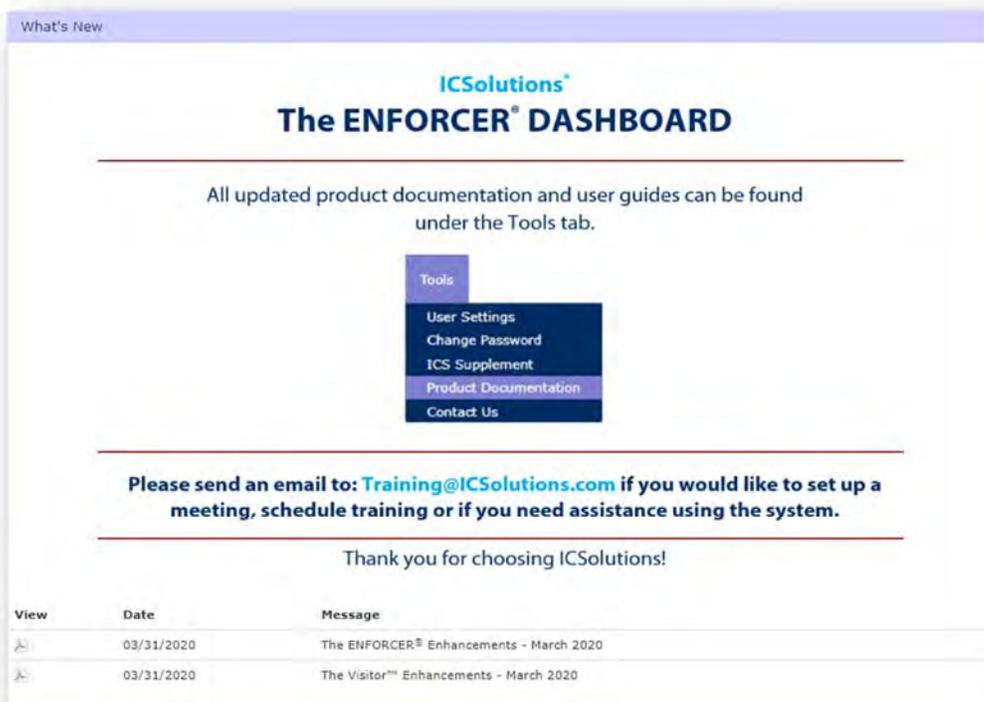
<p style="text-align: center;">Visitation Administration</p>	<ul style="list-style-type: none"> • User Accounts & Privileges (ban visitors & other inmate restrictions) • System configurations • Creating messages to warn inmates and visitors of non-compliant behavior • Setting visitation rules for onsite, remote, and specified visitation centers or housing units • Establishing authorized visitor relationship type and privilege status • Interface functionality (if applicable)
<p style="text-align: center;">Service & Maintenance</p>	<ul style="list-style-type: none"> • Initiating Trouble Reports & Scheduling automatic progress notifications • Information Gathering & Preliminary Trouble-shooting • Trouble Reporting and escalation • Viewing and reporting on trouble ticket histories
<p style="text-align: center;">Tablet Training</p>	<ul style="list-style-type: none"> • Tablet System Administration Portal • System Management • Tablet Program Best Practices
<p style="text-align: center;">Training and User Reference Tools</p>	<ul style="list-style-type: none"> • Quick Reference Guide • User Guide • Report Synopsis • Inmate Information Pamphlet in English & Spanish • Support Center • ICSolutions' and Support Team Contact Information

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



User Access to Product Documentation

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



Upgrades Dashboard

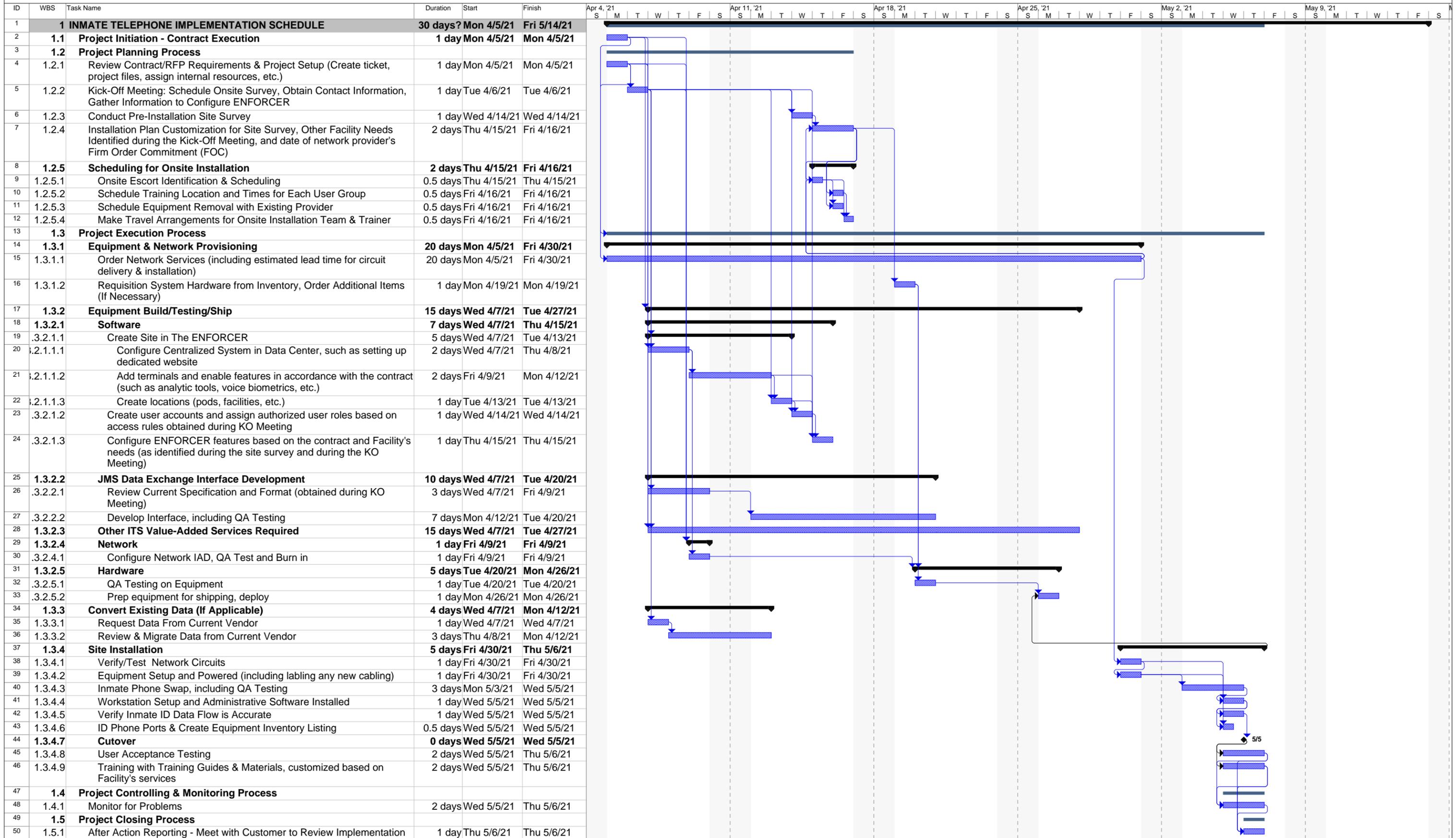
Inmate and End-Users Training Plan

ICSolutions offers several solutions to ensure that end users also have a transparent transition to the new system. First, we provide educational material for the housing and lobby areas to announce the upcoming transition date, calling and visitation rates, and ICSolutions' name, dedicated video visitation website, and toll-free customer service number for friends and family to set up prepaid accounts. Also prior to cutover, we activate prepaid account functionality so that friends and family can set up their accounts ahead of time. Any and all signage and brochures will be approved by the Facility before distribution.

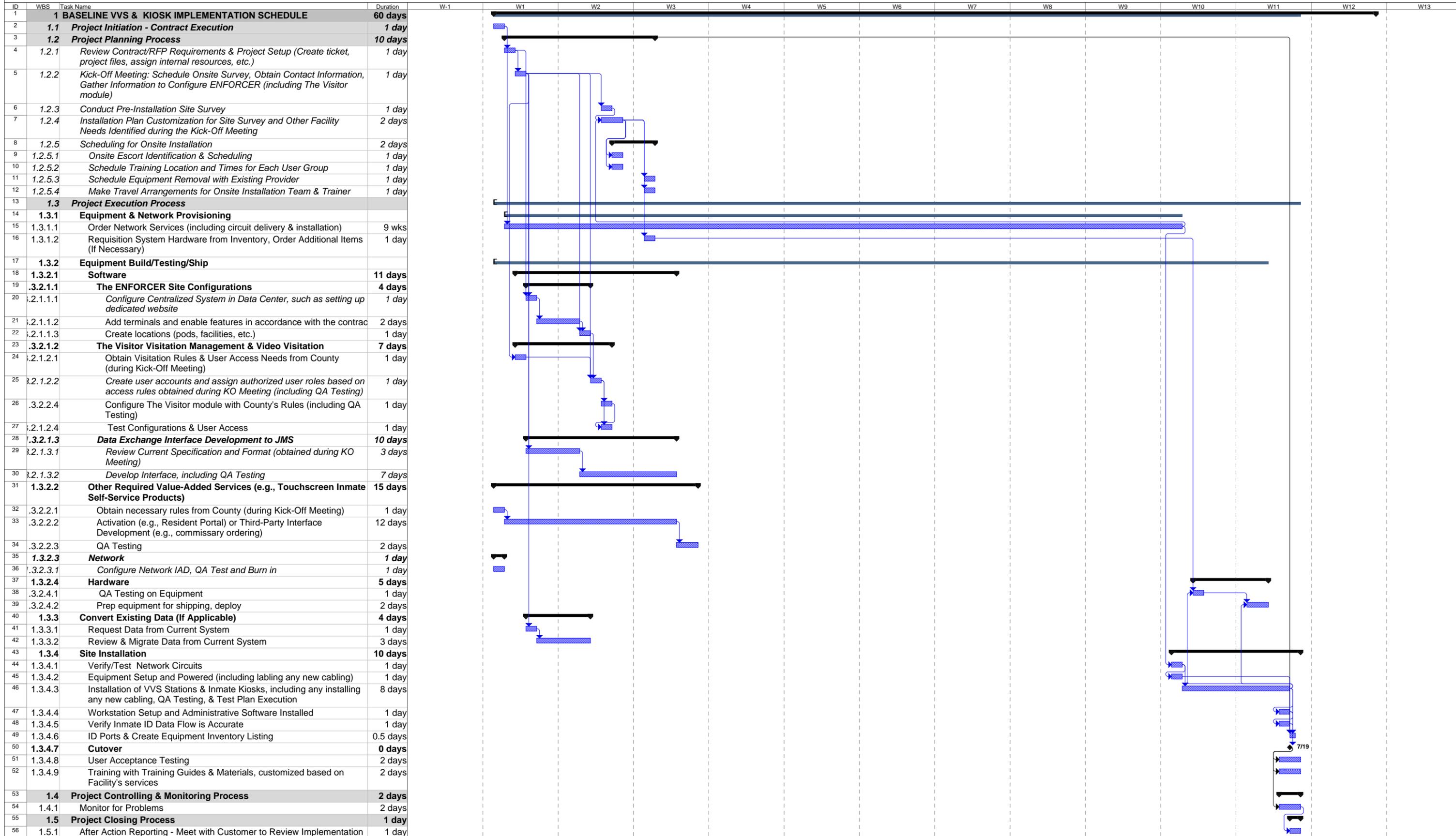
We can also provide written instructions on the phones, and we use clear and simple call prompts to guide inmates through the calling process. Call recipients whose phones cannot accept collect calls are given a free call followed by an automatic transfer to a live agent to explain calling options and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

When inmate tablets are deployed, ICSolutions provides inmate training on the new tablet solution following distribution of the tablets to the housing areas.

KLAMATH COUNTY, OR INMATE TELEPHONE INSTALLATION SCHEDULE



KLAMATH COUNTY, OR VIDEO VISITATION INSTALLATION SCHEDULE



NOTE: Italicized tasks are the same tasks as those performed for the Inmate Telephone Implementation.



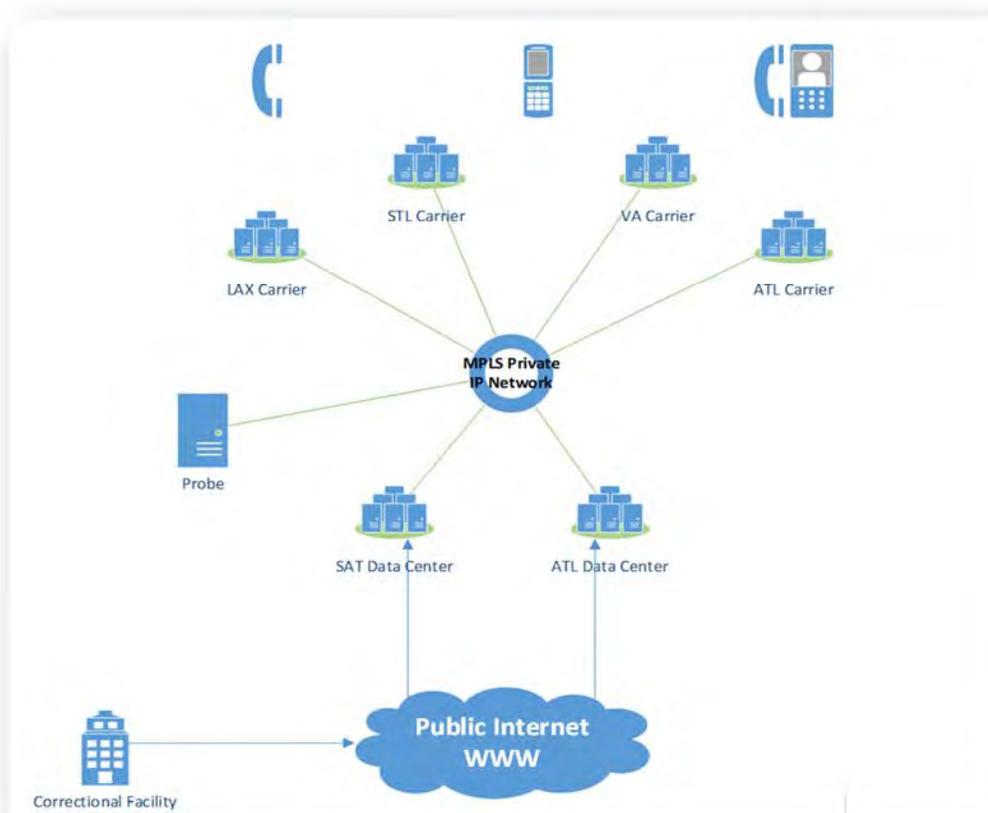
Section IV-C

Call Quality

SECTION IV-C

Call Quality

ICSolutions uses commercial applications for monitoring and analyzing call quality within our network. Aligned with our strategic partners, we utilize the latest in software applications to ensure toll quality voice processing. Below is a diagram of our basic network topology outlining the transmission points from the correctional facility to the called party. The primary collection point is the "Probe" that captures all of the call statistics from the terminating carriers.



ICSolutions breaks its monitoring down into four primary components: Answer-Seizure Ratio (ASR), Post-Dial Delay (PDD), Average Length of Call (ALOC), and Mean Opinion Score (MOS). These call quality statistics are described in the following paragraphs.

After the passage of Oregon Senate Bill 498, **ICSolutions has built a monitoring and tracking system for the Oregon DOC, where we provide inmate calling services, that specifically tracks sound quality.** As a result of this development, ICSolutions will be able to provide the County with access to call quality statistics in real time.

The **Answer-Seizure Ratio (ASR)** is the percentage of telephone calls which are answered, a measure of network quality and call success rates in telecommunications. In telecommunication an attempted call is termed a seizure; the answer-seizure ratio is defined as 100 times the ratio of answered calls, i.e. the number of seizures resulting in an answer signal, to the total number of seizures. Busy signals and other call rejections by the telephone network count as call failures. However, the inclusion in the ASR accounting of some failed calls varies in practical applications. This makes the ASR highly dependent on end-user action. Low answer-seizure ratios may be caused by far-end switch congestion, not answering by called parties and busy destination circuits.

Post-dial delay (PDD) is the measurement of how long it takes for a calling party to hear a ringback tone after initiating a call. Technically it is the delta between the SIP INVITE and a 180 Ringing or 183 Session Progress response.

Average Length of Call (ALOC) is a measurement determined by looking at a specific time frame of your VoIP traffic and finding the average call length. Most often your CDR (call detail record) or other reporting tool will give you this report. ALOC is used to monitor traffic, measure call quality, find the type of call traffic, predict network demand and more.

Mean opinion score (MOS) is a measure used in the domain of Quality of Experience and telecommunications engineering, representing overall quality of a stimulus or system. It is the arithmetic mean over all individual "values on a predefined scale that a subject assigns to his opinion of the performance of a system quality".

ICSolutions Call Quality Assessment & Tracking

ICSolutions has historically developed the MOS rating by averaging the results of a set of standard, subjective tests where a number of listeners rate the heard audio quality of test sentences read aloud by both male and female speakers over the communications medium being tested. This kind of test methodology had been in use in the telephony industry for decades and was standardized by the International Telecommunications Union, ITU-T recommendation P.800.

Leveraging this subjective approach, ICSolutions will score a minimum of 500 sentences during a test session to derive the MOS score. The test results are captured and reported as the number of sentences per score category ranging from 1 (Bad) to 5 (Excellent).

In the event the results yield an MOS score of less than 4, ICSolutions will take immediate action to investigate, understand, and correct the issue. Once the corrective action is complete, ICSolutions will repeat the test using the same listener pool.

MOS Score	Sentence
5-Excellent	318
4-Good	85
3-Fair	63
2-Poor	25
1-Bad	9
MOS Score = 4.2	

ICSolutions is committed to providing the highest voice quality through its deployment of over-provisioned bandwidth on an MPLS network coupled with advanced codecs from PIKA Technology Inc. (PIKA). PIKA is focused on the telecommunications market and holds patents related to communications and host media processing architectures. The PIKA technology suite supports both G.711 and G.729 codecs that can be deployed in both IP and TDM environments.

When combined with our bandwidth provisioning, we are able to ensure a minimum “Mean Opinion Score (MOS)”, of 4.0 or better (0 = pure noise, 5 = pure sound). ICSolutions will process all inmate calls over a dedicated statewide MPLS WAN (MultiProtocol Label Switching Wide Area Network) with leased access to a Tier 1 carrier fiber backbone.

Because we use an MPLS network rather than a shared access-type network, all voice traffic, including inmate calling and audio streaming to investigators, will be prioritized on the network. This guarantees that sufficient capacity is reserved for this voice traffic to prevent any deterioration in quality, even at peak hours under heavy usage.

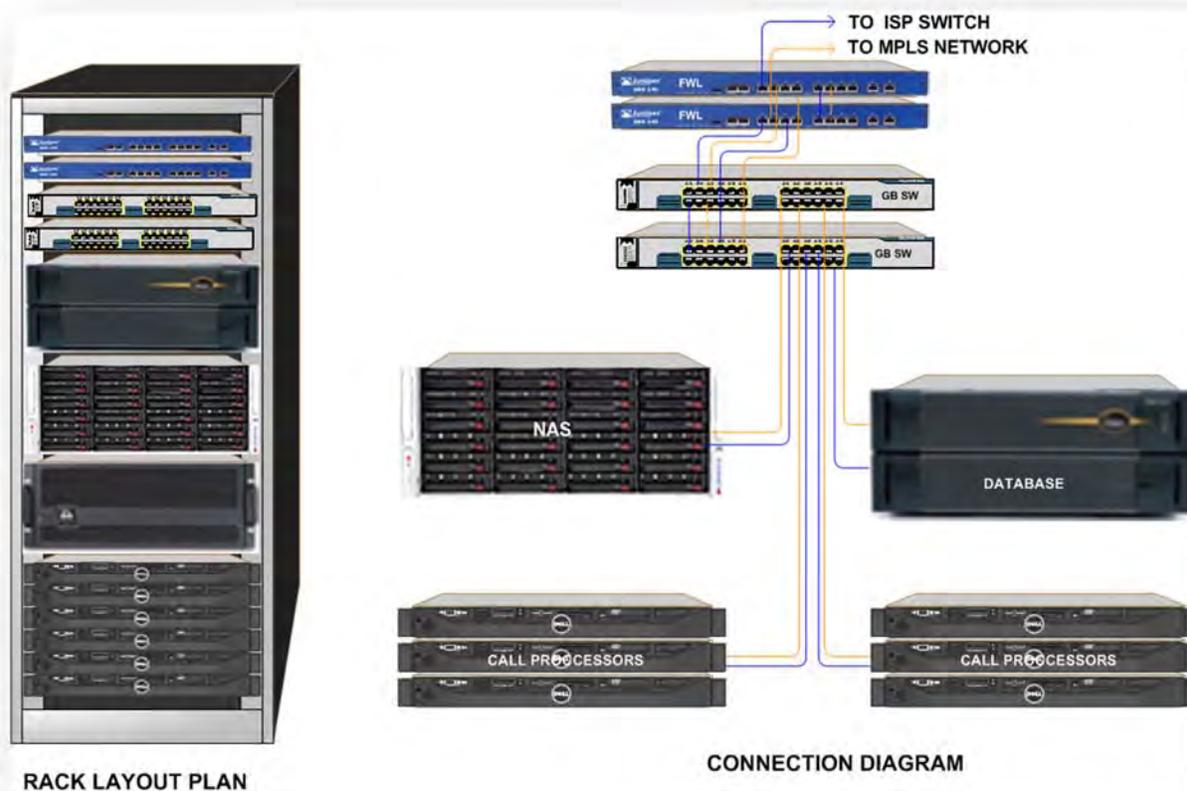
Practices & Procedures to Ensure Call Quality

At the core of the ICSolutions infrastructure is the centralized ENFORCER® call processing platform. This platform is housed in our Atlanta data center – with a full system back up in San Antonio data center - and is engineered for high availability and maximum redundancy, with no single point of failure. Both data centers are supported by multiple, active power and cooling supplies composed of redundant, fault-tolerant, enterprise-grade components yielding 99.999% service availability. The Atlanta data center is one of the most sophisticated multi-tenant colocation centers in the country.

ICSolutions has contracted AT&T and Level 3 to deliver carrier-grade network to the data centers utilizing diverse and independent cable routes. Access to the network is front-ended with a series of load-balancer devices that ensures maximum efficiency of the call processing platform and downstream processes. The ENFORCER® centralized call processing platform resides on SuperMicro and/or Dell PowerEdge R410 servers (six per stack), wired to a Stratus 4500 ftServer database that comes complete with Stratus Continuous Processing® features, including:

- ❖ **Lockstep technology:** Replicated, fault-tolerant hardware components process the same instructions at the same time. In the event of a component malfunction, the partner component is an active spare that continues normal operation. There is no system downtime and no data loss.
- ❖ **Failsafe software:** The ENFORCER® failsafe software works in concert with lockstep technology to prevent many software errors from escalating into outages. Software issues are captured, analyzed, and reported to Stratus. This process enables support personnel to take a proactive approach to correcting software problems before they recur. Even in-memory data is constantly protected and maintained. Stratus’s hardened device drivers add yet another level of reliability to the operating system environment.

- ❖ **ftServer systems:** ActiveService architecture ftServer systems constantly monitor their own operation. Remote support capabilities — made possible by the global Stratus ActiveService™ Network — enable service engineers to diagnose, troubleshoot, and resolve problems online as if they were onsite. If needed, the 4500 system automatically orders its own customer- or field-replaceable parts.



With full network redundancy, ICSolutions provisions enterprise-class network connectivity to each location serviced by the centralized ENFORCER® call processing platform. We start with the “last-mile” connection between the jail and the Internet where we provide multiple links via T1 lines. T1 lines are far more reliable than cable modem connections and we use multiple T1s to maximize reliability.

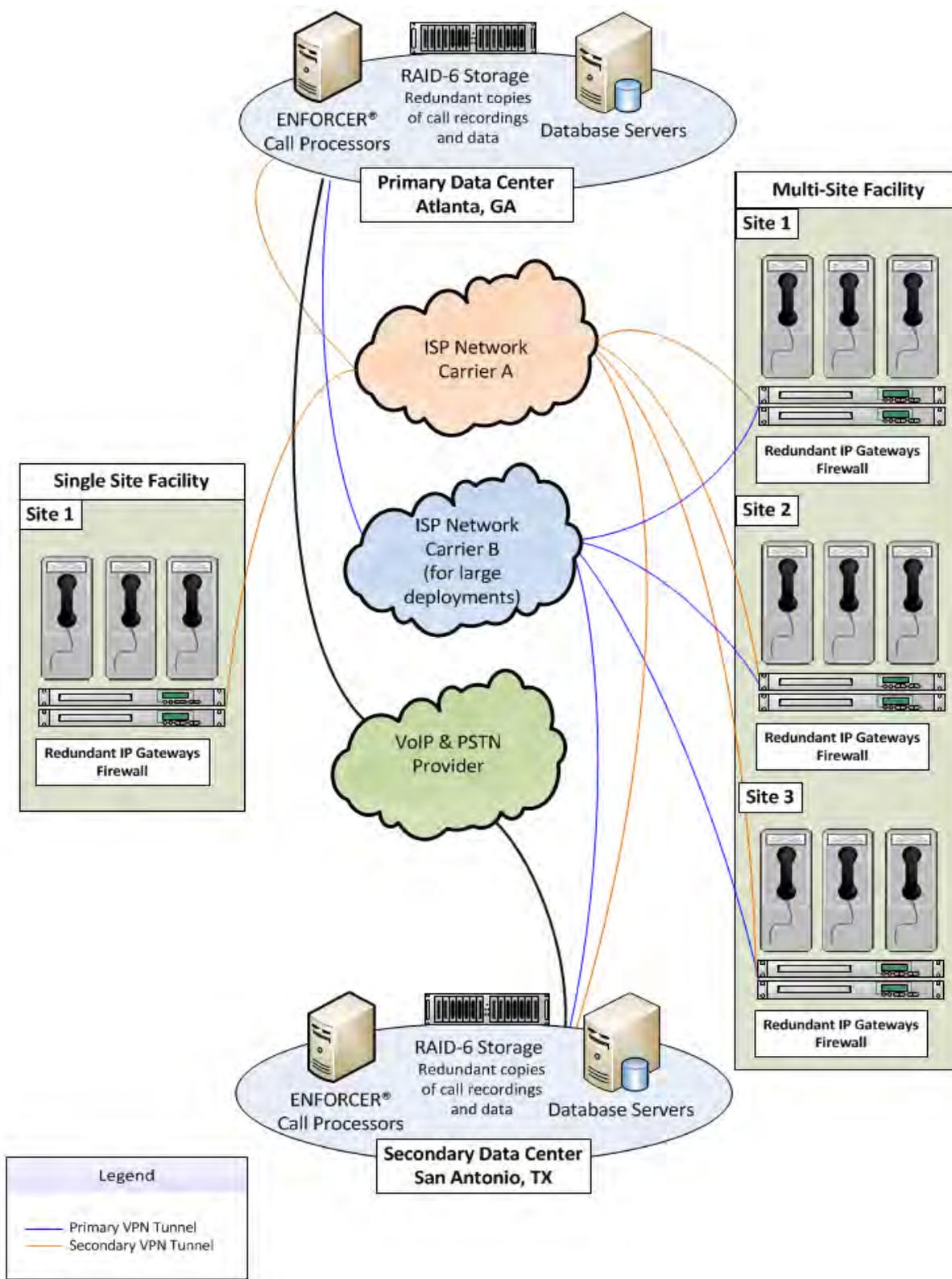
Our data centers also have multiple connections to the Internet. Our San Antonio data center has 130mbps in aggregate bandwidth via fiber optic connections to two different network providers. We also duplicate every network component inside our data center, ensuring that should any device fail there will be no impact to our service. In large County and State deployments, service is provisioned from multiple carriers, which are connected by independent circuits to fully meshed network clouds. This configuration ensures high availability and maximum redundancy of the entire service solution.

The ENFORCER® Platform

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

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

The County's facility will be connected by an always-on, fully-managed, and secure WAN to our data center where all the call-processing, recording and investigative applications will run in our secure server rooms, which are monitored and maintained 24/7/365. We can perform all system maintenance, install software updates, expand capacity etc. all without ever having to disturb your regular operations by performing any work onsite at the facility. ICSolutions provisions enterprise-class network connectivity to each location serviced by the centralized ENFORCER® call processing platform. This configuration ensures high availability and maximum redundancy of the entire service solution.



Sample System Architecture

Data Center Disruption

The ENFORCER®'s primary call-processing platform is housed at the primary data center in Atlanta. The Atlanta data center is one of the most sophisticated multi-tenant colocation centers in the country. This purpose-built facility provides network diverse connectivity, rigorous critical systems infrastructure, and multi-tier security. The building provides 86,000 sq/ft of dedicated raised floor space and comes complete with a full complement of private cloud and managed services that are backed with extensive SLA commitments. The Atlanta data center is backed up by an always-on secondary data center located more than 900 miles away in San Antonio. Our Secondary data center at ICSolutions' headquarters is classified as a Tier IV facility, supported by multiple active power and cooling supplies comprised of redundant fault tolerant enterprise-grade components yielding 99.999% of service availability. Should a disruption to normal call processing occur at the Atlanta data center, service will instantly and seamlessly failover to San Antonio until Atlanta is fully restored and back online.

Should either data center undergo a serious disaster, it will be temporarily replaced to ensure continuity of redundant service. While each data center infrastructure is configured for maximum redundancy, ICSolutions will need to add a similarly equipped data center at another location, geographically separated, in order to deliver complete business continuity irrespective of any localized disaster.

As the manufacturer of The ENFORCER®, ICSolutions is prepared to respond quickly in the unlikely event that a true disaster occurs, completely destroying a primary or backup system. ICSolutions' Engineering team is prepared and able to configure, ship, and replace any damaged or failed system within 12 to 24 hours from on-hand materials, depending on the number of facilities affected at once. ICSolutions is the manufacturer of our proposed solution and has built and installed more than 200 ENFORCERs, so our ability to do so reliably and under deadline is tested and validated regularly in the course of normal operations.

System Redundancy

Our centralized ENFORCER® platform is installed at the primary data center in Atlanta, with call storage and failover call processing at our secondary data center in San Antonio, Texas – providing geographically separate call processing that will ensure **99.999% uptime** and call quality for your Inmate Telephone System, while protecting the County from potential data loss. The centralized ENFORCER® is designed with a distributed processing architecture to minimize the risk of catastrophic system failure and reduce the risk that any single component could result in a complete system outage, data loss, or inaccessibility of data. ICSolutions employs multiple levels of redundancy to ensure 99.999% uptime for the ENFORCER® calling platform.

Network Redundancy: The ENFORCER® is built on full network redundancy. We start with the "last-mile" connection between the jail and the Internet, where we provide multiple links via T1 lines. T1 lines are far more reliable than cable modem connections and we use multiple T1s to maximize reliability. Our data centers also have multiple connections to the internet. Our San Antonio data center has 130mbps in aggregate bandwidth via fiber optic connections to two different network providers. We also duplicate every network component inside our data center, ensuring that should any device fail there will be no impact to our service.

Call Processing Redundancy: While the primary call processor is housed at our primary data center in Atlanta, we also install a fully functional, always-on backup call processor 900 miles away in our national headquarters and engineering center 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.

Through our system monitoring tools, ICSolutions continually monitors key areas and automatically assigns service representatives and/or dispatches field technicians to ensure optimal operation of our systems. Our monitoring systems actively monitor communication channels, call processors, disks, messages, and servers to ensure optimal operations at all times. System performance is monitored and the facility will be notified immediately upon the occurrence of non-performing equipment.

Inmate Phones

Every part of ICSolutions proposed system is designed for and in use at correctional facilities across the country. The inmate phones have internally adjustable background noise-suppression switches that will be customized to an appropriate setting depending on the exact surroundings (indoor or outdoor, concrete walls or not, other phones nearby or private booth, etc.) at each phone location specified by the County.

ADTRAN IP Gateways

The ADTRAN IP Gateway delivers voice over a stream of data, applying standard data-encryption methods used to implement a VPN. The router converts and encapsulates the voice data into IP packets. These devices connect to the analog inmate phones and convert the calls to VoIP before routing over the ICSolutions' secure, private network. The ADTRAN Gateway is designed to excel at supporting legacy analog devices like copper phone lines and fax machines. This minimizes the amount of onsite re-wiring and, as a result, speeds up the installation process, reducing disruption to County staff. It also allows ICSolutions to offer the convenience of VoIP calling while retaining the voice quality of traditional copper phone lines.

Concentrated Trunking

The ENFORCER® centralized calling platform leverages trunk concentration algorithms for call termination; however, the system is configured in such a manner to guarantee off-hook and termination availability for **all call attempts**. On the station side, there is no concentration, and each phone at the facility will be assigned a dedicated port on the centralized platform. With this configuration, no two phones will need to share a port, ensuring that all phones can be used simultaneously without inmates encountering busy signals due to busy ports. This configuration is a major differentiator between ICSolutions and other vendors, because most other vendors use "port sharing" on the station side to minimize their own costs.

P.01 Grade of Service for Call Completion

ICSolutions will provide at least a P.01 Grade of Service for all types of calls (local, InterLata, etc.). This means that less than 1 call in 100 would be denied even during the busiest hour. This is generally regarded as a very high standard for both government and corporate telecommunications systems. ICSolutions will adjust this service level to meet the requirements of the County.

A service ticket will be opened when the P.01 Grade of Service is not met and ICSolutions determines that a root cause analysis is required. All such service tickets will be tracked, and the expected close time of any of these service tickets will be five (5) business days. Any service ticket not closed within five (5) business days will be escalated, and a report of this delay will be submitted to the County. ICSolutions will provide a cause for any non-compliant service tickets, and a corrective action plan to address recurrent non-compliance issues.

Testing and Acceptance

ICSolutions conducts a detailed pre-cutover Testing and Acceptance Plan to ensure that the entire system is deployed and performs exactly as requested by the County. Once the ENFORCER® has received up-to-date inmate data, the final testing process begins and continues immediately upon cutover to ensure complete functionality. The testing procedures extend to all systems, telephones, software, and peripheral hardware. The designated County contact person will be given an acceptance form that consists of all features outlined above. Each feature/function will be reviewed and accepted in writing before our Project Manager leaves the facility. Tests and Checks Performed include:

- Verify system functionality by performing test calls from every station.
- Perform station cross connect punch work – verify stations are operational
- Test - Restart and confirm all modules are functioning properly.
- Test - Make test calls from each station- verify
- Test - Perform live monitoring.
- Test - Perform dial up live monitoring.

ICSolutions will also manually test all tablets for sound quality, video quality, volume and voice biometrics, as well as the Visitor™ VVS solution for screen calibration, sound quality, volume, and camera. ICSolutions conducts the user acceptance testing with the trainees using the live system to ensure the testing is effective. To minimize the Staff time needed for the system implementation, the user acceptance testing occurs simultaneously with the training. If there are any issues identified during the training, the ICSolutions Project Team will work to resolve the issue while onsite. Administration of all services – phone, VVS, and tablets – will occur from a single portal for maximum ease of use and efficiency. ICSolutions will ensure that Facility users are able to effectively administer to and manage all parts of the ICSolutions system. Tests and Checks Performed include:

- Verify system functionality by performing test calls from every station
- Perform station cross connect punch work – verify stations are operational
- Test - Restart and confirm all modules are functioning properly
- Test - Make test calls from each station- verify
- Test - Perform live monitoring.
- Test - Perform dial up live monitoring
- Interface Activation and Access Point Testing
- Visitor™ equipment and network preliminary installation check
- Tablet Activation and Testing
- Facility Staff and User Acceptance Training

Monitoring & Reporting Dropped Calls or Connectivity

ENFORCER® Real Time Status (ERTS) Automatic, Continuous 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 specific configuration has not been assigned) to ensure that no missing heartbeats are ignored. Applications 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 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.

Facility Technical Service

Facility personnel may contact our 24/7 Technical Services Center to notify ICSolutions of any issues with call quality. When calling our toll-free number (866-228-4031), County personnel will be connected with a live Level 1 TSC technician.

In addition, 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. A service ticket will be opened for all repair issues uncovered in the course of quality assurance inspections at each facility, and for any problems uncovered by the remote monitoring and diagnostic routines.

ICSolutions has many tools for use in tracking performance. We collect data from various sources to determine compliance with the areas of the contract, including quality of service, reliability of the Inmate Phone Systems, accuracy of pre-programmed numbers, etc. Among the tools utilized by ICSolutions are:

- Trouble ticket system
- Network monitoring
- Call reports and call detail records
- Inmate complaint forms and/or paperless grievance reports (voice mail)
- Called party customer complaints
- Automated logging of system and network problems
- Annual (or semi-annual or quarterly, at the County's discretion) Business Reviews

End User Customer Service

Dropped Calls:

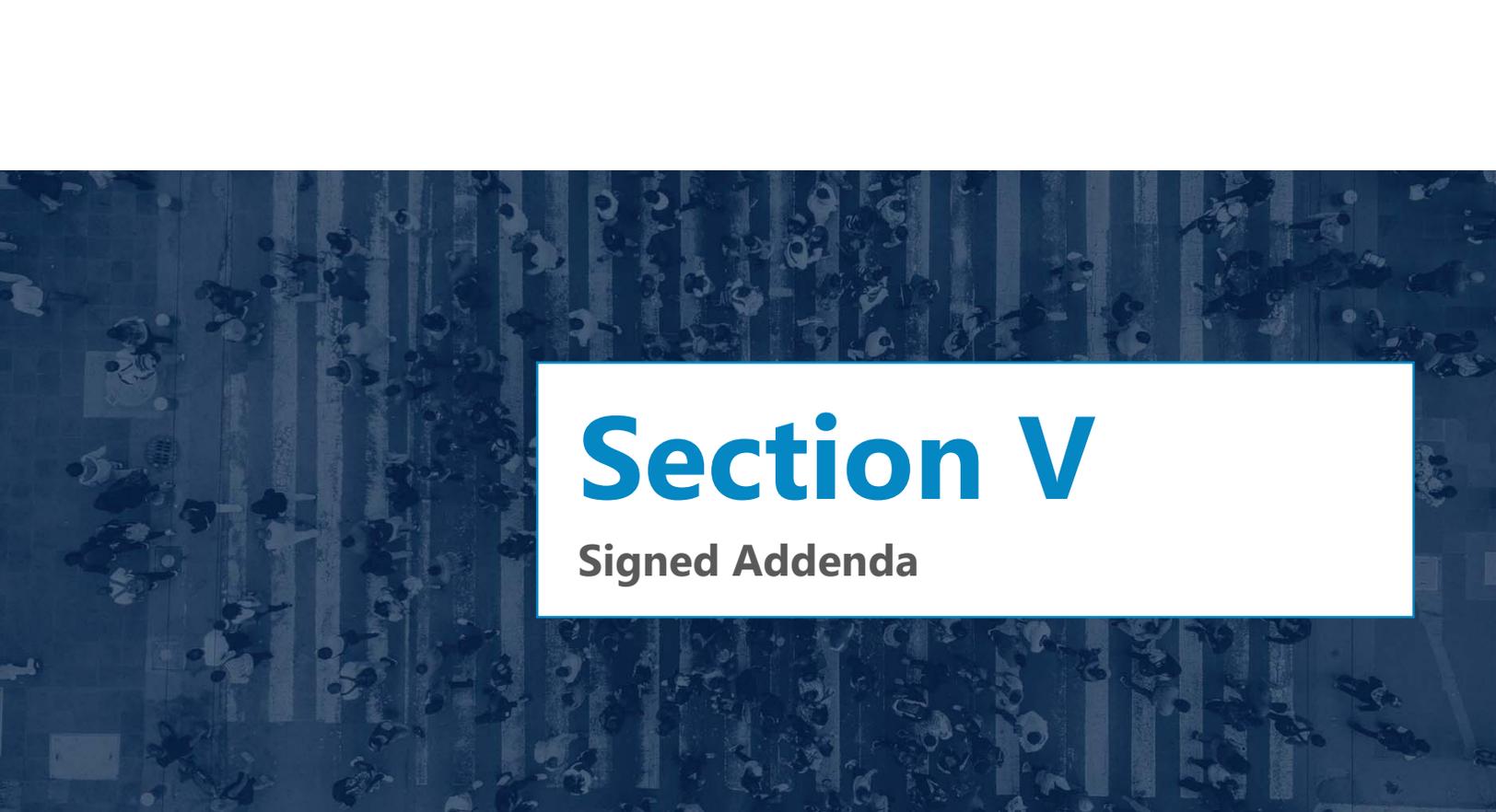
Customers may **contact our Customer Service Center at any time** to ask about receiving credits for dropped calls. For dropped calls to landlines, ICSolutions will investigate and typically **issue an adjustment (refund) if the call is dropped due to our system**. Upon Prepaid account setup, we advise call recipients that ICSolutions will not be responsible for dropped calls to cell phones, since we cannot guarantee the call recipient's cellular connection. If a call to a cell phone is dropped and the call recipient contacts the ICSolutions Customer Service Center, ICSolutions certifies that we will **immediately** investigate the incident to determine the cause of the dropped call. Regardless of the cause, ICSolutions will **always issue a one-time courtesy adjustment (refund to the customer)**, and then re-educate the customer on our policy regarding dropped calls to cell phones.

Resolving Customer Issues & Complaints:

ICSolutions strives to address end-user issues and complaints proactively by offering 24/7/365 automated and live operator customer service, complemented by an easy-to-use website. **If a customer does not get immediate resolution with a call center agent, he or she is transferred to a supervisor for assistance.**

Our Supervisors are available 24/7/365 to resolve any issues that require escalation as quickly as possible, such as issues with call quality. If the complaint cannot be resolved during the call, an "investigation" is submitted through the call center agent application. Our San Antonio team receives those investigations and works to **resolve them within 3-5 business days**. Billing issues are typically resolved within 1 business day. Technical issues are submitted to our Investigations Team at the Corporate Office, available Monday – Friday, 8 a.m. to 5 p.m. CST. Upon resolution, the customer service team contacts the customer to notify him or her of the resolution and updates the call records to reflect such resolution.

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Section V

Signed Addenda

ADDENDUM #1
KLAMATH COUNTY JAIL CORRECTIONS COMMUNICATION SERVICES

1. Klamath County is extending the Closing date of the Klamath County Jail Corrections Communication Services RFP from February 15, 2021 at 2:00pm to **February 16, 2021 at 2:00pm** .
 - Revised closing date: **February 16, 2021 at 2:00pm.**
2. Whether companies from Outside USA can apply for this (such as India or Canada)?
 - Yes.
3. Will in person meeting be a requirement of the contract?
 - Yes, there may be times in-person meetings could be required.
4. Can we perform the tasks (related to RFP) outside USA?
 - Klamath County is unsure of your companies' abilities. If you are able to fulfill the requirements set within the RFP and final contract awarded, that is what Klamath County is looking for.
5. Can we submit the proposals via email?
 - No late, Faxed or Electronically submitted Proposals Will Be Accepted.
6. Would you be looking for a new Jail Management Software solution in conjunction with the new communications RFP?
 - Klamath County is not looking at a new JMS system at this time.

NOTICE TO ALL PROPOSERS AND PLANHOLDERS

(Please sign and return this Addendum with your Proposal):

The documents for the above-referenced Project are modified as set forth in this Addendum. The original documents and any previously issued addenda remain in full force and effect, except as modified by this Addendum, which is hereby made part of the Contract Documents. Bidder shall take this Addendum into consideration when preparing and submitting a bid, and shall acknowledge receipt of this Addendum in the space provided on the Bid Form.

Signature:  Date Signed: _____

Printed Name: _____ Phone Number: _____

Title: _____ Company Name: _____

Address: _____

Federal I.D. #: _____ Contractor License #: _____

ADDENDUM #2
KLAMATH COUNTY JAIL CORRECTIONS COMMUNICATION SERVICES

❖ Submitted Questions:

1. Do you currently have a contract with a company for Law Library and just need the awarded company to be able to put it in on our terminals / tablets or does the awarded company to provide a Law Library for you?
 - We currently do not have an electronic library.
2. For the completion date would this be 60-days from the Contract Award?
 - Yes, 60 days from the award date of the contract.
3. Can you please provide clear guidance on the County's position on revenue share? Does the County expect to receive a commission on calling revenue?
 - Page 7 #21.
4. Where in the proposal are vendors required to disclose proposed commission, calling rates and fees?
 - ORS 169.68.
5. Commissions, rates and fees are not included in the evaluation criteria on RFP p. 25. How will any financial offer be evaluated? Will commissions to the County or rates/fees charged to end-users be considered more important?
 - The evaluation Criteria are listed.
6. Please provide several recent (the last 6 months) revenue reports for the Facility, showing calls, minutes and revenue (or at minimum calls and minutes).
 - They are on our county website, www.klamathcounty.org/1078/quarterly-telephone-revenue-report.
7. In order to help us evaluate call volumes and recognize additional revenue potential, it is very helpful to have the rates currently being charged to called parties under the current contract. Please provide the following information:
 - All of the below categories are on the report mentioned on question # 4

Call Category	Rate for First Minute	Rate for Each Additional Minute
LOCAL – Collect		
INTRALATA – Collect		
INTERLATA – Collect		
INTERSTATE – Collect		
LOCAL – Debit		
INTRALATA – Debit		
INTERLATA – Debit		
INTERSTATE - Debit		
International - Debit		
LOCAL – PrePaid Collect		
INTRALATA – PrePaid Collect		
INTERLATA – PrePaid Collect		
INTERSTATE – PrePaid Collect		

ADDENDUM #2

KLAMATH COUNTY JAIL CORRECTIONS COMMUNICATION SERVICES

8. Does the current vendor offer any alternate calling types, such as Advance Pay, PayNow or Text-to-Connect? If so, what are the rates and fees charged for these calls?
 - We do not have that service currently.
9. Please outline the fees that are being charged to end-users:
 - a. Bill Statement Fee
 - b. PrePaid Account Funding Fee via Web
 - c. PrePaid Account Funding Fee via IVR
 - d. PrePaid Account Funding Fee via Live Operator
 - e. Fees for Instant Pay Calls
 - See report from question #4.
10. Please provide a copy of all current contracts and amendments pertaining to all services under this RFP.
 - Current contracts do not pertain to this RFP a public records request may be submitted to the Board of County Commissioners.
11. Please provide the commission percentage currently received on inmate telephone revenue.
 - See report listed under question #4.
12. Please provide an average of monthly commissions received over the past year from the current vendor.
 - See report listed under question #4.
13. Does the County receive commissions on revenue generated by interstate calls today?
 - See report listed under question #4.
14. Does the County require that proposals include commissions on interstate calls?
 - There is a maximum commission per ORS mentioned above.
15. Do commissions from this contract go to the Inmate Welfare Fund, the Sheriff's Office discretionary fund, or the County general fund?
 - Inmate Welfare Fund per ORS 169.683 page 7 #21 of the RFP.
16. Will the County allow for a proposal to present multiple pricing options for the County's consideration?
 - Yes.
17. Please provide a breakdown by housing unit of the inmate capacity and the number of phones each. The inmate capacity for each cell block is necessary for determining network requirements and charging stations needed to support the tablets.
 - 56 however 5 sections of 9, 9,12, 20 and 6. B Pod -44, C Pod- 44, Booking is 8.
18. Please provide a breakdown of the inmate population, in percentages or actual numbers, by local, DOC, or other agencies.
 - Maximum population is 152
19. Please provide the average daily population for 2020, broken down by month, if possible?
 - Average Daily Pop for 2020 year was 96. Jan-140, Feb-138, March-109, April-73, May-78, June-69, July- 78, August- 86, September-106, October- 97, Nov-99, December-84.
20. We understand that many jails are housing reduced populations due to the Covid-19 crisis. If your current ADP is currently reduced due to Covid-19, what was a typical ADP before the pandemic?
 - 2019 was average 126 per day.

ADDENDUM #2

KLAMATH COUNTY JAIL CORRECTIONS COMMUNICATION SERVICES

21. In order to ensure a level playing field for all bidders, please confirm that the successful vendor must provide new equipment. Also, please verify that this applies to both new potential bidders and the incumbent provider.
- The cost will not give advantage or disadvantage as it is not in the scoring of the RFP.
22. Please provide the schedule in which the inmates have access to the inmate phones.
- Varies per Pod, 0800-2200hrs is generally the timeframe.
23. Do you currently have a video visitation system installed? If so:
- a. How many inmate kiosks are installed?
 - b. How many visitor kiosks are installed?
 - c. Do you have any portable kiosks?
 - d. Do you require the same equipment counts as those described above? If not, please explain.
 - e. What kind of wiring connects the kiosks to the equipment room?
- None installed at this time.
24. Does the Facility currently offer remote video visitation? If so, please provide recent usage information. Approximately how many remote visits take place each month?
- No.
25. For the current inmate tablets program:
- a. How many tablets does the County have today?
 - b. Who is the tablet manufacturer?
 - c. Do inmates share the tablets? How do they check them out?
 - d. Exactly what services and applications are offered on the tablets?
 - e. Are the tablets interfaced with the JMS and for what purpose?
 - f. Please provide all the rates and fees associated with the tablets.
 - g. Please provide tablet usage reports for the past several months
- Currently there is no tablet system at the Klamath County Jail.
26. Please provide average monthly revenue data for any additional services offered under the current contract, such as voicemail, messaging, etc.
- N/A.
27. What is the desired contract duration?
- A five-year term with an optional two-year renewal.
28. Please provide the quantities of equipment currently installed (as applicable):
- a. Inmate telephones
 - b. TDD/TTY devices
 - c. VRS devices
 - d. Visitation phones (connected to the inmate phone system)
 - e. Cart phones
 - f. Hands-free inmate phones
 - g. Portable cordless phones
 - h. Enclosures / pedestals (specify type)
 - i. Workstations
 - j. Wireless inmate tablets
 - k. Wireless access points
 - l. Cell phone detection devices
 - m. Video visitation kiosks – inmate
 - n. Video visitation kiosks – visitor

ADDENDUM #2

KLAMATH COUNTY JAIL CORRECTIONS COMMUNICATION SERVICES

- o. Lobby kiosk
- p. Other kiosks (specify type)
- q. Other equipment (specify type)
 - Page 4 of the RFP has current equipment list.

29. Some vendors provide alternate payment options, such as the ability to purchase a one-time phone call using a credit or debit card, without the necessity of setting up a prepaid account, and typically pay little to no commission on these calls. Will the County please confirm that vendors are required to pay the same commission amount for all calls, including premium, prepaid, debit and collect?

- See previous questions answers for commission maximums.

30. After the first round of questions is answered, will the County accept additional questions if clarification is needed for any of the County's responses?

- Yes, clarification of previously answered questions.

❖ Main Requirements:

1. The main kiosk control will be located within the admin work station section of the Jail building.
2. Cable lines access the building in the Maintenance room across from B-POD.
3. Klamath County's current Service Provider is Securus as the AIC provider and Hunter Communication as the phone/internet provider.
4. Building Diagrams attached as Exhibit A and Exhibit B.
5. The Klamath County Jail is requesting about 144 tablets total with texting included or separate texting devices. These tablets and texting devices will need to be checked in and out daily.
6. Mobile Charging stations in each pod preferred over stationary charging stations.
7. Are there site requirements?
 - Site requirements are Cat 6.
8. The kiosks can be mounter however and wherever as long as it is not blocking views of the cell areas.
9. No kiosk to be installed in the lobby area.
10. Handicap visiting room will need a phone installed on either side of the visiting glass with the ability for admin staff to turn recording option on or off.
11. Currently there is no need for video availability on the tablets. However, they may be the need for video in the future.
12. Video visitation availability on Kiosks.

❖ A-POD

13. 48 Cells Total. Plus 8 bunks without COVID

ADDENDUM #2

KLAMATH COUNTY JAIL CORRECTIONS COMMUNICATION SERVICES

14. Rooms in A-POD are labeled and how many phones will be required:

- AA-1
- AT-2
- AM1
- AF-2
- AP-1

15. A total of 4 stationary kiosk and 1 mobile kiosk unit for A-POD.

16. There are 3 visiting rooms within A-POD that will need phones with recorded lines, installed on either side of the visiting glass.

❖ B-POD

1. Max of 44 inmates.
2. Four phones and two kiosks in this pod.
3. Two visitation rooms

❖ C-POD

1. Max of 44 inmates.
2. Four phones and two kiosks in this pod.
3. Two Visitation rooms

❖ Booking

1. Two phones to be installed/replaced. One local (currently free) and one long distance (currently charging a fee).
2. No kiosk to be installed in booking area.

NOTICE TO ALL PROPOSERS AND PLANHOLDERS

(Please sign and return this Addendum with your Proposal):

The documents for the above-referenced Project are modified as set forth in this Addendum. The original documents and any previously issued addenda remain in full force and effect, except as modified by this Addendum, which is hereby made part of the Contract Documents. Bidder shall take this Addendum into consideration when preparing and submitting a bid, and shall acknowledge receipt of this Addendum in the space provided on the Bid Form.

Signature:  Date Signed: _____

Printed Name: _____ Phone Number: _____

Title: _____ Company Name: _____

Address: _____

Federal I.D. #: _____ Contractor License #: _____



C

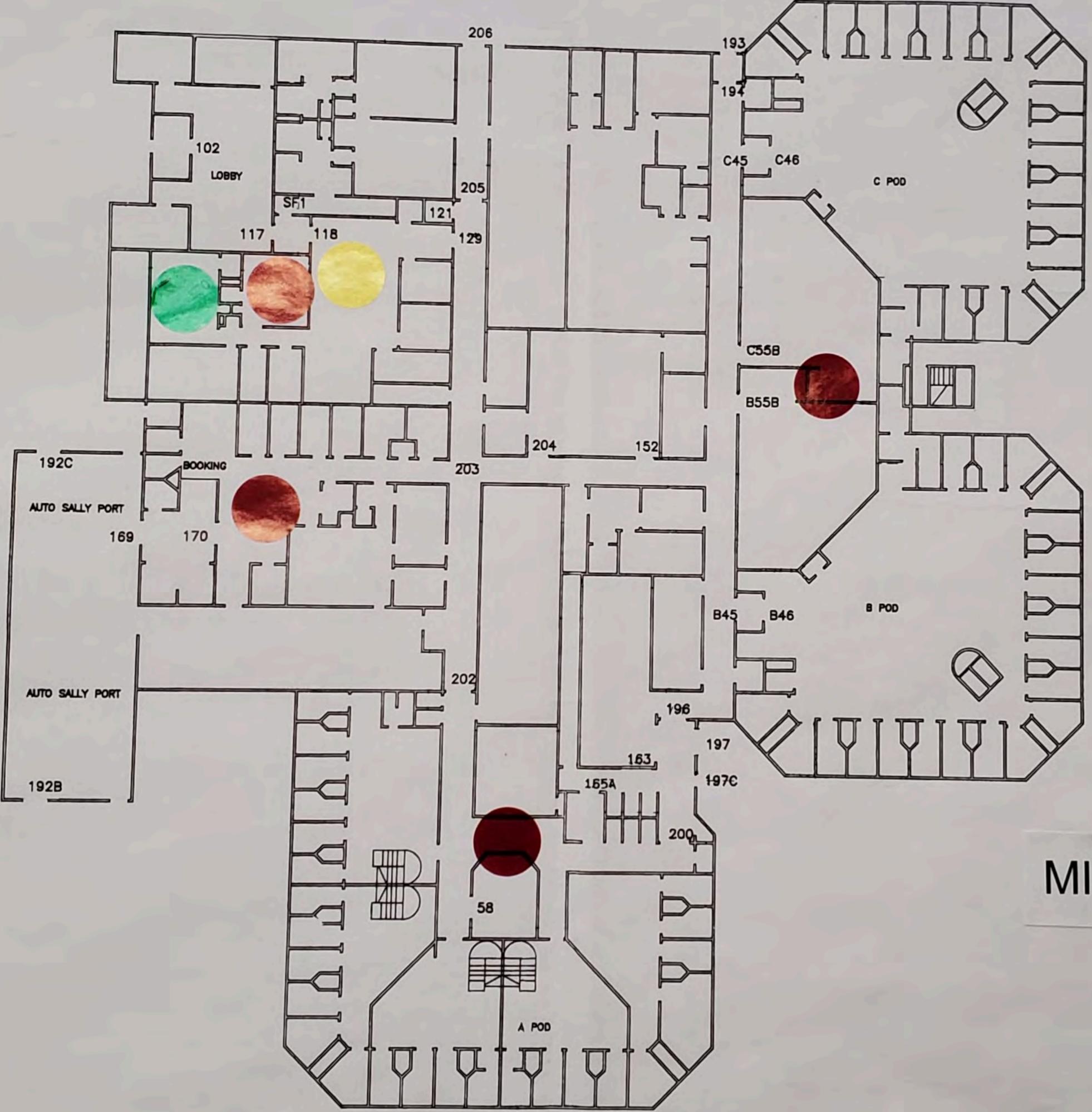
B

A

Admin

Exhibit B

KLAMATH COUNTY JAIL



MID



Section VI

Exceptions to Sample Contract

SECTION VI

Exceptions to Sample Contract

ICSolutions has reviewed the County's Sample Contract and agrees to execute this contract upon award, but proposes two instances where we propose additional language for clarification.

Section 6 – Ownership of Work Product

ICSolutions provides services at no cost to the County, and this section of the contract is structured for a purchase agreement. Ownership of ICSolutions' intellectual property does not transfer to the County in such an arrangement. Therefore, ICSolutions proposes to clarify this section by adding: "The term 'Work Product' shall apply only to reports and data outputs, including call recordings, and system features fully paid for by the County, if any. All other software, processes, designs, concepts, plans, know-how and the like used by Contractor in its performance under the Contract are, and shall remain, the exclusive property of Contractor or its licensors."

Section 7 – Termination

ICSolutions proposes complete video visitation and wireless tablet solutions at no cost to the County in consideration of a full five (5)-year contract term. Therefore, ICSolutions proposes to clarify this section by adding: "In the event that the County terminates the contract for convenience prior to completion of the base contract term, then the County shall reimburse Contractor for a pro-rata portion of the video visitation and tablet systems' cost for each month that would have otherwise remained in the full term."

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An aerial, high-angle photograph of a busy walkway or transit station. The floor is marked with vertical white stripes on a dark background. Numerous people are seen walking in various directions, some in groups and some alone. The overall scene is captured in a dark, blue-tinted color palette.

Exhibit A

Letters of Reference



HUMBOLDT COUNTY SHERIFF'S OFFICE

WILLIAM F. HONSAL, SHERIFF/CORONER

CIVIL/COURTS
(707) 445-7335

MAIN STATION
826 FOURTH STREET • EUREKA CA 95501-0516
PHONE (707) 445-7251 • FAX (707) 445-7298

CUSTODY SERVICES
(707) 441-5159

Duane Christian, Captain
Humboldt County Sheriff's Office
Custody Services Division
826 4th Street
Eureka, CA 95501

September 10, 2020

Delivered via Email

RE: ICSolutions Reference Letter

This letter is to provide a reference for ICSolutions. Over the past year we have entered into a new contract with this company for our inmate telephone systems. As part of our contract they also agreed to provide us a Jail Management Software and take over our inmate tablet contract. This allowed us to only manage one contract for all three necessary items. They have been a pleasure to work with and the most important aspect is the follow-up customer services. If there is an issue we can reach out and they are responsive. If you have any further questions on the matter feel free to contact me at 707-441-5105.

Respectfully submitted,


Duane Christian
Correctional Captain
Humboldt County Sheriff's Office

MCKINLEYVILLE STATION
(707) 839-6600

GARBERVILLE STATION
(707) 923-2761

CORONER'S OFFICE
(707) 445-7242

ANIMAL CONTROL
(707) 840-9132

TRINITY RIVER STATION
(530) 629-1025



SHERIFF'S OFFICE

A TRADITION OF SERVICE SINCE 1856

CARLOS G. BOLANOS, SHERIFF
MARK C. ROBBINS, UNDERSHERIFF

To Whom It May Concern,

San Mateo County Sheriff's Office currently uses IC solutions (ICS) to provide telephone service for our inmate population. We have used ICS for several years now and are very happy with the service and product they provide.

We have virtually zero technical issues and if we do, ICS is on top of it with a speedy repair. Same goes for damaged equipment. We call for a repair and shortly thereafter, the damaged equipment is replaced. We utilize ICS for investigations on a regular basis and have developed significant criminal cases, based upon what was discovered or utilized their recordings to make a case stronger. The voice recognition, phone number tracking and other features are extremely helpful when working on and developing a case.

What really stands out for me personally, is the service provided by Vince Laurita, our Regional Account Manager for ICS. He is very responsive to our needs, be it a technical issue, assistance with entering numbers, training, or anything else. Again, as far as the service and product provided by ICS goes, I consider them one of our finest vendors.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jim Gilletti".

Sergeant Jim Gilletti
Administrative Classification Unit



CORRECTIONAL INSTITUTION

**Evan Joseph
Warden**

October 25, 2019

To Whom it may Concern:

In February of 2019, (ICS) was awarded the Richmond County Correctional Institution's Inmates' Telephone Services contract. Since its inception, the overall services have been impeccable.

First of all, the transition was flawless. The overall process was completed within a few weeks from the date the contract was signed. (ICS) was able to install their equipment (including phones), train the staff, work with the inmates and convert the entire inmate population's phone lists within a short period of time.

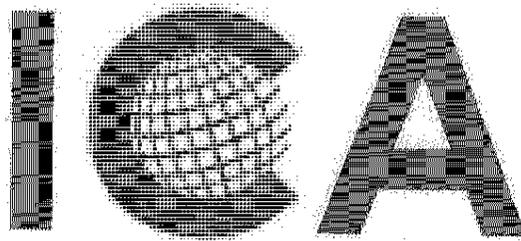
Secondly, (ICS's) software- (Enforcer) is extremely user-friendly, and it provides several investigative tools for staff. I have not received any complaints or concerns from staff about the system.

Finally, and perhaps most importantly, our overall commission has doubled and some months tripled since we switched to (ICS). I highly recommend (ICS).



Evan Joseph- Warden

Richmond County Correctional Institution
2314 Tobacco Road - Augusta, GA 30906
(706) 798-5572 - FAX (706) 798-8110
www.augustaga.gov



IMMIGRATION CENTERS OF AMERICA

508 Waterworks Road
Farmville, VA 23901

24 October 2019

To the prospective clients of ICSolutions:

It is a privilege to write this letter to recommend without reservation the services of ICSolutions to any correctional facility looking for a superior inmate communication solution. Since 2015, ICSolutions has delivered a quality of service and standard of excellence to the Immigration Centers of America at Farmville, Virginia that has eclipsed competitors like GTL or Securus.

In 2015, our facility at Farmville had grown weary of the persistent outages and endless technical issues that had come with our detainee telephone implementation with GTL. The facility sought a company with a higher level of customer service and better calling rate for the detained population. In ICSolutions we found a partner committed to delivering superior service, both customer and technical, and ICSolutions offered a calling rate for the detainees far lower than the rate GTL was charging. When the facility later adopted a video visitation solution for its detainees, we turned again to ICSolutions and got a better quality of service and lower rates to the detainees.

The service with ICSolutions is outstanding. On a monthly basis, an experienced technician will come to the facility and conduct a walkthrough of the telephones, checking each for functionality and replacing faulty parts on the spot. Technicians available at the service number are knowledgeable and responsive to reports of technical difficulties, often able to resolve many on the spot. The ICS Enforcer web portal makes the administration of the system a breeze, providing in one place the tools to administer call records, call recording, detainee phone accounts, and even the capability to shut down telephones as the need arises.

I encourage any correctional facility to seek out ICSolutions and see what they can offer for your facility today.

Regards,

A handwritten signature in black ink, appearing to read 'Eric Rodriguez', written in a cursive style.

Eric Rodriguez
IT Manager
ICA-Farmville
508 Waterworks Road
Farmville, Virginia 23901

**WASHINGTON COUNTY SHERIFF'S OFFICE
LARRY R. MINCKS, SR., SHERIFF**



Chief Deputy Mark A. Warden
Major Brian Schuck – Administration
Major Troy Hawkins – Operations Commander
Major Greg Nohe – Jail Administrator
Captain Brian Rhodes-Criminal Division Commander



October 11, 2019

Letter of Recommendation for ICSolutions

The Washington County Sheriff's Office selected ICSolutions as its inmate telephone provider in 2013. Their service and technology are outstanding compared to what we had before.

We consider ICS and Keefe to be our business partners. A couple of years after installing their inmate telephone service, ICS and Keefe expanded our services by installing multi-functional kiosks throughout the jail so we could roll out Video Visitation, Electronic Kites, and Commissary ordering with many new features. The integration of these services also connects with our inmate banking system and our jail management software to save our jail staff time when booking and releasing inmates. Our investigators have also benefited from the video visitation records being in the same place as our phone call records.

The Washington County Jail highly recommends ICSolutions as a complete service provider. So, if you are looking for the complete package - excellent service, a fully integrated inmate communication system for phones, video visitation, electronic mail, commissary, voice biometrics, and the best investigation tools with an account team you can count on and will consider your friends, then ICSolutions and Keefe is the way to go!

Sincerely,

A handwritten signature in blue ink that reads "Major Greg Nohe".

Major Greg Nohe
Jail Administrator
Washington County Sheriff's Office



CALDWELL COUNTY SHERIFF'S OFFICE

**** SHERIFF ALAN C. JONES ****

2351 MORGANTON BLVD. SW * LENOIR, NC 28645

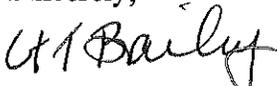
PHONE: 828-758-2324 * FAX: 828-757-8685

October 7th, 2019

To whom it may concern,

I'm writing this letter of recommendation for IC Solutions. We have worked with IC Solutions here at the Caldwell County Detention Center since 2016. IC Solutions has been wonderful to work with. The system that is provided by IC Solutions is the best system that I have worked under in my twelve years of detention service. The system is very user friendly, and easy to operate not only for us but inmate family members as well. I have spoken with others from different facilities that have said the exact same thing. I will say, that any time we have an issue all we have to do is call them. If the problem can't be fixed remotely, they're great at sending people out. Adding IC Solutions has also helped inmate's family members. This system allows those who are unable to physically come to the facility, to have video visits from home, while still allowing us to monitor the video. I would definitely recommend adding IC Solutions to any facility that's looking for inmate calling service. I would highly recommend contacting the Regional Account Manager Chris Markham.

Sincerely,


Lieutenant T. Bailey



JACKSON COUNTY CORRECTIONAL INSTITUTION

JACKSON COUNTY, GEORGIA

265 I. W. Davis Road

Jefferson, Georgia 30549



706-387-6450

FAX 706-387-6462

October 07, 2019

To whom it may concern;

I am pleased to write this letter of recommendation for I.C. Solutions based on the excellent service they have provided Jackson County Correctional since April 3, 2013. While everyone's needs are different, I found it impressive the way they listened to our questions and worked with us to find, the perfect plan to fit our institution's needs.

The cost of calls was greatly reduced, saving the inmate and their family's money, which in turn increased our volume of calls, from the previous vendor. The I.C. Solutions service center is quick to respond, and correct any issues that might arise at any time, and reply to all emails in a very timely manner.

To sum it up, I highly recommend I.C. Solutions to any institution looking for a high quality company to handle their entire inmate calling system.

A handwritten signature in black ink, appearing to read "Johnny Weaver".

Johnny Weaver, Warden
Jackson County Correctional Institution
Jefferson, Georgia 30549



HALL COUNTY CORRECTIONAL INSTITUTION

Walt Davis, Warden

IC Solutions

2200 Danbury Street

San Antonio, TX 78217

Date: October 7, 2019

RE: Letter of Recommendation

To whom it may concern,

As the warden of Hall County Correctional institution, I have been very pleased with the service provided by IC Solutions.

I have had a contract with them for over five years and they have been up front in their negotiations and responsive to our needs for repairs and upgrades.

We ventured into the use of tablets a couple of years ago and have been very pleased with this product also.

I would highly recommend them for all of your inmate communications needs.

Regards,

Walt Davis

Director, Corrections and Maintenance Department

HUNTINGTON COUNTY SHERIFF'S DEPARTMENT

CHRISTIAN E. NEWTON, SHERIFF
CHAD HAMMEL, CHIEF DEPUTY



332 EAST STATE STREET
HUNTINGTON, IN 46750

ADMINISTRATIVE: 260-356-2520
DISPATCH: 260-356-8316
JAIL: 260-356-3110
FAX: 260-358-4877

TO: JOHN GARNER
FROM: CTP. JEFF KYLE
DATE: FRIDAY, OCTOBER 4, 2019
RE: ICS

John,

I wanted to let you know how much I appreciate the partnership between the Huntington County Sheriff's Department and Inmate Calling Solutions. We have partnered together for many years. When we started talking about adding new services to our facility, ICS offered us great ideas and now they are getting implemented. The one thing I truly appreciate is the customer service. If a glitch happens, a simple phone call takes care of the problem. Many companies try to sell themselves as being strong in customer service, ICS follows through.

Thank you for being a partner with us, and I look forward to many more years of working with ICS.

A handwritten signature in black ink that reads "Jeff Kyle". The signature is written in a cursive, flowing style.

Cpt. Jeff Kyle
Huntington County Jail Commander
Huntington, IN



SHERIFF

TUSCOLA COUNTY

SHERIFF GLEN SKRENT

UNDERSHERIFF ROBERT BAXTER

420 COURT STREET, CARO, MI 48723
Phone: 989-673-8161 Fax: 989-673-8164

Tuscola County Sheriff's Office has contracted with Inmate Calling Solutions a.k.a. IC Solutions for all telephone services in relation to our inmate population since the first quarter of 2015. The relationship with IC Solutions has been outstanding to say the least. Communication with IC Solutions is flawless regardless of which IC Solutions employee you are communicating with. The service and equipment are also exceptional to work with. IC Solutions monitoring program "THE ENFORCER" has many exceptional features and is very user friendly. Information from "THE ENFORCER" has been used to solve, assist and prosecute many crimes in our county.

After several years of this relationship between Tuscola County Sheriff's Office and IC Solutions, I would highly recommend IC Solutions to any facility. If you have any questions please feel free to contact Jail Administrator Lt. Brian Harris.

Sincerely,

Sheriff Glen Skrent

Lt. Brian Harris / Jail Administrator

989-673-8161 Ext. 2228

Kane County Sheriff's Office



37W755 IL Rt 38 • St Charles, IL 60175
Tel: (630) 232-6840 • Fax: (630) 513-6984
www.KaneSheriff.com

Ron Hain, Sheriff

Pat Gengler, Undersheriff

Kim,

I had limited interaction with ICS, but when I did have need to contact them, they impressed me as being very courteous and driven to make things right. The customer support that we received from ICS was exceptional. Their IT personnel were friendly and professional. They immediately addressed any issues we had and strived to ensure that they were resolved to our complete satisfaction.

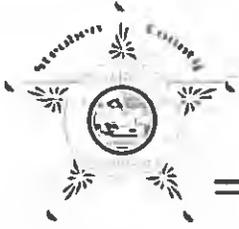


Lieutenant J. Hickey #709

Kane County Sheriff's Office

hickeyjohn@co.kane.il.us

Office: 630-762-2725



**STEBEN COUNTY
SHERIFF'S OFFICE**

Rodney L. Robinson, Sheriff
206 EAST GALE STREET • ANGOLA, INDIANA 46703
(260) 668-1000 ext 5000 • Fax (260) 665-9476
www.steubensheriff.com

TO: John Gardner

FROM: Capt. Jason Hufnagle

DATE January 6, 2020

RE: ICSolutions

John,

I would like to let you all know how pleased we are with the partnership between ICSolutions and the Steuben County Sheriff's Office. We are extremely pleased with the VizVox kiosk for video visitation, the Edovo tablets and the phone service ICSolutions supplies. If we have any technical issues it takes one phone call to fix it, or ICSolutions will have a technician on site normally within 24 hours.

Thank you for the services that you provide, and we look forward to working with ICSolutions for years to come.

Capt Jason Hufnagle



Susan Pamerleau
Sheriff
Bexar County, Texas

December 12, 2016

Re: Letter of Reference for IC Solutions

To whom it may concern:

It is with great pleasure and sincere honor that I write this letter of reference on I C Solutions.

I C Solutions have been a contract provider for the Bexar County Sheriff's Office Adult Detention Center for over five years, during this period they have performed with excellent customer service, repair response time and very supportive of the inmate's families as it relates to resolving any of their concerns.

As the jail Chief it is extremely important that we have an excellent communication company as it relates to inmate phones. I C Solutions continue to exceed in their performance.

I would like to give I C Solutions my highest recommendation. I have no doubt that I C Solutions would make a great partner for any correctional operation.

Please do not hesitate to contact me if I may be of further assistance 407-702-5666.

Sincerely,

A handwritten signature in blue ink, appearing to read "Raul S. Banasco".

Raul S. Banasco, MPA, CPM, CJM, CCE
Jail Administrator/ Deputy Chief
Bexar County Sheriff's Office

MOHAVE COUNTY

Jim McCabe
SHERIFF



Rodney Head
CHIEF DEPUTY

SHERIFF'S OFFICE

November 3, 2016

To Whom It May Concern

In April 2014 the Mohave County Sheriff's Office reviewed bids from seven (7) inmate telephone providers to take on our facilities inmate phone system needs. As we worked through the selection process we essentially had only two primary objectives:

1. Provide a quality telephone system for inmates at a more reasonable cost to friends, family, and neighbors who generally pay for the service.
2. Enhance our investigative abilities with the system selected, using our own staff.

Of all the providers bidding on our facility, ICSolutions allowed us to best meet our objectives and therefor became our new inmate phone provider on April 7, 2104. Our current contract, with renewals, will run through June 2019.

Within the first 60 days of becoming fully functional, our staff was able to intercept escape plans using the inmate phone system and its investigative product. This inmate was on pre-trail status for armed robbery, aggravated assault with a deadly weapon, and kidnapping. We feel that had the escape gone undetected, serious injuries and perhaps even death could surely have taken place in the course of the escape.

We have worked collaboratively through the FCC rulings and resulting impacts and continue to uphold the objectives originally established. We use our own staff to monitor and administer the telephone system and have done so with ease. We also have rock solid backup assistance from the provider anytime necessary.

We continue to be an extremely satisfied customer enjoying trouble free service and excellent service after the sale. It's refreshing to work with a partner that has strong business ethics and conducts its business with the highest level of professionalism.

Director Don Bischoff, CCHP
MCSO - Detention Division
don.bischoff@mohavecounty.us

501 W. Highway 66 • Kingman, Arizona 86401
PHONE: (928) 753-0759 • FAX: (928) 753-8553



GRAHAM COUNTY SHERIFF'S OFFICE

523 10TH AVENUE · SAFFORD, ARIZONA 85546 · TELEPHONE: (928) 428-3141 · FAX: (928) 428-2487

SHERIFF
PRESTON "PJ" ALLRED

UNDERSHERIFF
C. JEFF McCORMIES

October 31, 2016

RE: INMATE CALLING SOLUTIONS

The Graham County Sheriff's Office entered into agreement with Inmate Calling Solutions for our inmate telephone and visitation services (Vizbox) on September 7, 2005 and is due to expire on December 15, 2018.

The ICSolutions representatives are very professional and knowledgeable. Their tech support staff are very quick with their responses to fix issued that may arise. All upgrades are done in a timely manner which do not interfere with the jail operations. We have been very satisfied with the services ICSolutions provides to Graham County.

If you have any questions, please feel free to contact me at (928) 428-3141 or pallred@graham.az.gov.

Respectfully,

A handwritten signature in black ink that reads "P.J. Allred".

Sheriff Preston J. Allred



SPALDING COUNTY

CORRECTIONAL INSTITUTION

CARL HUMPHREY
Warden

ANTHONY WASHINGTON
Deputy Warden
Security

BETH GRIFFIN
Deputy Warden
Care & Treatment

DATE: September 26, 2016

TO: Mike Kennedy

FROM: Warden Carl Humphrey, SCCI

RE: Testimonial for the ICSolutions Enforcer System

Spalding County Correctional Institution in Griffin, Georgia began using the ICSolutions Enforcer System in early 2016. The system has been extremely successful in aiding the facility in the gathering of intelligence leading to the identification of civilians, inmates and visitors who were introducing or attempting to introduce contraband into the facility.

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

Another case involved an employee of a neighboring county and his wife, who were leaving contraband for our detail inmates to pick up and introduce into the facility. Using the Enforcer system, SCCI was able to gather enough intelligence that combined with inmate interviews, lead to warrants for the arrest of the employee and his wife.

SCCI has also seen a dramatic decrease in the number of cellular telephones found in the facility since the introduction of the ICSolutions Enforcer system.



MOHAVE COUNTY SHERIFF'S OFFICE



JIM McCABE
SHERIFF

August 21, 2014

Jim Crouch, Account Manager
ICSolutions Advanced Technology
3128 E. Packard Drive
Gilbert, AZ 85298

Dear Jim,

As you know, Mohave County became a new customer of ICSolutions for our inmate telephone system which began ramping into full operation mid-June. As we worked through the process of selecting a new inmate telephone service provider we really had only two main objectives:

1. Provide a quality telephone system for inmates at a more reasonable cost to friends, family and neighbors who generally pay for the service.
2. Enhance our investigative abilities with the system selected, using our own staff.

The agreement in place with our previous telephone provider supplied us with an on-site technician, which I never really saw any benefit from. With assurances from ICSolutions, we opted to NOT have a company provided technician and I assigned one of my staff members to administer the system and she is doing a wonderful job. As the information populates and grows with use, we are able to use more and more of the features and have been very happy so far.

Literally, as I write this letter a woman is being booked into the facility for conspiracy to commit escape. Her boyfriend, a current inmate, will be re-booked with new charges before I complete the letter. We were able to intercept the planned crime because of the continuous voice recognition feature of your product. This inmate is currently on pre-trial status for armed robbery, aggravated assault with a deadly weapon and kidnapping. Good catch!

We are excited as we look forward in becoming more skilled and knowledgeable with the features ICSolutions system offers. I am a satisfied customer of ICSolutions and the Enforcer product. I should add that in several of the unrelated calls I have monitored, our "users" has repeatedly expressed their satisfaction with the more reasonable fees associated with the ICSolutions inmate telephone system.

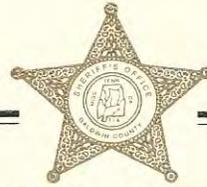
Thank you for helping me accomplish my objectives and more importantly, keeping our community safe!

Cmdr. Don Bischoff
Detention Division Director

600 West Beale Street • P.O. Box 1191 • Kingman, Arizona 86402
PHONE: (928) 753-0753 • FAX: (928) 753-0765

OFFICE OF SHERIFF

BALDWIN COUNTY, ALABAMA
SHERIFF HUEY HOSS MACK



310 Hand Avenue
Bay Minette, Alabama 36507
(251) 937-0210
Fax (251) 580-1687

June 25, 2014

Re: Letter of Reference for ICSolutions

To whom it may concern:

ICSolutions installed their ENFORCER inmate Telephone System for Baldwin County in August of 2012. This solution includes 77 phones in the service of approximately 668 inmates.

We have been very pleased with the services and excellent support provided by ICSolutions. Without raising rates or fees, ICSolutions has increased our annual commissions by 60 plus % from approximately over \$200,000 with our previous vender to nearly \$400, 000 a year with ICSolutions.

Not only did ICSolutions increase our commission revenue, but they did so while providing us with robust new technology. I recommend ICSolutions as a responsive, competent, and reliable inmate phone provider.

Should you require additional information about our experience with ICSolutions, please do not hesitate to contact me at 251-580-2524

Sincerely,

Major Jimmy Milton,

A handwritten signature in black ink, appearing to read "J. Milton", written over a horizontal line.

Commander
Baldwin County Sheriff's Office
Corrections Command

Lt. Gregory Thicklin,

A handwritten signature in black ink, appearing to read "G. Thicklin", written in a cursive style.

Lt. over Support Services
Baldwin County Sheriff's Office
Corrections Command



JACKSON COUNTY CORRECTIONAL INSTITUTION

JACKSON COUNTY, GEORGIA

265 I. W. Davis Road

Jefferson, Georgia 30549



706-387-6450

FAX 706-387-6462

TESTIMONIAL

March 21, 2014

In early 2013 Jackson County Correctional Institution entered into a contractual agreement with Inmate Calling Solutions (ICSolutions) for their provision of our inmate phone system. This was one of the best decisions we could have made. The revenue from calls increased greatly. The inmates, and their family members are extremely pleased with the cost of the calls being less than any previous service they have used. The service department is quick to supply a solution to any technical issues that might arise.

In conclusion let me say, our experience has been beneficial, and we look forward to a continued business relationship with I.C. Solutions.

Johnny Weaver, Warden
Jackson County Correctional Institution

ANTHONY M. WICKERSHAM

OFFICE OF THE SHERIFF



Kent B. Lagerquist
UNDERSHERIFF

March 5, 2014

RE: Letter of Reference for ICSolutions

To Whom It May Concern:

ICSolutions installed their ENFORCER® Inmate Telephone System for Macomb in October of 2012. This solution includes approximately 150 inmate phones in the service of approximately 1,200 inmates. Subsequent to the phone system installation, ICSolutions also installed an 85-unit VizVox Video Visitation System.

We have been very pleased with the services provided by ICSolutions. Not only did ICSolutions increase our commission revenue over our previous vendor, but they did so while providing additional services, and reduced calling rates for the end-user.

With ICSolutions, we experienced a smooth transition to our new Inmate Telephone and Video Visitation systems, with thorough training and excellent support. ICSolutions provides Macomb County with valuable technology, which is well maintained by a knowledgeable technical staff and our Account Manager, Brad Coens, who has been involved at every stage of the process.

I am happy to recommend ICSolutions to any correctional facility that wants to enhance their telecommunications options. Please feel free to contact me at 586-307-9348 should there be any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Michelle Sanborn".

Michelle Sanborn
Jail Administrator



February 21, 2014

Ms. Latisha Holmes
ICSolutions - Corporate Account Manager

RE: ICSolutions Reference

I have been an ICSolutions user for over five (5) years for investigations purposes. During this time, ICSolutions has provided continued refresher and new program update trainings to my staff and Osceola County Law Enforcement agencies who utilize our system.

I have found the training to be thorough, detailed, and specific to the target audience to facilitate intelligence gathering. ICSolutions personnel have exhibited and maintained a high level of professionalism and timely delivery when assistance is needed. ICSolutions welcomes and pursues investigator's ideas to enhance program efficiency to benefit the users.

Osceola County Corrections Department's Internal Affairs Unit has capitalized in the benefits of ICSolutions by gathering intelligence resulting in arrests and/or assisting in clearing allegations of wrongdoing. One of the highlights in this area was in August 2013, while monitoring inmate calls due to an anonymous tip; our unit was able to uncover fraudulent use of credit cards which resulted in two (2) arrests. Three (3) victims of this crime were confirmed but we were able to identify at least forty-six (46) additional victims.

Thank you for your continued support and dedication.

Yuberky Almonte
Captain – Internal Affairs
Office: 407-742-4426
Cell: 321-624-1867
Fax: 407-742-4517
E-Mail: yalm@osceola.org

BOARD
OF
COUNTY
COMMISSIONERS

*Corrections
Department*

*Sherry Johnson,
Chief*

*Nancy DeFerrari,
Deputy Chief*

Osceola
County

402 Simpson Road
Kissimmee, FL 34744-4455
(407) 742-4444
Fax (407) 742-4303

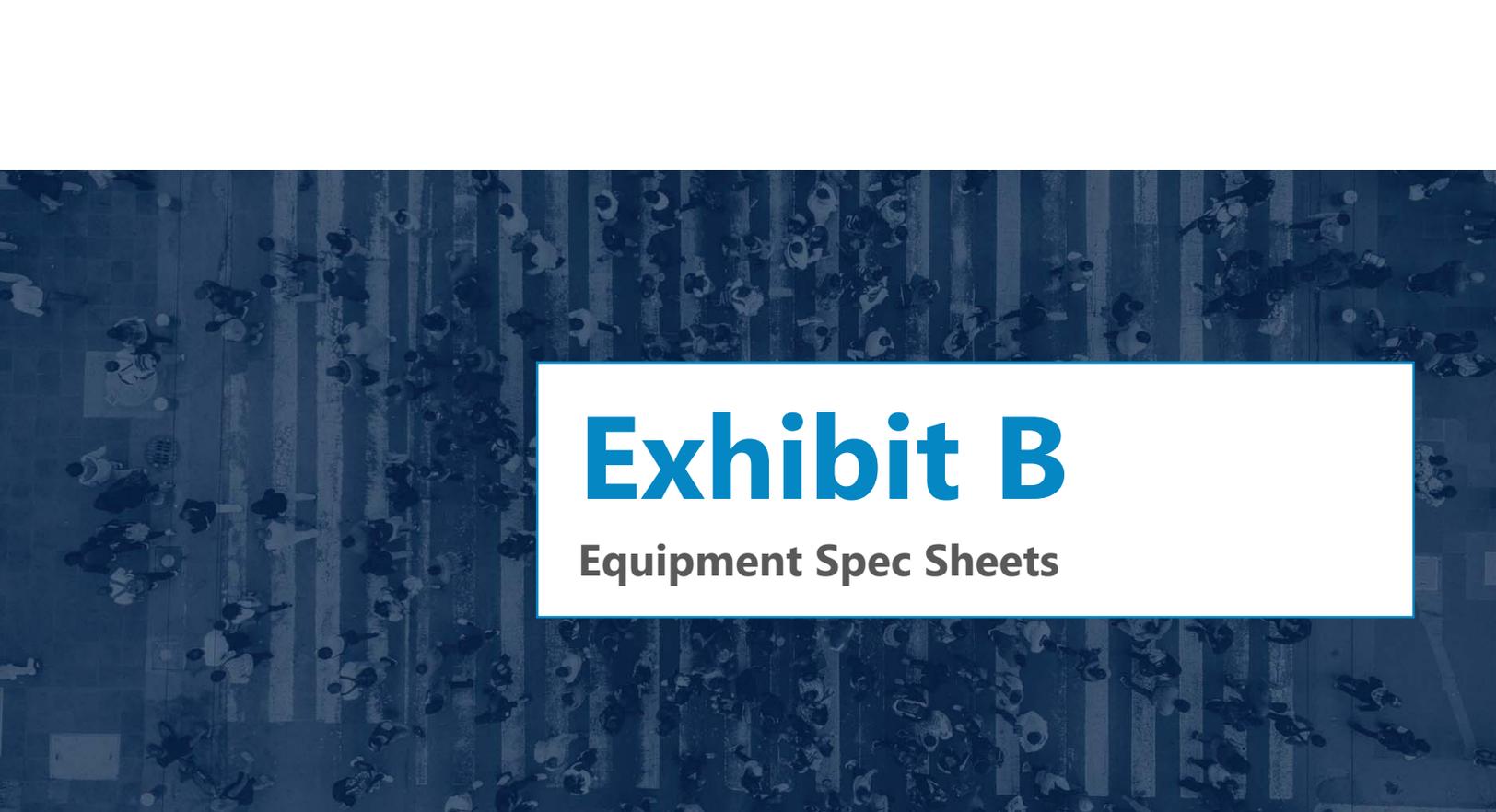
An aerial, high-angle photograph of a large crowd of people, likely at a stadium or arena, viewed from above. The crowd is dense and fills the frame, with many individuals appearing to be wearing light-colored clothing. The overall color palette is dark blue and black, with the crowd providing a textured, organic pattern. A white rectangular box with a thin blue border is overlaid on the right side of the image, containing the text.

Exhibit B

Equipment Spec Sheets

Mini Stainless Steel

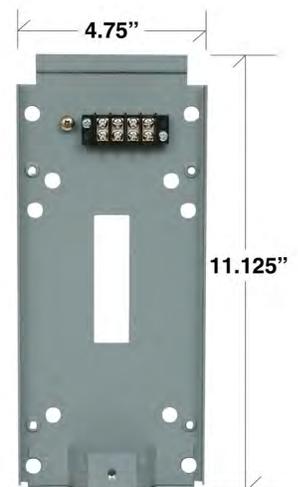
7010SS



- Built-in user controlled volume “LOUD” button for ADA mandated volume control (must be user-controlled volume amplification AND volume must be reset to normal with on-hook to meet ADA requirements).
- Heavy duty 14 gauge brushed stainless steel provides rugged vandal resistant telephone housing designed for inmate use.
- Confidencer technology, built into every dial, filters out background noise at the user’s location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear (DURA) Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism.
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations.
- Pin-in-head security screws minimize tampering.
- Hearing aid compatible and FCC registered
US:1DATE05BITC-254, IC:3267A-ITC254.

ACCESSORIES:

- Handset length and style of your choice, choose carbon or DuraClear
- Standard 178A Backboard for mounting
- Adaptor Plate for mounting Mini Phones to 178A Blackboards and pedestals
- Conduit Backboard with two (2) or (4) entry positions
- Standard Flush Mount Pedestal
- Adjustable Pedestal
- 4 Wheel Rollcart



Wintel®

A Division of Independent Technologies, Inc.

1051 Bennett Drive, Suite 101 • Longwood, FL 32750
407.834.1188 • Fax 407.830.1050 • 800.264.8889
www.wintelphones.com

Wintel[®] Inmate Telephones

Engineering staff with Experience in Telephony introduced DuraClear[®] Technology to the design of the Industry Standard Inmate Telephone! Installing Wintel[®] phones or retrofitting DuraClear[®] Technology from Wintel[®] will dramatically improve voice transmission and lower repair costs. Currently installed in several State Prison Systems, this revolutionary technology, only available at Wintel, eliminates “Can’t be heard” complaints and is not affected by moisture or weather. DuraClear[®] handsets have shown below 7% replacement rates over the course of a year!

Wintel[®] maintains the highest quality standards and offers the listed descriptions of the manufacturing processes and quality testing requirements used to build the industry standard inmate telephone.

Wintel[®] employs a staff of 20 in Longwood Florida to build the telephones and telephone handsets. Wintel invites any State or County official wishing to inspect the manufacturing facility to come see one of the only telephone handset manufacturers left in the United States.

Quality and Manufacturing Specifications:

- **State of the Art Metal Weldments & Manufacturing:** Programmable Robotic welding system used to provide precise clean welds. Precision welds nearly eliminate rough, buffed out corners. All internal studs are Stainless Steel and are precision welded.
- **Designed for Inmate Use:** Wintel[®] Inmate Telephones are designed for the use and abuse typically visited on an inmate telephone. From the heavy gage steel housings to the 5-point security system designed to keep the phone secure, Wintel[®] phones are designed to be offender phones.
- **The ONLY true ADA compliant Volume Control:** The ADA requires Volume control to be USER controlled; Wintel[®] phones feature a LOUD button to the right of the keypad.
The competitors phones have No button = no user control = non-compliant!
- **Magnetic Hookswitch:** Wintel phones have the only standard magnetic hookswitch to eliminate trouble calls.
- **Conformal Coating of Electronics:** Printed Circuit Board is coated with conformal coating to protect the electronics from moisture and increase the life of the product.
- **Rhino[®] Handset:** Patented method of anchoring the steel lanyard through the length of the handle to the receiver end gives Wintel the **only true winner** in the 1000 pound pull strength test.
- **DuraClear[®] Technology:**
Magnetically activated transmitter replaces the old style carbon transmitters
Four times (4X) the life of the standard carbon transmitter and no more
Performs even in the poorest line conditions found in State Prison Systems
i.e. low loop current, low voltage, high resistance
Looks the same, to the user, as the standard Rhino[®] Handset
DuraClear[®] is unaffected by moisture and humidity, unlike carbon transmitters
DuraClear[®] is new and patented technology, found ONLY at Wintel[®]
The sound is much Louder, Clearer and Crisper with DuraClear[®].



Rhino Handset

The Rhino handset is designed to meet or beat all of the published specifications for handsets for use on public terminals in North America. The handset has strength and durability characteristics that exceed any handset that is manufactured in North America and all handsets that are imported to the United States.

The electrical specifications for handsets are based on the type of phone and/or customer specifications for the application in which the handset is intended. Generally, either carbon or magnetic (DuraClear) microphones and magnetic receivers are used. The electrical components are manufactured to meet the interface standards for the variety of public terminals that are in use. Engineering staff with experience in Telephony have ensured that the Rhino handset is the best handset product on the market today. Standard lengths of 18", 24" and 32" are readily available and custom sizes can be ordered.

Impact Strength of Plastic Handle: Exceeds 80 foot-pounds. (This is tested using an eight-pound sledge that is dropped 10 feet. Five impact points are hit in succession.) All competitive handsets tested failed the 80 ft-lb impact test, and most fail a 40 ft-lb impact test.

Pull Strength: Exceeds 1000 foot-pounds. (Actual results are around 1200 ft-lbs. This test is the handset as a unit, not just the lanyard. The test is done by connecting the plastic handle to one end of the test fixture and the retaining stop on the end of the lanyard to the other end of the test fixture. This ensures that the plastic, the lanyard, and the stops on both ends of the lanyard can withstand a pull of at least 1000 ft-lbs.) All competitive handsets, even those using a heavy-duty lanyard, fail. Usually their failure is the stops pull loose or the plastic breaks or pulls out. Most competitive handsets fail at around 325 ft-lbs of pull or less.

Cap Removal Torque: Exceeds 125 foot-pounds. (This ensures that the caps cannot be removed by the public using small hand tools or bare-hands. As a comparison, lug bolts for car tires require about 75 ft-lbs of torque to remove.) No competitive handset comes close to this specification, with most opening at around 35 ft-lbs or less.

Wire: Stranded wire of at least 24 gauge is used to ensure good transmission quality and flexibility and durability. The insulation is Teflon, which does not support a flame from heat. (Cigarette lighters on other types of insulation will cause the insulation to catch fire and burn.) Most competitors use a smaller gauge wire and a cheaper insulation, resulting in potential problems for transmission and fire.

Electrical Connections: AMP (Tyco) connectors are used for all electrical connections, except for direct connections (solder) that are used on critical points where moisture or vandalism can be a problem with pressure connectors.

Plastic: A special blend of lexan plastic is used that has high strength, won't maintain a flame once the heat source is removed and has UV protection for sun exposure.

Armored Cord: Flexible interlocking stainless steel.

The above specifications result in a low handset replacement rate with Rhino. Standard industry replacement rates where the Rhino is not used is above 35%. The Rhino replacement rate is typically below 10%. If you assume labor cost is \$100 to replace a handset, the longer a handset lasts, the better your bottom line.

Wintel®

A Division of Independent Technologies, Inc.
1051 Bennett Drive, Suite 101 • Longwood, FL 32750
407.834.1188 Fax 407.830.1050 • 800.264.8889
www.wintelphones.com

The V17 Multi-Purpose Video Visitation Station with Touchscreen Monitor:

The V17 video visitation stations are constructed of heavy gauge steel, with a shatterproof Lexan handset and no removable parts and a 17" hardened touchscreen monitor. 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.

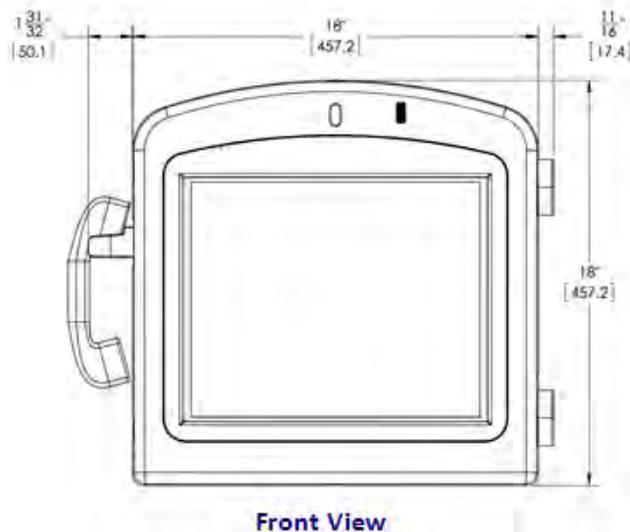


- 17" color monitor
- IP addressable
- Power-over-Ethernet
- Secure touch surface wave technology
- Hi-resolution camera with VGA capability
- Lexan handsets
- Factory Sealed with no removable parts
- Hearing Aid compatible (E.I.A. Standard RS504 compliant)
- Poly-coated armored handset cords
- Armored steel handset cord
- Adjustable handset cord lengths (24" standard)
- **Built-in Confidencer to minimize background noise**
- Sealed Housing to protect unit from moisture
- **Touchscreen volume control (ADA compliance)**

The V17 offers high-quality stereo audio and broadcast-quality video that meets industry standards. The default video resolution stream is 640 by 480, with a maximum video resolution of 2592 by 1944. The video transmission speed is 512 Kbps at 640 by 480 pixels.

The operating temperature should be between 32 and 122 degrees Fahrenheit, and the storage temperature can be between -4 and 176 degrees Fahrenheit. Relative humidity must be between 10% and 95%.

Sample drawings of the size and construction of the V17 enclosures are provided below:



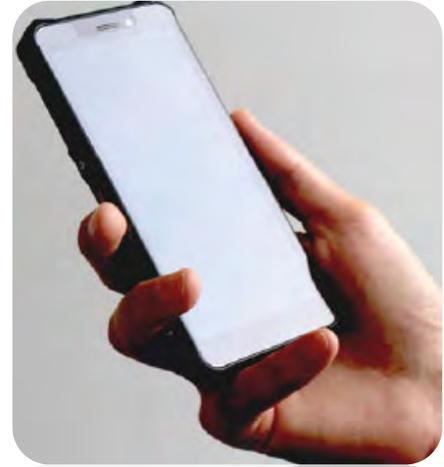
The Bridge 5

Handheld Kiosk

The Bridge 5 is a tablet/kiosk device that allows your inmates to have our **complete software suite** literally in the palm of their hand.

Commissary Ordering to Educational Platforms and Video Visitation; from Electronic Communications to Legal Law Libraries, Games, Music, and much more, these secure devices are **designed to replace or supplement inmate access to a traditional wall-mounted kiosk or larger tablet device.**

The Bridge 5 is easily rechargeable in our wall mounted charging solution and is locked down **to only allow your facility's suite of software services.**



ICSolutions knows that each facility has its own preferences and settings, so **these devices are designed for you** to select your own suite of applications and CAN include:

- Commissary Ordering
- Grievance Management
- Electronic Communications
- Video Visitation (onsite and off-site)
- Educational Content and Certificate Training
- Medical Requests
- Games, Books, and Streaming Music
- Transactional History
- Video Content with facility-approved video libraries

And much, much more.

Tech Specs

Overview

Height: 6 ¼"

Depth: ½"

Width: 3"

Weight: ½ pound or 8 ¼ ounces

Splash, Water and Dust Resistant, Rated 1P68 under IEC standard 60529, Rated IP69K under IEC standard 60529, MIL-STD-810G Certification

Processor

CPU: Cortex-A7 architecture using a MT6580 Quadcore processor at 1.3Ghz.
 GPU: Arm Mali at 500 Mhz.



Memory / Storage

2GB RAM / 32GB device storage

Display

5 1/2" (Diagonal) ALL LCD multi-touch display with IPS technology
 Resolution: 1440 x 720 HD+

Forward Facing Camera: 5MP f/2.0 larger aperture, 4 piece lens

Battery

5000mAh Battery built-in lithium polymer
 Standby Time: 440 hours
 Usage Time: Up to 25 hours

Wireless Network

Supports: 802.11 b/g/n @ 2.4G
 Supports: Bluetooth 4.0

OS

Pure Android 9.0 Pie controlled by our MDM Platform

Ports

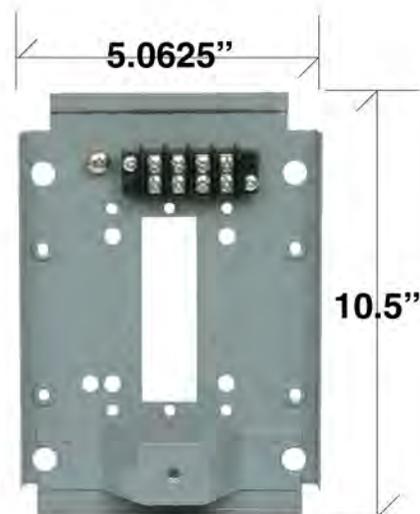
USB 2.0, Micro USB, and 3.5mm headphone jack



Half Size Stainless Steel 7005SS



- Offers full sized service in half the space.
- Mounting holes in the backplate are placed to enable the unit to be counted to a 4X4 Gang Box.
- Can be used as a visitation phone in facilities that require a pin number or password to be entered before connection to the outside party can be made.
- Built-in user controlled volume “LOUD” button for ADA mandated volume control (user must have control of volume amplification AND volume must reset to normal with hang up to meet ADA requirements).
- Brushed stainless steel provides rugged vandal resistant telephone housing designed for inmate use.
- Confidencer technology, built into every dial, filters out background noise at the user’s location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear (DURA).
- Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism.
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations.
- Pin-in-head security screws minimize tampering.
- Hearing aid compatible and FCC registered
US:1DATE05BITC-254, IC:3267A-ITC254.



Wintel[®]

A Division of Independent Technologies, Inc.

1051 Bennett Drive, Suite 101 • Longwood, FL 32750
407.834.1188 • Fax 407.830.1050 • 800.264.8889
www.wintelphones.com

Visitation Kit 7429VST



- *Strong & Durable*
- *Long Lasting*
- *Standard Wintel Phone Parts*
- *Rhino Handset*
- *Wiring Options*
- *Double-Gang Mounting Box*
- *Magnetic Hook Switch*
- *14-Gauge Stainless Steel Faceplate*

Face Plate

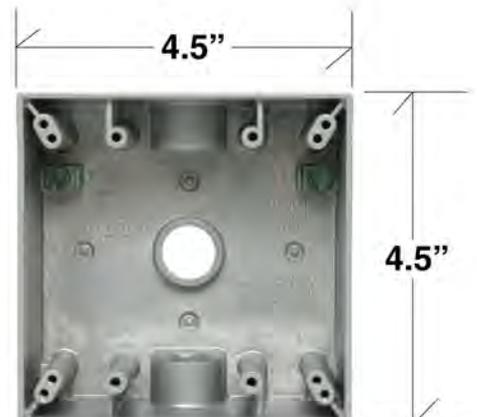
- 14-Gauge Stainless Steel
- Pin & Head Security Screws
- Machined Stainless Steel Ring for Handset Cord Entry
- Shipped with Double-Gang Mounting Box

Electronics

- Magnetic Hook switch (no mechanical contacts to fail)
- Hearing Aid Compatible Handset
- Transmitter & Receiver Elements Designed for Inmate Abuse

ORDERING OPTIONS

- Kits are sold as single units, not pairs
- 32" Rhino Handset
- 18" Rhino Handset
- 54" Rhino Handset
- Order replacement Handsets as needed
- All handset are built without a receiver varister
- Special lengths and builds are available
- VPM-1 Visitation Power Module



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www.wintelphones.com

P3 Video Relay Service

P3 delivers the reliability and security for video relay service (VRS) and point-to-point (P2P) calls with an easy-to-use interface featuring a wide array of additional features and benefits. Purple offers a cost-effective, FCC-certified solution to deaf and hard-of-hearing individuals that promotes equal communications access, satisfying the requirements of Title IV of the Americans with Disabilities Act (ADA). P3 is easy to deploy, interoperable with other VRS devices and providers that support SIP or H.323 standards and offers the greatest amount of flexibility.



- PC equipped with a 21-inch monitor
- Can operate on a PC or Android tablet connected to the internet
- Simple, easy-to-use interface
- Superior Video Quality
- Customizable Voice Greeting
- Ability to send DTMF tones
- Strictly regulated by the FCC for confidentiality and data protection



Product: P3
Platform: PC
Version: 9.0
Release Date: October 28, 2015
Customer Support: For more information or support, please contact us at **877-885-3172**, email salesengineer@purple.us or visit our website at www.purplevrs.com/p3.

Introduction

P3 delivers the reliability and security for video relay service (VRS) and point-to-point (P2P) calls with an easy-to-use interface featuring a wide array of additional features and benefits. Purple offers a cost-effective, Federal Communications Commission (FCC)-certified communications solution to deaf and hard-of-hearing individuals that promotes equal communications access, satisfying the requirements of Title IV of the Americans with Disabilities Act (ADA). P3 is easy to deploy, interoperable with other VRS devices and providers that support SIP or H.323 standards and offers the greatest amount of flexibility.

Package Includes

Simple Interface – easy-to-use
Superior Video Quality
Call Waiting – enables users to answer a call while on another call
3-Way Calling – add a second caller to active call
Personal Voice Greeting – customize the greeting for the hearing caller while connecting to a sign language interpreter

P3 Tech Specs

Interoperable with other VRS devices and providers that support SIP or H.323 standards
Crystal-clear audio with acoustic echo canceler

P3 Advantages

Health Insurance Portability and Accountability Act (HIPAA)-compliant for VRS calls
Ability to send DTMF tones using the dial pad
Services are strictly regulated by the FCC for confidentiality and data protection
P3 can be mass-deployed using silent install
Purple ONE™ Number and Ring All – all devices logged in under the same account will ring simultaneously

PC System Requirements

Windows® 7/8/10 (including 64 bit versions) with DirectX® 9.0c or higher
Recommended CPU: Intel Core 2 Duo class, 2.33 GHz or faster
Ideal CPU: Intel Core 2 Quad class, 2.66 GHz or faster
Memory and Disk: 2 GB of RAM and 250 MB of hard drive space
Open GL 2.1 or higher: hardware-accelerated video drivers are highly recommended
Administrator rights are required for installation and upgrades
Webcam: either built-in or external webcam (Logitech® C910/C920 webcam highly recommended)
DirectSound® compliant required audio card and drivers – must support 48 KHz sampling rate for VCO users

Video Protocols

SIP, H.323
H.263, H.264
CIF (352 x 288)

Audio Protocols

G.711
G.722.1
GSM
iLBC
Echo cancellation
Automatic Gain Control and Denoise

Video Performance (Bandwidth)

Bandwidth adjusts between 384 Kbps and 2048 Kbps
Recommended bandwidth of 768 Kbps
Adaptive low-latency packet-loss recovery
Automatic bandwidth control, adapts to network conditions

Corporate Environments

Compatible with the following virtualized and thin client environments:

- Citrix®
- VMWare®
- Microsoft Hyper-V®

Supports VPN in the following situations:

- Telecommuting workers
- Satellite offices
- Separate departments

Note: If using a VPN, the VPN must be active before launching P3.

ACD/Call Manager

- Will work with many ACD and call manager systems
- Can setup call forwarding from extension to Purple ONE Number
- Outbound call masking of Purple ONE number configurable per business requirements

Secured Login and Connection

- HTTPS login and transferring data prior to and during calls
- Text chat during VRS calls uses data encryption

Note: Per FCC regulations, this program cannot be used behind a proxy.

P3 Firewall Configuration Requirements

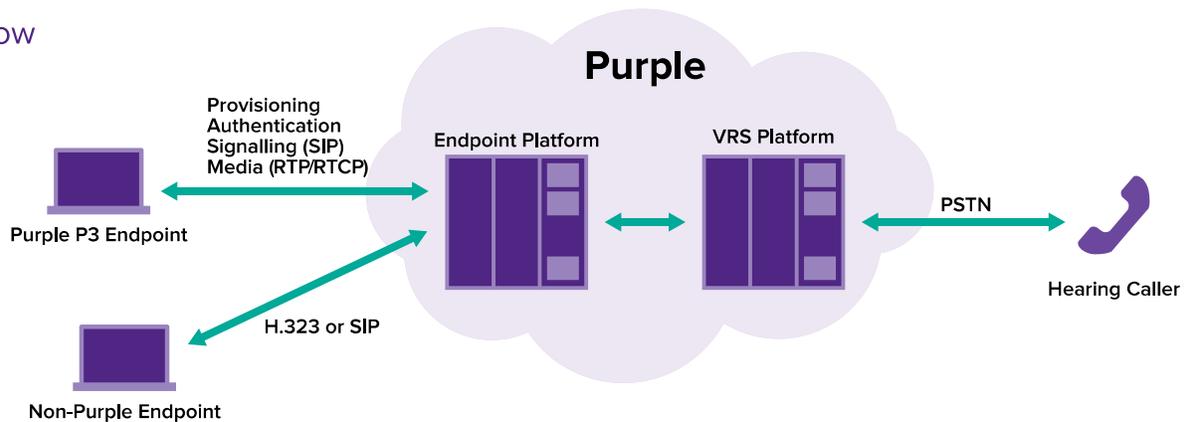
Protocol	Source Ports	Destination DNS	Destination IP Address ¹	Destination Ports	Purpose	Notes
HTTP	Any	vmailer.hovrs.com	208.17.91.240	80 and 8080	PurpleMail	
HTTPS	Any	websvc.prod.purple.us	208.17.91.76	443	Web Services	
TCP	Any	lb.orion.prod.purple.us	174.137.37.191 174.137.37.192 174.137.37.193 174.137.37.194	14004	WebSocket	/24: may expand up to 16 IP addresses
SIP (TCP)	Any	psip-lb.prod.purple.us	174.137.37.50	5060 and 35060	SIP Signaling	/24: may expand up to 16 IP addresses
RTP/RTCP	43000-43050 (See Note)	(No external DNS available)	174.137.37.52 174.137.37.53	10000-20000	RTP/RTCP media – 6 random ports per call (Audio, Video, and Text)	/24: may expand up to 16 IP addresses

¹DNS names verified in October 2015; subject to change by Purple.

²Note on RTP/RTCP: Depending on port usage patterns at a particular site, source ports can range up to 43000-43999. 43050 as the upper end of the range is suggested as a starting point to be confirmed by operational testing, but firewall administrators should be prepared to allow the full range of 43000-43999 if necessary.

Web Filter Requirements: Web Filter Requirements: HTTP/HTTPS lookups on *.purple.us and *.amazonaws.com including subdomains that can be more than one level deep. It is highly recommended that IP filters be set to a /24 range to allow for future expansion or changes by Purple.
Current as of October 2015.

Call Flow



Support

- Analyzing your network and provide recommendation for optimal experience.
- Provide firewall instructions and support for deployment of our software.
- Assist with mass deployment and provide training for IT staff for future upgrades.
- Advise on how to integrate our systems with your existing ACD/Call Manager.
- Provide support to transition from other VRS software to P3.
- Excellent Purple Premier Support team available to answer your questions and provide support.

Visit www.purplevrs.com/usernotice for important information concerning 10-digit numbering and E911 services for VRS.
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541-201606

2 / 2

HOME	PRODUCTS	ABOUT US	RESOURCES	CUSTOMER SUPPORT	CONTACT US
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Home » Products » Text Telephones » Non-printing TTYs » Minicom IV

Minicom IV



This basic TTY is affordable and easy to use. It has an easy-touch keyboard with a bright, tilted 20-character display for hours of comfortable use. Minicom IV includes a printer port to connect an external printer. Turbo Code lets you enjoy "real-time" conversations with other Turbo Code TTYs. Auto ID lets everyone you call know you are using a TTY. Available options include an extended warranty, a dust cover and a soft carrying case. For basic communication features in a reliable TTY, Minicom IV is right for you.

- [BUY ONLINE](#)
- [Download User Guide](#)

Minicom IV

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

Products

CapTel
Text Telephones
Simplicity Signalers
Amplified Phones

Company

Company Information
Headlines
Technology

Customer Support

Product Support
Repairs
FAQs
Dealer Locator
Request a Catalog
Contact Us

Contact

(800) 482-2424 (V/TTY)
(608) 238-3008 (FAX)
Email Us

Ultratec, Inc.
450 Science Drive
Madison, WI 53711

Overview of the Minicom IV™

Top view

Acoustic cups

On/Off switch

Display

Signal light

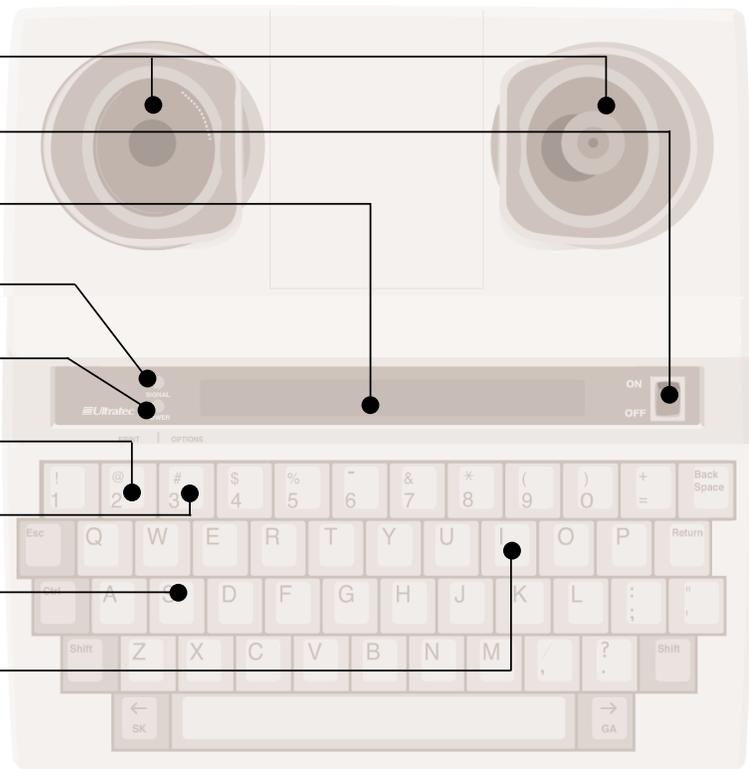
Power light

Printer on/off

Options key

Sensitivity key

Interrupt key

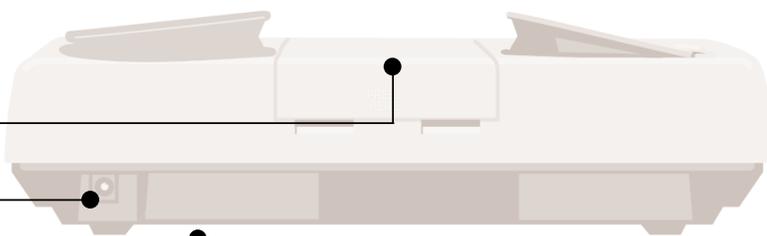


Back view

External printer port
(inside)

AC adapter jack

Battery compartment
(underneath)



SPECIFICATIONS

Physical Dimensions

Size—10" x 9.5" x 3" (25.4 cm x 24.1 cm x 7.6 cm)

Weight—3.75 lbs (1.7 Kg) with batteries

Power

AC adapter-9VDC, 650 mA
(barrel is positive)

AC adapter is UL/CSA listed

The six AA NiCad rechargeable batteries are user replaceable. They power the unit for 45 to 60 minutes of normal use.

Keyboard

50 ergonomic keys in 5 rows
Control key plus 4 function keys
Sticky Keys for single-handed typists
Character set: A-Z, 0-9, Backspace,
Return/LF, Space, +=-\$'O"/:;?.,*# GA, SK.

Display

Blue/green vacuum-fluorescent
20 characters
0.25" (6mm) character height

Acoustic Coupler

Accepts both circular and square telephone handsets

Communication Codes

Automatic code detection on incoming and outgoing calls (Turbo Code or Baudot)

Baudot Code:

45.5 and 50 baud

Sensitivity = -45 dbm, 67 dBSPL (min)

Output = -10 dbm

Turbo Code:

Enhanced communication protocol with interrupt capability.

100 baud (average)

7 data bits

Approvals

FCC approved. FCC Registration No. (Part 68): D8KUSA-18408-DT-N

Total Access

900E Series

Market Leading IP Business Gateways



Benefits

- Seamless voice and data integration over VoIP-based network architectures
- Designed for Ethernet and Multi-T1 applications
- Optional eSBC functionality
- Up to 24 analog POTS interfaces
- Optional outbound lifeline via FXO
- Compatible with industry-leading softswitches and call agents
- Dynamic bandwidth allocation affords more efficient utilization
- Integral full-featured business-class IP router
- Stateful inspection firewall for network security
- Quality of Service (QoS) for delay and jitter sensitive traffic like VoIP
- Supports 802.1q Virtual LAN (VLAN) Trunking
- Voice Quality Monitoring (VQM)
- Network Address Translation (NAT) for IP address concealment
- Feature-rich ADTRAN Operating System (AOS)
- Optional battery backup
- Industry-leading five-year warranty
- Supports transcoding and DTMF interworking (30 calls)
- Full featured SBC for robust network security and voice interoperability

Overview

The Total Access® 900e Series of market leading IP Business Gateways for Ethernet and multi-T1 applications from ADTRAN® are designed for carrier Ethernet and SIP/MGCP Voice over IP (VoIP) networks. These products feature all the same robust routing and voice features of the previous generation IPBGs, along with a host of new features and functions that enable cost effective, reliable IP service delivery. These devices use the ADTRAN Operating System (AOS) to simplify management and administration. Multiple models offer flexibility for varied applications from PRI delivery and SIP trunking services to Hosted IP PBX offerings.

The Total Access 900e Series offers up to 24 FXS ports for analog voice delivery, and three Ethernet interfaces (one Gigabit and two Fast) for access to the Total Access 900e's router or WAN/LAN access. The Total Access 900e Series can be coupled with a NetVanta® Power over Ethernet (PoE) switch to provide connectivity to a variety of network devices and personal computers, as well as to power IP phones and Wireless Access Points (WAPs).

VoIP Gateway

The Total Access 900e Series utilizes SIP or MGCP For VoIP applications, providing interoperability with industry-leading soft switches, feature servers, and gateways. Acting as a gateway, the Total Access 900e converts IP signaling from the carrier into traditional TDM analog and digital voice services. This functionality allows the Total Access 900e Series to deliver voice services to both IP phones and traditional

telephony equipment simultaneously. For customers implementing a hosted PBX or IP Centrex service, the Total Access 900e Series is ideal for providing customers additional analog ports necessary to support their remaining analog phones, fax machines, or modems. The Total Access 900e Series supports many popular calling features such as caller ID, call hold, forward, transfer, and call waiting. Voice Activity Detection (VAD) and silence suppression are supported to ensure reliable VoIP call quality.

Enterprise Session Border Control (eSBC)

The Total Access 900e also can provide eSBC functionality delivering a truly converged application platform at the customer premises. This feature is becoming mandatory in today's service deployment to normalize, secure and troubleshoot the SIP to SIP communication between a carrier network and the customers SIP compliant equipment.

Remote Survivability

In addition, the Total Access 900e Series can act as a registrar and Back-to-Back User Agent (B2BUA) or as a SIP-transparent proxy to facilitate remote survivability and NAT traversal. In the event of a service interruption on the wide area network or if the carrier's call agent were to become unavailable, calls may continue locally at the customer premises between IP-based or analog phones. In addition, the embedded FXO port can be used as a survivable interface for outbound calls to the PSTN.



TA 900E SERIES

QoS, Security, Routing, and VQM

The Total Access 900e Series uses the AOS to provide a stateful inspection firewall; NAT; DHCP server/client; and feature-rich, standards-based, IP routing functionality supporting BGP, OSPF, and RIP routing protocols. Inherent QoS methods ensure appropriate classification and prioritization of VoIP traffic. These methods include Low Latency Weighted Fair Queuing, class based weighted fair queuing, support for Differentiated Services (DiffServ) protocol, Frame Relay Fragmentation (FRF.12), and Frame Relay traffic shaping. Voice Quality Monitoring (VQM) captures Mean Opinion Score (MOS), jitter, delay, and packet loss statistics necessary to troubleshoot VoIP calls over the WAN to help ensure superior call quality.

Management

The Total Access 900e Series can be remotely managed by ADTRAN's n-Command® MSP platform. ADTRAN n-Command MSP offers the ability to discover devices, make mass configuration changes or firmware upgrades, backup/restore configuration, and generate inventory reports for asset management. ADTRAN's n-Command MSP also offers VoIP VQM and reporting, SIP ladder diagram, as well as an industry leading, easy-to-use, Graphical User Interface (GUI). Total Access 900e products are housed in a rugged metal enclosure; available in wallmount, rackmount, and desktop mountings; and offer a battery backup system for up to eight hours of uninterrupted service upon a customer-site power outage. Total Access 900e products are backed by an industry-leading warranty.

Product Specifications

Physical Interfaces

T1

- Quad T1/FT1
- RJ-48C

Ethernet

- Three Ethernet Interfaces (WAN/LAN Support):
 - One Gigabit
 - Two Fast
- Full Duplex
- RJ-45
- Supports 802.1q VLAN Trunking

USB 2.0

- One Interface

Digital Voice

- PRI
- Feature Group D
- Signaling Methods:
 - E&M Wink
- T1 CAS Support
- RJ-48C
- E&M Immediate

Analog Voice

- 8, 16, and 24 FXS POTS via 50-pin Amphenol
- 68.5 Vrms with 20VDC Offset Maximum Ring Voltage
- Sinusoidal Ringer Waveform
- 48 V, Nominal On-hook Battery Voltage
- 30 mA, Nominal Loop Current
- FXS 2-wire Impedances:
 - 600Ω
 - 600Ω +2.16μF
 - 900Ω
 - 900Ω +2.16μF
- FXO 2-wire Impedances (Lifeline FXO):
 - 600Ω
 - 600Ω+2.16μF
 - 900Ω
 - 900Ω+2.16μF
- Signaling Methods:
 - Loop Start

■ FXO 2-wire impedances (Standard FXOs):

- 600Ω
- 600Ω+2.16μF
- 900Ω
- 900Ω+2.16μF

■ Integral FXO (900e Series)

■ Signaling Methods:

- Loop Start
- Ground Start

■ FXO 2-wire Impedances:

- 600Ω+2.16μF
- 900Ω+2.16μF
- Rs 220 ohms, Rp 820 ohms, Cp 115nF
- Rs 270 ohms, Rp 750 ohms, Cp 150nF
- Rs 270 ohms, Rp 750 ohms, Cp 150nF, Zin 600r
- Rs 320 ohms, Rp 1,050 ohms, Cp 230nF
- Rs 350 ohms, Rp 1,000 ohms, Cp 210nF, Zin 600r
- Rs 370 ohms, Rp 620 ohms, Cp 310nF
- Rs 800 ohms, Rp 100 ohms, Cp 50nF

■ Signaling Methods:

- Loop Start
- DPT
- Ground Start

Craft

- DB-9

Memory

- RAM: 512 MB RAM
- Flash: 128 MB Flash

VoIP

- SIP
- MGCP (FXS Interfaces Only)

Packet-based Voice Resources

- CODECs
 - G.711-64k PCM
 - G.729a-8k CS-ACELP
- G.168 Echo Cancellation
- Up to 64ms Echo-tail length

Market Leading IP Business Gateways

- Supports up to 60 Channels DSP
- Supports 30 T.38 Sessions
- Supports 30 transcoding calls

Media Stream

- RTP/UDP/IP (RFC 3550)
- RTP Payload for DTMF Digits (RFC 2833)
- Supports Port-to-port Hairpin Call
- SDP (RFC 2327)
- Supports 30 DTMF interworking calls

NAT Traversal and Remote Survivability

- B2BUA
- SIP Registrar for IP Phones
- SIP proxy with Survivability
- Transparent/Stateful/Outbound

Tone Services

- Local DTMF Detection
- Local Tone Generation:
 - Dialtone
 - Busy
 - Call Waiting
 - Alternate Call Waiting
 - Receiver Off Hook
- Ringing:
 - Distinctive Ring

Calling Feature Support

(Varies with feature server/gateway)

- Caller ID:
 - Name and Number (MDMF, SDMF)
 - Call Waiting Caller ID
- Voice Mail:
 - Stutter dialtone
 - Visual Message Waiting Indicator (VMWI)
- Call Hold
- Call Forward:
 - Busy Line
 - No Answer
- Call Transfer:
 - Blind, Attended
- Call Waiting
- Do Not Disturb
- Call Return
- 3-way Conferencing (3WC)
- Distinctive Ring
- Three-way Calling
- Speed Dial

Security

Firewall

- Stateful Inspection Firewall
- Denial of Service (DOS) Protection
- Access Control Lists
- Application Level Gateways
- Packet Filtering

NAT

- Basic NAT (1:1) and NAT (Many:1)

QoS

- Low Latency and WFQ
- Hierarchical QoS
- DiffServ packet marking and recognition
- Frame Relay Fragmentation
- Traffic Monitoring (NetFlow 9)

VQM

- Packet Capture (PCAP)
- MOS prediction
- Jitter, Delay and Packet Loss
- Past and Active Calls

VPN

- IPsec Tunnel Mode: 100 Tunnels
- Encryption: DES, 3DES, and AES
- Authentication Mechanisms: XAUTH, Digital certifications, Pre-Shared Keys, and Secure ID

Protocols

- BGP
- OSPF
- RIP (v1 and v2)
- GRE
- IGMP V2
- Frame Relay
- Multilink Frame Relay
- PPP
- Multilink PPP
- HDLC
- PAP and CHAP
- Multi-VRF

Routed Protocols

- IP

DHCP

- Client
- Server
- Relay

Management and Utilities

- Familiar CLI
- n-Command Support
- SYSLOG Logging
- Telnet, Craft/Console Port, SSH, Ping, Trace route, NTP
- Web-based GUI
- SNMP v2 and v3
- TCL Scripting

Firmware Upgrade

- FTP
- TFTP
- X-Modem
- HTTP

Environment

- Operating Temperature: 32° to 122 °F (0° to 50 °C)
- Storage Temperature: -40° to 158 °F (-40° to 70 °C)
- Relative Humidity: Up to 95%, Non-condensing
- Maximum Altitude: 10,000 Feet

Product Specifications

Physical and Power

Chassis

- Wallmount
- 1U Rackmount
- Desktop Metal Enclosure

Dimensions

- **Total Access 908e:**
1.75 in. x 17 in. x 8 in. (H x W x D)
- **Total Access 916e/924e:**
1.75 in. x 17 in. x 10 in. (H x W x D)

Weight

- **Total Access 908e:** 5.5 lbs.
- **Total Access 916e/924e:** 7 lbs.

Power

- **Total Access 908e:** 120 VAC, 60 Hz, 75W
- **Total Access 916e and 924e:** 120 VAC, 60 Hz, 110W
- **Battery Backup:** Optional eight-hour system
- **LEDs Total Access 900e**
 - Voice
 - Status
 - Gig 1
 - USB
 - T1 1 - 4
 - Ethernet 1 - 2

Agency Approvals

- FCC Part 15, Class A
- FCC Part 68
- Industry Canada CS03
- ETL and Canadian ETL (C-ETL)

Battery Backup Options

- Rackmount or Wallmount

Warranty

- Five Years (North America)

Ordering Information

Hardware Options	Part No.
Total Access 908e	4243908F1
Total Access 908e with Lifeline FXO	4243908F2
Total Access 908e with SBC, 5 Calls with Lifeline FXO	4243908F2#5
Total Access 908e with SBC, 25 Calls with Lifeline FXO	4243908F2#25
Total Access 908e with SBC, 50 Calls with Lifeline FXO	4243908F2#50
Total Access 908e with SBC, 100 Calls with Lifeline FXO	4243908F2#100
Total Access 916e	4243916F1
Total Access 916e with Lifeline FXO	4243916F2
Total Access 924e	4243924F1
Total Access 924e with Lifeline FXO	4243924F2
Total Access 924e, 16 FXS, 9 FXO (1 Lifeline)	4243924F3
Total Access 900e, SBC Feature Pack Upgrade	1950900G3
Battery Backup Systems	
Total Access 908e, Eight-hour, Wallmount	1200641L1
Total Access 916e/924e, Eight-hour, Wallmount/Rackmount	1175044L1
Total Access 916e/924e, Eight-hour, Wallmount	1175044L2
Software Upgrade Options	
IPBG SBC Upgrade, 5 Calls	1962SBCF5
IPBG SBC Upgrade, 10 Calls	1962SBCF10
IPBG SBC Upgrade, 25 Calls	1962SBCF25
IPBG SBC Upgrade, 50 Calls	1962SBCF50
IPBG SBC Upgrade, 100 Calls	1962SBCF100
IPBG SBC Upgrade, 200 Calls	1962SBCF200



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ADTRAN warranty duration and entitlements vary by product and geography. For specific warranty information, visit www.adtran.com/warranty

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NetVanta 1531

Layer 3 Lite Gigabit Ethernet Switch



Product Features

- 12-port multi-layer Gigabit Ethernet switch
- Ten 10/100/1000Base-T Ethernet ports and two 1 Gbps Small Form-factor Pluggable (SFP) optical ports
- Fanless design for quiet operation
- Non-blocking, up to 24 Gbps switching capacity
- Line rate Layer 2 and Layer 3 Lite capabilities
- 16 static routes
- 802.1Q VLANs, Private VLANs and VLAN assignment via 802.1x
- VoIP Setup Wizard
- Advanced Quality of Service (QoS) with support for 802.1p and DiffServ prioritization with four queues per egress port
- Automate actions with Port Scheduler and TCL scripting
- VoIP ready with LLDP/LLDP-MED and voice VLANs
- Business-class security with RADIUS, TACACS+, 802.1x and port security
- Optimized for iSCSI Storage Area Networks (SANs) solutions
- Wi-Fi® access controller for centralized management of NetVanta Wireless Access Points (WAPs)
- Cable and SFP diagnostics provides easy to use troubleshooting tools for copper and fiber cable
- Familiar CLI and Web GUI
- Limited lifetime warranty
- Next business day advance replacement

NetVanta® 1531 is a managed, 12-port, Layer 3 Lite, Gigabit Ethernet switch designed as an access layer switch for small businesses and branch office deployments. With the combination of the advanced multi-layer switching fabric, high-bandwidth capabilities, and enhanced QoS features, the NetVanta 1531 is ideal for Voice over IP (VoIP), Gigabit-to-the-desktop and converged voice and data deployments. Experience ease of management with Web-based Graphical User Interface (GUI) and familiar Command Line Interface (CLI).

Hardware

The NetVanta 1531 is a desktop, wall mountable or rack mountable switch with a fanless design ensuring quiet operation. It provides 12 Gigabit Ethernet ports, consisting of 10 fixed 10/100/1000Base-T Ethernet ports and two 1.0 Gbps SFP ports. With two interconnected NetVanta 1531 switches mounted in a 19-inch rack (using the optional dual mounting tray), you can scale to twenty GigE ports, and up to four Gbps of backplane capacity, when using the SFP ports.

Multi-layer Switching

The NetVanta 1531 supports advanced multi-layer (Layer 2 and Layer 3 Lite) switching with up to 16 static routes allowing it to easily scale from SMBs to enterprise-size networks.

VoIP Ready

The NetVanta 1531 is VoIP-ready with the ability to automatically configure IP phones using LLDP-MED, and the ability to separate voice traffic onto voice VLANs, to simplify the deployment of VoIP. In addition, the switch includes a VoIP Setup Wizard (available via a web-based GUI or CLI), which automates the complete VoIP setup process reducing deployment time and eliminating errors. An on-demand VoIP report provides a printable summary of the switch VoIP configuration, as well as providing alerts and recommendations to improve performance. All NetVanta switches support QoS to prioritize VoIP traffic, 802.1p and DiffServ Class of Service (CoS).

Security

The NetVanta 1531 offers a variety of data security features including DoS protection, MAC-based port security, multilevel user passwords, Secure Shell (SSH) and Secure Socket Layer (SSL) for encrypted user login, and Access Authentication and Authorization (AAA) for authentication with RADIUS and TACACS+. With features such as 802.1x and port security, administrators can assure that only authorized users are allowed access to the network.

The ADTRAN® Operating System (AOS) also features desktop auditing using DHCP in conjunction with Microsoft Network Access Protection (NAP) protocol to monitor the health of client computers. The two protocols work together to ensure that systems connected to the network are using appropriate corporate policies, such as firewall settings, antivirus settings and other client health information.

Port Scheduler

NetVanta 1531 allows ports to be enabled or disabled based on time of day. This ability to schedule available ports allows for added security and can provide less power consumption during off hours, saving on utility cost.

iSCSI Optimized

All ADTRAN NetVanta Gigabit Ethernet switches are optimized for iSCSI SAN deployments. Network administrators can take advantage of features such as Jumbo frame support (up to 9K), separation of iSCSI network traffic utilizing VLANs, and 802.3x flow control to seamlessly integrate ADTRAN switches with iSCSI SANs devices.

Administration

AOS offers both a CLI and an intuitive Web-based GUI with step-by-step configuration wizards. For automating setup and configuration, NetVanta 1531 supports Auto-Config which provides the ability to automatically obtain the switch configuration via DHCP.

AOS also offers network forensics to aid in troubleshooting network problems by allowing network administrators to easily locate devices on the network by MAC or IP address.





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THE BEST
TELECOMMUNICATIONS
FOR YOUR BUSINESS
QUALITY
FOR YOUR
ENVIRONMENT

ADTRAN is an ISO 9001, ISO 14001, and a TL 9000 certified supplier.

61700570F1-9C July
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NetVanta 1531

Layer 3 Lite Gigabit Ethernet Switch

Product Specifications

Physical Interface

Ethernet Ports

- 10 –10/100/1000Base-T
- 2–Standard 1 Gbps SFP ports
- Auto rate/duplex/MDI/MDI-X

Console Port

- DB-9, RS-232

Switching Performance

- Non-blocking Layer 2/3 Switching

Maximum Forwarding Bandwidth

- 24 Gbps

Layer 2 Support

- 802.1D Spanning Tree
- 802.1w Rapid STP
- 802.3ad Link Aggregation
- 8,000 MAC Addresses
- Jumbo Frames (9K)
- IGMP Snooping/Querier
- 802.3x Flow Control

Layer 3 Support

- 16 Static Routes
- 8 Layer 3 Interfaces
- UDP Relay
- 232 ARP Entries
- IPv6 Management

Diagnostics

- Port Mirroring
- LLDP (802.1AB)
- LLDP-MED
- Cable Diagnostics
- SFP Diagnostics
- Troubleshooting Page

Front Panel Status LEDs

- Power Status
- LAN: Link, Activity

Port Statistics

- Number of TX/RX Frames, Collisions, Errors

Quality of Service

- 802.1p and DiffServ
- Four Output Queues per Egress Port
- Weighted Round Robin (WRR)
- Strict Priority Scheduling

VLAN

- Port-based VLANs
- 802.1Q Tagged Trunked VLANs
- Voice VLANs
- Private VLAN Edge
- Dynamic 802.1x Assigned VLANs
- Support for up to 255 Active VLANs

Administration

- CLI (Console/Telnet/SSH)
- SNMP v3
- Web-based GUI (HTTP/SSL)
- SYSLOG
- n-Command[®] support
- Email Alerts
- RADIUS
- TACACS+
- TCL Scripting
- Auto Config
- Port Scheduler
- DHCP Network Forensics

Security

- Port authentication (802.1x)
- Port Security
- DoS Protection
- Hardware ACLs
- Microsoft Desktop Auditing

Wi-Fi Controller

- Controls up to 8 NetVanta WAPs

Environment

- **Operating Temperature:** 32° F to 122° F (0° C to 50° C)
- **Storage Temperature:** -4° F to 158° F (-20° C to 70° C)
- **Relative Humidity:** Up to 95%, Non-condensing

Physical

- **Chassis:** 1U, 1/2 Rack Width—Desktop, Wall Mountable or Rack Mountable (with Optional Rack Mount or Wall Mount Brackets or Dual Mount Tray)
- **Dimensions:** 1.7 in. x 8.4 in. x 11.1 in. (4.3 cm x 21.3 cm x 28.3 cm) (H x W x D)
- **Weight:** 3.5 lbs. (1.6 kg.)
- **AC Power:** 100–240 VAC, 50/60 Hz
- **Power:** 30 Watts, Max 2.5A

Agency Approvals

- FCC Part 15 Class A, UL/CUL 60950-1

Ordering Information

Equipment	Part No.
NetVanta 1531	1700570F1
NetVanta 1000BaseSX SFP Transceiver	1200480E1
NetVanta 1000BaseLX SFP Transceiver	1200481E1
NetVanta 1 Meter SFP Interconnect Cable	1200484G1
NetVanta 3 Meter SFP Interconnect Cable	1200484G3
Dual Mounting Tray	1700508F1
Wall Mount Brackets	1200884G1
19 in. Rack Mount Brackets	1700511F1

Smart-UPS 120 V

Advanced line interactive power protection
for servers and network equipment



The world's most popular network and server UPS

The award-winning Smart-UPS™ unit from APC™ by Schneider Electric™ is the most popular UPS in the world for servers, storage, and networks. Trusted to protect critical data and equipment from power problems, the UPS supplies clean and reliable network-grade power. In addition to Legendary Reliability and manageability, Smart-UPS units have extremely high efficiency at low, medium, and high load levels, making them ideal for today's multi-core or virtualized servers that have varying load consumption. Available in a variety of form factors (tower, rack-mount, rack/tower convertible), there is a model for every application and budget.

Intelligent and efficient network power protection from entry level to scaleable runtime. Ideal for servers, point-of-sale, routers, switches, hubs, and other network devices.

- Reliable
- Intelligent
- Efficient
- Manageable



Smart-UPS Tower and Rack-mount 750 – 3,000 VA

Application-optimized standard models, ideal for servers, storage, point-of-sale, and other network devices



[SMT1500RM1U]



[SMT1500RM2U]



[SMT1500RM2U]



[SMT750]



[SMT750]

Standard Features

High-efficiency Green Mode:

Optimum efficiency which saves utility and cooling costs

Emergency Power Off (EPO):

Provides for remote UPS shut-off in the event of a fire or other emergency (2,200 VA and above)

Alphanumeric LCD Display:

Intuitive interface provides detailed and accurate information with ability to configure locally

Battery Disconnect:

Convenient way to disconnect battery for transport

Network-grade Power:

Provides most stable power conditions by filtering noise, automatic voltage regulation (AVR), and surge protection

Communication Ports:

Serial, USB, and SmartSlot™ for accessory cards

Advanced Battery Management:

Temperature-compensated charging extends life and advanced algorithms recommend replacement date

Smart-UPS Extended Run 750 – 3,000 VA

Convertible extended run models ideal for critical servers and voice/data switches



[SMX3000LV]



[SMX1500RM2U]



[SMX1500RM2UNC]



[SMX3000RMLV2U]

Additional Features

Slim 2U Rack/Tower and 4U Short Depth Convertible Forms:

Display rotates easily for use in or out of a rack

High-frequency Design:

Reduces size of (or eliminates) bulky transformers making installation even easier

Low-voltage Models:

(2 – 3 kVA)

Configurable output from 100 V – 127 V on low-voltage models

Models Available with Pre-installed Network Cards:

Models with “NC” suffix have pre-installed AP9631 network cards with environmental monitoring

Smart External Battery Connector:

Accepts external batteries and increases runtime automatically to increase availability

Switched Outlet Groups:

Reboot hung devices, shed non-critical loads to conserve runtime, and sequence start-up/turn off

Smart-UPS Display

Intuitive, easy-to-use LCD interface

Standard Features

LCD Display Screen

Clear, consistent, and detailed information in your choice of basic or advanced menus

Power Status:

- Operating mode and efficiency
- Load VA/Watts/Amps
- Input/Output voltage and frequency
- Battery capacity and runtime
- Energy meter and more

Control:

UPS and outlet group settings

Configuration:

- Language
- Power quality settings
- Alarm, delay, and threshold settings

Test and Diagnostics:

Initiate battery and runtime calibration tests

Logs:

See explanation of last 10 transfers and faults

About:

UPS and replacement battery part numbers, serial numbers, battery install, and suggested replacement dates

About:

UPS and replacement battery part numbers, serial numbers, battery install, and suggested replacement dates

Quick Status Indicators

Online, on battery, fault, and replace battery LEDs for quick status identification

Escape:

Exits to the previous menu or screen

Return:

Used to enter or confirm settings

Navigation Arrows:

Allow for quick adjustment of settings



Product Services and Accessories

Schneider Electric Critical Power & Cooling Services (CPCS) provides the highest quality services and solutions by trained and trusted professionals. Our world-class services offer a smart way to build, operate, and maintain your critical applications, ensuring the right people, in the right place, at the right time.

Management Cards

AP9630: UPS Network Management Card

AP9631: UPS Network Management Card with Environmental Monitoring

AP9620: Legacy Communications SmartSlot Card

Battery Packs

SMX48RMBP2U: APC Smart-UPS 48 V External Battery Pack Rack/Tower

SMX120RMBP2U: APC Smart-UPS 120 V External Battery Pack Rack/Tower

Additional Accessories

AP9625: APC Smart-UPS Two-post Rail Kit

SMX039-2: APC Smart-UPS 48V Battery Extension Cable

SMX040: APC Smart-UPS 120V Battery Extension Cable

Service Bypass Panels

SBP1500RM: APC Service Bypass PDU, 120 V; 15 AMP W/ (8) NEMA 5-15R

SBP3000RM: APC Service Bypass PDU, 120 V; 30 AMP W/ (4) NEMA 5-20R and (1) L5-30R

SBP3000: APC Service Bypass Panel-100 – 240 V; 30 A; BBM; Hard-wire Input/Output

SBP3000RMHW: APC Service Bypass Panel-100 – 240 V; 30 A; BBM; Hard-wire Input/Output



AP9631



SBP3000RM

Standard Tower models

Product feature	SMT750	SMT1000	SMT1500	SMT2200	SMT3000	
Output						
Power capacity	500 W/750 VA	700 W/1,000 VA	1,000 W/1,440 VA	1,980 W/2,200 VA	2,700 W/3,000 VA	
Nominal output voltage	120 V					
Output frequency	57 – 63 Hz					
Waveform type	Sine wave					
Output connections (NEMA)	(6) 5-15R	(8) 5-15R		(8) 5-15R (2) 5-20R		
Switched outlet groups	-	1				
Input						
Nominal input voltage	120 V					
Input voltage range for main operations (Max adjustable range)	82 – 144 V (75 – 154 V)					
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)					
Input connection	5-15P, 6 ft. cord			5-20P	L5-30P	
Batteries and runtime						
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof					
Replacement battery	RBC48	RBC6	RBC7	RBC55		
Runtime estimates						
200 W	:22	:45	1:24	2:17	2:29	
500 W	:05	:10	:23	:51	:55	
700 W		:06	:12	:34	:37	
1,000 W			:07	:21	:23	
1,400 W				:13	:14	
1,600 W				:10	:12	
Full load	:05	:06	:07	:07	:06	
Communication and management						
Interface ports	Serial (RJ45), USB, and SmartSlot					
Control panel and audible alarms	Alpha-numeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm and configurable delays					
Emergency power off (EPO)	Optional			Yes		
Surge protection and filtering						
Surge energy rating	459 J	480 J				
Filtering meets	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449					
Physical						
Maximum height (inches)	6.2	8.5	8.5	17.0	17.0	
Maximum width (inches)	5.4	6.7	6.7	7.7	7.7	
Maximum depth (inches)	14.1	17.3	17.3	21.5	21.5	
Net weight (pounds)	29	42	53	112	116	
Conformance						
Regulatory	UL 1778, CSA					
Warranty and equipment protection policy	3-year electronics, 2-years battery, and \$150,000 lifetime EPP					

Standard Rack-mount models

Product feature	SMT750RM2U	SMT1000RM2U	SMT1500RM1U	SMT1500RM2U	SMT2200RM2U	SMT3000RM2U
Output						
Power capacity	500 W/750 VA	700 W/1,000 VA	1,000 W/1,440 VA	1,000 W/1,440 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V					
Output frequency	57 – 63 Hz					
Waveform type	Sine wave					
Output connections (NEMA)	(6) 5-15R	(6) 5-15R	(4) 5-15R	(6) 5-15R	(6) 5-15R (2) 5-20R	
Switched outlet groups	1					
Input						
Nominal input voltage	120 V					
Input voltage range for main operations (Max adjustable range)	82 – 144 V (75 – 154 V)					
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)					
Input connection (NEMA, 8 ft. cord)	5-15P				5-20P	L5-30P
Batteries and runtime						
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof					
Replacement battery	APCRBC123	APCRBC132	APCRBC88	APCRBC133	RBC43	
Runtime estimates						
200 W	:24	1:10	1:32	:27	1:24	1:26
500 W	:05	:17	:26	:12	:35	:38
600 W		:12	:19	:09	:28	:31
700 W		:09	:14	:07	:24	:26
1,000 W			:07	:04	:15	:17
1,400 W					:09	:11
1,600 W					:07	:09
Full load	:06	:09	:07	:04	:05	:03
Communication and management						
Interface ports	Serial (RJ45), USB, and SmartSlot					
Control panel and audible alarms	Alpha-numeric LCD display with LED status indicators; alarm on battery, distinctive low-battery alarm and configurable delays					
Emergency power off (EPO)	Optional				Yes	
Surge protection and filtering						
Surge energy rating	459 J	540 J	459 J	480 J		
Filtering meets	Full-time multi-pole noise filtering; 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449					
Physical						
Maximum height (inches)	3.5	3.5	1.75 (1U)	3.5	3.5	3.5
Maximum width (inches)	17.0	17.0	17.0	17.0	19.0	19.0
Maximum depth (inches)	16.0	18.0	26.0	18.0	26.0	26.0
Net weight (pounds)	38.0	62.0	53	63.0	96.0	96.0
Conformance						
Regulatory	UL 1778, CSA					
Warranty and equipment protection policy	3-year electronics, 2-years battery, and \$150,000 lifetime EPP					

Extended Run Rack/Tower Convertible 2U models

Product feature	SMX750	SMX1000	SMX1500RM2U*	SMX2000RMLV2U*	SMX2200RMLV2U	SMX3000RMLV2U*
Output						
Power capacity	600 W/750 VA	800 W/1,000 VA	1,200 W/1,440 VA	1,800 W/2,000 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V			100/110/120/127 V		
Output frequency	57 – 63 Hz					
Waveform type	Sine wave					
Output connections (NEMA)	(8) 5-15R			(3) 5-15R (3) 5-20R (1) L5-20R	(6) 5-15R (2) 5-20R	(3) 5-15R (3) 5-20R (1) L5-30R
Switched outlet groups	1	2	3			
Input						
Nominal input voltage	120 V			100 – 127 V		
Input voltage range for main operations (Max adjustable range)	82 – 143 V (75 – 153 V)			70 – 153 V		
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)					
Input connection (NEMA)	5 - 15P 8 ft. cord			5-20P	L5-30P	
Batteries and runtime						
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof					
Replacement battery (UPS)	APCRBC116	APCRBC115		APCRBC117		
External Battery Pack	SMX48RMBP2U			SMX120RMBP2U		
Replacement battery (XBP)	APCRBC115			APCRBC118		
Typical back up time at other load conditions, and with external battery packs	Please refer to www.apc.com for runtime charts					
Communication and management						
Interface ports	Serial (RJ45), USB and Smartslot (Note: models denoted with asterisk * are also available in "NC" version with pre-installed AP9631 network management card.)					
Control panel and alarms	Alphanumeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm, and configurable delays					
Emergency power off (EPO)	Yes					
Surge protection						
Surge energy rating	540 J					
Filtering	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449					
Physical						
Maximum height (inches)	3.5 (2U)					
Maximum width (inches)	17					
Maximum depth (inches)	19			6		
Net weight (pounds)	49	50	55	85		
Conformance						
Regulatory	UL 1778, CSA					
Warranty and equipment protection policy	3-years electronics, 2-years battery, and \$150,000 lifetime EPP					

Extended Run Rack/Tower Convertible 4U Short Depth models

Product feature	SMX2000LV*	SMX3000LV*	SMX3000HVT
Output			
Power capacity	1,800 W/2,000 VA	2,700 W/3,000 VA	2,700 W/3,000 VA
Nominal output voltage	120 V (user selectable 100 – 127 V)		208 V
Output frequency	57 – 63 Hz		
Waveform type	Sine wave		
Output connections (NEMA)	(6) 5-15R (3) 5-20R (1) L5-20R	(6) 5-15R (3) 5-20R (1) L5-30R	(2) L6-20R (4) IEC 320 C13 (2) IEC 320 C19
Switched outlet groups	3		
Input			
Nominal input voltage	120 V (user selectable 100 – 127 V)		208 V
Input voltage range for main operations (Max adjustable range)	70 – 153 V		
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)		
Input connection (NEMA)	5-20P, 8 ft. cord	L5-30P, 8 ft. cord	L6-20P, 8 ft. cord
Batteries and runtime			
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof		
Replacement battery (UPS)	APCRBC143		
External Battery Pack	SMX120BP		
Replacement battery (XBP)	APCRBC143		
Typical back up time at other load conditions, and with external battery packs	Please refer to www.apc.com for runtime charts		
Communication and management			
Interface ports	Serial (RJ45), USB and SmartSlot (Note: models denoted with asterisk * are also available in “NC” version with pre-installed AP9631 network management card.)		
Control panel and alarms	Alphanumeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm, and configurable delays		
Emergency power off (EPO)	Yes		
Surge protection			
Surge energy rating	540 J		
Filtering	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449		
Physical			
Maximum height (inches)	17		
Maximum width (inches)	7.0 (4U)		
Maximum depth (inches)	19		
Net weight (pounds)	85		
Conformance			
Regulatory	UL 1778, CSA		
Warranty and equipment protection policy	3-years electronics, 2-years battery, and \$150,000 lifetime EPP		



Exhibit C

Report Samples

The ENFORCER® Reports Call Detail Report

02/02/2011 16:01 - Page 1

INMATE CALLING
ICSolutions

Call Detail Report
Site: Newport DOC
1296680502

Report Parameters

Phone_Number	ALL
Inmate_ID	ALL
Choose_Call_Connected	Connected Only
Choose_Completion_Code	All
Choose_Tariff_Type	All
Choose_3Way_Events	No Filter
Choose_Call_Type	All
Choose_Alerts	No Filter
Start_Time	01/17/2011 00:00
End_Time	02/02/2011 23:59

02/02/2011 16:01 - Page 2

INMATE CALLING
ICSolutions

Call Detail Report
Site: Newport DOC
1296680502

Call Start	Dialed Number	Completion Code	Rec	Alert	Call Type	Tariff Type	Talk Seconds	Billed Time	Cost	Inmate ID	Last Name
2011-02-02 16:00:11-05	1-603-504-8309	Normal	YES	NO	Debit	Intra LATA	47	1	0.15		
2011-02-02 15:56:28-05	1-978-663-2333	Normal	YES	NO	Debit	Interstate	95	2	0.30		
2011-02-02 15:56:02-05	1-603-866-9940	Normal	YES	NO	Prepaid collect	Intra LATA	139	3	0.45		
2011-02-02 15:56:01-05	1-603-225-6141	Normal	YES	NO	Prepaid collect	Local	46	1	0.50		
2011-02-02 15:55:25-05	1-603-542-1430	Normal	YES	NO	Debit	Intra LATA	268	5	0.75		
2011-02-02 15:54:59-05	1-603-631-5090	Normal	YES	NO	Debit	Intra LATA	270	5	0.75		
2011-02-02 15:54:21-05	1-603-860-7899	Normal	YES	NO	Debit	Intra LATA	417	7	1.05		
2011-02-02 15:53:19-05	1-918-269-1417	Normal	YES	NO	Prepaid collect	Interstate	231	4	0.60		
2011-02-02 15:52:45-05	1-802-674-4073	Normal	YES	NO	Debit	Interstate	62	2	0.30		
2011-02-02 15:52:02-05	1-603-942-0023	Normal	YES	NO	Debit	Intra Cell	382	7	0.70		
2011-02-02 15:51:31-05	1-603-988-9193	Normal	YES	NO	Debit	Intra LATA	74	2	0.30		

Call Statistics

02/02/2011 17:38 - Page 1

INMATE CALLING
ICSolutions

Station Activity
Site: Newport DOC
Start_Time = 01/17/2011 00:00 End_Time = 02/02/2011 23:59

Site Name	Station Port	Station Name	Attempt Calls	Accept Calls	Accept Rev Calls	Rev Mins	Rev Amnt
	6213	F-TIER-3	995	231	211	2235	371.45
	6214	G-TIER-3	722	207	201	1174	211.45
	6215	H-TIER-4	796	207	168	1576	264.90
	6216	MSU-3	524	150	143	1703	285.85
	6217	MSU-4	634	163	149	1387	240.00
	6218	INFIRMARY	51	14	11	192	28.95
	6219	G-TIER-1	476	167	161	1862	302.85
	6220	B-TIER-3	2424	685	627	5617	960.30
	6221	C-TIER-1	195	81	77	1122	183.30
	6222	C-TIER-2	228	42	42	672	110.60
	6223	G-TIER-5	180	23	23	397	63.55
	6224	RECEPTION	446	121	93	810	140.30
	6301	A-TIER-3	1866	523	471	4416	752.22
	6302	A-TIER-2	0	0	0	0	0.00
	6303	A-TIER-1	1586	453	406	4120	684.30

Completed Calls by Facility

02/15/2017 14:37 - Page 1

INMATE CALLING
ICSolutions

Site List
Facility: ICS Enforcer Demo
Parameters = None

Site ID	Code	Name	Completed Calls
1001	CC1	Corrections Center 1	5431
1002	CC2	Corrections Center 2	783
1003	CC3	Corrections Center 3	4022
1004	CC4	Corrections Center 4	634
1005	CC5	Corrections Center 5	532
1006	CF11	Correctional Facility 1	2001
1007	CF12	Correctional Facility 2	1904
1008	CF13	Correctional Facility 3	848
1009	CF14	Correctional Facility 4	3672
1010	CF15	Correctional Facility 5	966
Grand Total		10	20793

Phone Usage Report

02/02/2011 17:38 - Page 1

INMATE CALLING
ICSolutions

Station Activity
Site: Newport DOC
Start_Time = 01/17/2011 00:00 End_Time = 02/02/2011 23:59

Site Name	Station Port	Station Name	Attempt Calls	Accept Calls	Accept Rev Calls	Rev Mins	Rev Amnt
	6213	F-TIER-3	995	231	211	2235	371.45
	6214	G-TIER-3	722	207	201	1174	211.45
	6215	H-TIER-4	796	207	168	1576	264.90
	6216	MSU-3	524	150	143	1703	285.85
	6217	MSU-4	634	163	149	1387	240.00
	6218	INFIRMARY	51	14	11	192	28.95
	6219	G-TIER-1	476	167	161	1862	302.85
	6220	B-TIER-3	2424	685	627	5617	960.30
	6221	C-TIER-1	195	81	77	1122	183.30
	6222	C-TIER-2	228	42	42	672	110.60
	6223	G-TIER-5	180	23	23	397	63.55
	6224	RECEPTION	446	121	93	810	140.30
	6301	A-TIER-3	1866	523	471	4416	752.22
	6302	A-TIER-2	0	0	0	0	0.00
	6303	A-TIER-1	1586	453	406	4120	684.30
	6304	B-TIER-4	1979	575	532	5330	895.40
	6305	B-TIER-5	156	0	0	0	0.00

Gross Revenue Report

02/02/2011 03:06 - Page 1

INMATE CALLING ICSolutions		Revenue Report Site: Seaport Start Time = 2011-02-01 End = 2011-03-01 00:00:00				
Charge Type	Tariff Type	Calls	Talk Secs	Billed Mins	Revenue	Percent
Collect	Local	0	0	0	0.00	
	Intra Cell	0	0	0	0.00	
	Intra LATA	2	1962	33	5.70	
	Intrastate	0	0	0	0.00	
	Interstate	0	0	0	0.00	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		2	1962	33	5.70	45.2
Prepaid collect	Local	0	0	0	0.00	
	Intra Cell	0	0	0	0.00	
	Intra LATA	4	1590	28	4.20	
	Intrastate	0	0	0	0.00	
	Interstate	0	0	0	0.00	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		4	1590	28	4.20	33.3
Debit	Local	0	0	0	0.00	
	Intra Cell	0	0	0	0.00	
	Intra LATA	2	1013	18	2.70	
	Intrastate	0	0	0	0.00	
	Interstate	0	0	0	0.00	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		2	1013	18	2.70	21.4
Debit card	Local	0	0	0	0.00	
	Intra Cell	0	0	0	0.00	
	Intra LATA	0	0	0	0.00	
	Intrastate	0	0	0	0.00	
	Interstate	0	0	0	0.00	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		0	0	0	0.00	0.0
Total		8	4565	79	12.60	100.0

ICSolutions® Report Samples

Gross Revenue Summary Report

INMATE CALLING ICSolutions		Revenue Summary Site: Newport DOC							02/02/2011 18:09 - Page 1		
		Start Time = 01/28/2011 00:00 End Time = 02/02/2011 23:59									
Facility Name	Attempts	Completed	Min	Percent	Revenue	MTD Att	MTD Comp	MTD Min	MTD Pct	MTD Rev	
	11521	4974	51759	43.17	4514.24	67960	29018	308248	42.70	26942.31	
	17618	8394	94764	47.64	7594.96	100828	48940	535321	48.54	43354.65	
	2133	952	9651	44.63	985.60	11549	5037	53222	43.61	5566.00	
	233	83	664	35.62	117.50	1492	592	4242	39.68	707.90	
Total	31505	14403	156838		13212.30	181829	83587	901033	175	76570.86	

Fraud/Velocity Report

INMATE CALLING ICSolutions		Three-Way Calling Fraud Report									
		01/01/2016 00:00:00		08/15/2016 23:59:59		More Search Criteria					
Quick Searches		Load		Save		Delete					
Show 3-Way only											
Start Time	Inmate ID	Last Name	Phone Number	Call Type	Station	Talk Secs	Validation	End Type	DTMF	3way	
04/04/2016 14:01:50	6339	Te	1-800-3529		STATION_9999	266	OK: call allowed	Call Overrun	0	1	
04/01/2016 23:37:40	31026	Hv	1-900-1003	Debit	DORM 5 LEFT	1199	OK: call allowed	Normal	0	1	
04/04/2016 14:01:50	6339	Te	1-800-3529		STATION_9999	266	OK: call allowed	Call Overrun	0	1	
04/01/2016 23:37:40	31026	Hv	1-900-1003	Debit	DORM 5 LEFT	1199	OK: call allowed	Normal	0	1	
04/04/2016 14:01:50	6339	Te	1-800-3529		STATION_9999	266	OK: call allowed	Call Overrun	0	1	
04/01/2016 23:37:40	31026	Hv	1-900-1003	Debit	DORM 5 LEFT	1199	OK: call allowed	Normal	0	1	

PIN Fraud Report

INMATE CALLING ICSolutions		Pin Fraud Site: Newport DOC							02/03/2011 09:46 - Page 1		
		Start Time = 11/29/2010 00:00 End Time = 02/03/2011 23:59									
Site	CSN	Ph ID	PH Name	Inmate	Inmate ID	Pass Code	CDR Pin	Pin ID	Extra Digits		
	24472296	2216	RTD INTAKE	SONTHIKOUMMANE, BOUNTHAM			065961210	06596	1210		
	24266814	2313	MCS-LEVEL-1-RIGHT	TOKANEL, SCOTT		5353	55384112	55384	112		
	23997581	3321	SPU-F-LEFT	FORTIN, STEVEN		0218	6034525293	60345	25293		
	24100293	6418	MSU DORM 1	FORTIN, STEVEN		0218	603455	60345	5		
	24226455	6407	MSU DORM 3	AMBROSE, GREGORY		5550	621845550	62184	5550		
	24411246	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635555	63555	5		
	24412494	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459		
	24411278	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459		
	24411275	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459		
	23942110	2306	R+D-2-EAST	WILBUR, NICHOLAS		1935	661151234	66115	1234		
	23961198	4207	A Tier Right	MAREK, MICHELLE		3883	6627438	66274	38		
	23996152	3313	CCU-A-LEFT	GLENN, CHARLES		5619	717635619	71763	5619		
	24420194	6311	D-TIER-2	GOYE, BRIAN		6110	779086110	77908	6110		
	23948644	2311	H-BLDG-E-3	CIPRIANO, AARON		4200	80884220	80884	220		

Calling List (PAN) Report

02/02/2011 16:44 - Page 1

INMATE CALLING
ICSolutions Choose_Block = All

Inmate Calling List
 Site: Newport DOC
 Inmate_ID = ALL Choose_Status = Active Inmates First_Name = ALL Middle_Name = ALL Last_Name = ALL CP_Name = ALL CP_Phone = ALL

Inmate ID	Inmate Name	Phone Number	CP Name	Relationship	Blck	Description	Site
	HARRIN, DEAN	1-423-368-7155	LYNETTE RUMMEL	GIRLFRIEND	NO		
		1-423-253-2613	DENNIS MURPHY	FRIEND	NO		
		1-423-253-3827	CHER HOPKEY	MOM	NO		
		1-802-485-6712	NANCEY HARRINGTON		NO		
	TURGE, PAUL	1-978-563-1784	RONALS TURGEON	SON	NO		
		1-603-772-2330	JOHN FULLER	BROTHER	NO		
		1-207-704-0140	KAREN CHAVEZ	FIANCE	NO		
		1-603-387-3852	CINDY SULDESKI		NO		
	KENON, JAMES	1-802-295-3570	IRIS	GRANDMA	NO		
		1-802-295-9683	BILL	FRIEND	NO		
		1-802-295-5569	BEVERLY	MOM	NO		
		1-603-875-4571	CAROL	FRIEND	NO		
		1-978-420-8627			NO		
		1-802-356-2776			NO		
		1-802-763-8218	PHIL	FRIEND	NO		
		1-802-436-1188	JOAN	AUNT	NO		
		1-802-296-7407	FRAN	FRIEND	NO		
		1-802-457-2360	RODNEY	DAD	NO		
		1-802-356-0682	RODNEY	FRIEND	NO		
		1-802-296-2192	PAT	FRIEND	NO		
		1-978-388-1957			NO		

Prepaid Balance Report

[First Name] [Last Name]
[Address]
[City], [State] [Zip]
1-260-602-0016

Prepaid Account Statement for the period: 03/01/2008 - 02/08/2011

Date / Time	Type	Duration	Amount	Balance
2010-09-28 16:44	Adjustment		(\$0.55)	\$9.00
2010-09-28 16:42	Adjustment		\$0.05	\$9.55
2010-09-28 16:02	Account Refund		(\$2.50)	\$9.50
2010-09-28 16:01	Adjustment		\$2.00	\$12.00
2010-09-28 15:58	Adjustment		(\$0.50)	\$10.00
2010-09-28 14:51	Adjustment		\$1.50	\$10.50
2010-09-28 14:50	Adjustment		(\$1.00)	\$9.00
2010-09-23 09:16	Adjustment		(\$4.00)	\$10.00
2010-08-30 08:29	Account setup		\$14.00	\$14.00
2009-01-20 15:27	Funds Transfer		(\$21.28)	\$0.00
2009-01-20 15:26	Adjustment		\$6.28	\$21.28
2009-01-14 17:15	Cash		\$15.00	\$15.00
2008-12-02 17:13	Admin Fee		(\$6.28)	\$0.00
2008-03-26 20:19	Call	00:14:47	(\$4.72)	\$6.28
2008-03-25 20:52	Call	00:14:39	(\$4.72)	\$11.00
2008-03-18 20:36	Call	00:15:02	(\$4.72)	\$15.72

Debit Statement

02/02/2011 20:32 - Page 1

INMATE CALLING
ICSolutions

Debit Statement
Site: Newport DOC
Start_Time = 12/27/2010 00:00 End_Time = 02/02/2011 23:59 Inmate_ID = [REDACTED] Called_Number = ALL

Debit Account Number	Transaction Type	Description	Date/Time	Duration	Billed Duration	Previous Balance	Deposits	Debits	New Balance
Unrestricted	Call	Center	2011-01-01 22:00:24			\$0.00	\$25.00		\$25.00
	Debit		2011-01-01 22:39:20	00:00:00	00:00:00	\$25.00		\$0.00	\$25.00
	Debit	1-301-442-2882	2011-01-02 18:13:52	00:29:36	00:29:36	\$25.00		\$4.50	\$20.50
	Debit	1-603-369-4068	2011-01-03 18:37:34	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50
	Debit	1-603-369-4068	2011-01-03 18:38:23	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50
	Debit	1-603-369-4068	2011-01-03 18:39:34	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50
	Call	Center	2011-01-03 18:59:35			\$20.50	\$15.00		\$35.50
	Debit	PMT 3183225; agent: credit_card	2011-01-03 18:41:25	00:59:37	00:59:32	\$35.50		\$9.00	\$26.50
	Debit	1-603-369-4068	2011-01-03 19:49:16	00:41:00	00:41:00	\$26.50		\$6.15	\$20.35
	Debit	1-603-369-4068	2011-01-03 20:33:17	00:09:48	00:09:48	\$20.35		\$1.50	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:44:12	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:45:06	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:46:52	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:47:43	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:48:46	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 22:13:34	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 22:15:05	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 11:05:04	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 11:06:40	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 13:41:43	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 17:22:36	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 17:23:56	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85

Debit Activity Report

02/03/2011 09:23 - Page 1

INMATE CALLING
ICSolutions 23:59

Debit Activity
Site: Newport DOC
Inmate_ID = ALL First_Name = ALL Middle_Name = ALL Last_Name = ALL Start_Time = 01/25/2011 00:00 End_Time = 02/03/2011

Inmate ID	Last Name	First Name	Middle Name	Debit Account Number	Number Called	Total Duration	Total Debits	Number of Calls
[REDACTED]	SUMMA	GINA	STEPHANY	5359	1-603-273-5055	00:00:00	0.00	6
					1-603-296-5024	01:07:21	8.20	9
					1-617-466-0337	00:21:50	3.45	4
					1-617-523-6041	00:02:06	0.45	1
					1-781-816-0229	00:00:00	0.00	1
Subtotal							12.10	21
[REDACTED]	STEPHENSON	JASON	JOSHUA	9440	1-603-623-7145	00:00:00	0.00	1
Subtotal							0.00	1
[REDACTED]	POLOSKI	JASON	JON	9387	1-603-508-8481	01:37:04	16.05	22
					1-603-635-1095	00:24:52	3.90	4
Subtotal							19.95	26
[REDACTED]	GUIDI	ROBERT	W	100330	1-603-279-0519	00:47:20	7.95	17
					1-603-393-3855	00:04:24	0.75	2
					1-603-455-6075	00:04:16	0.75	2
					1-603-707-0677	00:00:00	0.00	2
Subtotal							9.45	23

Debit Transaction Report

02/03/2011 09:30 - Page 1

INMATE CALLING		Debit Transaction Report					
ICSolutions		Site: New port DOC					
		Start_Time = 02/02/2011 00:00 End_Time = 02/03/2011 23:59 Inmate_ID = ALL					
Inmate	Name	Date/Time	Amount	Trans. Type	User	Description	
	KNIGHT, ROBIN	2011-02-03 07:10	50.00	Call Center Debit	hqdata	PMT 3382811;	online(TERM=72.71.240.143);
	LABOMBARD, JAMES	2011-02-02 17:33	70.00	Call Center Debit	hqdata	credit_card	
	AMBROSE, SHAWN	2011-02-02 15:18	20.00	Call Center Debit	hqdata	PMT 3379805; agent:	credit_card
		2011-02-02 16:48	25.00	Call Center Debit	hqdata	PMT 3378837;	online(TERM=72.70.125.87);
	LOPEZ, LUIS	2011-02-02 20:59	3.80	Call Center Debit	hqdata	credit_card	
	POND, ROBERT	2011-02-03 09:08	5.00	Call Center Debit	hqdata	PMT 3379570;	online(TERM=72.70.125.87);
	MARSH, JEFFREY	2011-02-02 19:52	7.00	Call Center Debit	hqdata	credit_card	
	MARTIN, LEO	2011-02-03 08:09	50.00	Call Center Debit	hqdata	PMT 3381535;	online(TERM=75.69.212.58);
	DAY, MICHAEL	2011-02-02 14:57	100.00	Call Center Debit	hqdata	credit_card	
	SORRENTINO, FRANCISCO	2011-02-02 20:17	10.00	Call Center Debit	hqdata	PMT 3383085;	online(TERM=98.229.239.119);
	MURRAY, BEAU	2011-02-02 14:46	15.00	Call Center Debit	hqdata	credit_card	
	DEMERS, RYAN	2011-02-02 17:17	15.00	Call Center Debit	hqdata	PMT 3380939;	online(TERM=75.68.120.115);
	JOBIN, DAVID	2011-02-02 19:53	15.00	Call Center Debit	hqdata	credit_card	
	PERKINS, DENNIS	2011-02-02 16:42	5.00	Call Center Debit	hqdata	PMT 3382857; agent:	credit_card
	NA SON, DEREK	2011-02-03 07:52	3.00	Call Center Debit	hqdata	PMT 3378719; agent:	credit_card
	DONOVAN, DAVID	2011-02-02 17:37	50.00	Call Center Debit	hqdata	PMT 3381070;	online(TERM=96.61.88.138);
	KEVORKIAN, WILLIAM	2011-02-02 23:34	4.00	Call Center Debit	hqdata	credit_card	
	LEFEBVRE, MATTHEW	2011-02-03 08:10	50.00	Call Center Debit	hqdata	PMT 3378646;	online(TERM=69.147.174.2);
	JALBERT, SCOT	2011-02-02 16:09	50.00	Call Center Debit	hqdata	credit_card	
	DIMMICK, JONATHAN	2011-02-02 20:29	30.00	Call Center Debit	hqdata	PMT 3379713;	online(TERM=71.232.225.124);
	FREDIANI, DAVID	2011-02-02 15:50	60.00	Call Center Debit	hqdata	credit_card	
	ELLIS, JASON	2011-02-02 12:43	50.00	Call Center Debit	hqdata	PMT 3380942; agent:	credit_card
	MAGGIO, NICHOLAS	2011-02-02 14:27	20.00	Call Center Debit	hqdata	PMT 3379524;	online(TERM=71.181.30.162);
					hqdata	credit_card	
					hqdata	PMT 3382842;	online(TERM=24.91.79.127);
					hqdata	credit_card	
					hqdata	PMT 3379827; agent:	credit_card
					hqdata	PMT 3382450;	online(TERM=75.194.12.156);
					hqdata	credit_card	
					hqdata	PMT 3382858; agent:	credit_card
					hqdata	PMT 3379103;	online(TERM=75.194.98.98);
					hqdata	credit_card	
					hqdata	PMT 3381322;	online(TERM=98.217.214.172);
					hqdata	credit_card	
					hqdata	PMT 3379003; agent:	credit_card
					hqdata	PMT 3377782; agent:	credit_card
					hqdata	PMT 3378571; online(TERM=75.68.3.72);	credit_card

Frequently Called Numbers Report

02/02/2011 16:21 - Page 1

Frequently Called Numbers Report
Site: Newport DOC
Start_Time = 01/02/2011 00:00 End_Time = 02/02/2011 23:59 Choose_Threshold_Basis = Calls Threshold =

INMATE CALLING
ICSolutions ALL

Site Name	Phone Number	Name	Number of Calls	Minutes
	1-603-216-4086		843	
	1-802-281-2447		696	
	1-978-995-1925		692	
	1-603-262-0096		570	
	1-207-899-5632		556	
	1-603-300-1284		511	
	1-603-393-4660		476	
	1-603-558-1688		474	
	1-603-219-8273		464	
	1-603-321-7042		399	
	1-603-717-8584		394	
	1-603-235-4855		393	
	1-603-232-0553		391	
	1-207-699-8195		386	
	1-978-328-2207		383	
	1-603-275-5210		381	
	1-603-892-0831		379	
	1-603-581-6706		377	
	1-603-677-6755		371	
	1-603-831-6062		363	
	1-603-447-4347		361	
	1-603-491-2405		358	

Commonly Called Numbers Report

02/02/2011 16:21 - Page 1

Commonly Called Numbers Report
Site: Newport DOC
Start_Time = 01/02/2011 00:00 End_Time = 02/02/2011 23:59 Choose_Threshold_Basis = Calls Threshold =

INMATE CALLING
ICSolutions ALL

Site Name	Phone Number	Name	Number of Calls
	1-603-216-4086		8
	1-802-281-2447		2
	1-978-995-1925		5
	1-603-262-0096		9
	1-207-899-5632		10
	1-603-300-1284		6
	1-603-393-4660		5
	1-603-558-1688		7
	1-603-219-8273		4
	1-603-321-7042		3
			10
			6

Frequently Used PINs

02/02/2011 18:05 - Page 1

INMATE CALLING
ICSolutions ALL

High Volume Users
Site: Newport DOC
Start_Time = 02/02/2011 00:00 End_Time = 02/02/2011 23:59 Choose_Threshold_Basis = Calls Threshold =

Site Name	Inmate ID	Last Name	First Name	Middle Name	Number of Calls	Minutes Count
		LAPLACA	LOUIS	COREY	105	47
		BENSON	CHRISTY	HELEN	59	0
		DAYLOR	GREG	ANTHONY	58	204
		TRUE	CLAY	BRUCE	50	4
		COLLINS	LEE	BRIAN	48	35
		SNOW	HARRY	MATTHEW	44	97
		JOHNSON	MICHAEL	JERAMIE	40	8
		SCHILLINGER	CARL	GREG	34	23
		BROUSSEAU	MICHAEL	DANIEN	33	258
		FREDERICKSEN	MICHAEL	ERIC	33	52
		DESROCHERS	MARIE	TINA	31	86
		ROUNDY	RICHARD	SHANE	31	58
		DEAGLE	FRANCIS	STEPHEN	30	31

Frequently Used PANs Detail Report

02/02/2011 20:16 - Page 1

INMATE CALLING
ICSolutions

Frequently Used Pans
Site: Newport DOC
Min_PAN_Count = 10

Phone Num	Called Party	Inmate	Name	Site	
207-651-5965			WATSON, TAHRON		
			BILODEAU, BRIAN		
			VALLEY, TED		
			KYER, JOSEPH		
			BROWN, RAYMOND		
			GILPATRICK, KELLY		
			WATSON, ANDRE		
			MOCCIA, ANTHONY		
			VENEY, BRUCE		
			PEREZ, MIGUEL		
			SMITH, TORREY		
			SILVENT, JOHN		
	207-775-4321			BREHM, ROBERT	
				RICHARDSON, ANTHONY	
			SENER, SEAN		
			SMITH, DENNIS		
			RENAUD, KEITH		
		JONES, TREVIS			
		CONVERSE, TIMOTHY			

Miscellaneous Fees/Charges Report

ICSolutions		Miscellaneous Fees_Charges						
Advanced Technology A Radio Company		Facility: Test Facility, TX Site: Test Site Jail, TX start_time = 06/01/2016 00:00:00; end_time = 06/30/2016 23:59:59						
FACILITY ID	DATE	FROM ANI	TO ANI	BILLED ANI	BILL TYPE	TRANSACTION TYPE	FEE TYPE	FEE AMOUNT
	06/2016				Collect	Direct Billed	BSF	\$ 2.00
1234	06/2016	2105721234	2101238910	2101234567	Prepaid Collect	Credit Card via Live Agent	Funding	\$ 5.99
1234	06/2016	2105721234	2101238910	2101234567	Prepaid Collect	Credit Card via IVR	Funding	\$ 3.00
1234	06/2016	2105721234	2101238910	2101234567	Prepaid Collect	Credit Card via web	Funding	\$ 3.00
1234	06/2016	2105721234	2101238910	2101234567	Debit	Credit card via web	Funding	\$ 3.00
	06/2016				Collect	Direct Billed	BSF	\$ 2.00
1234	06/2016	2105721234	2101238910	2101234567	Prepaid Collect	Credit Card via IVR	Funding	\$ 3.00
1234	06/2016	2105721234	2101238910	2101234567	Prepaid Collect	Credit Card via web	Funding	\$ 3.00
	06/2016				Collect	Direct Billed	BSF	\$ 2.00
1234	06/2016	2105721234	2101238910	2101234567	Debit	Credit card via web	Funding	\$ 3.00
	06/2016				Collect	Direct Billed	BSF	\$ 2.00
1234	06/2016	2105721234	2101238910	2101234567	Prepaid Collect	Credit Card via Live Agent	Funding	\$ 5.99
1234	06/2016	2105721234	2101238910	2101234567	Prepaid Collect	Credit Card via IVR	Funding	\$ 3.00
1234	06/2016	2105721234	2101238910	2101234567	Prepaid Collect	Credit Card via web	Funding	\$ 3.00
1234	06/2016	2105721234	2101238910	2101234567	Debit	Credit card via web	Funding	\$ 3.00
	06/2016				Collect	Direct Billed	BSF	\$ 2.00

Traffic Detail Report (Partial View)

Report: enf_partner_monthly_commission_report.tex
 Output: XYZJAIL_20170131_PRAESES_C1.xls
 Run on: 02/01/2017
 SiteID: 1234

TRAFFIC AND COMMISSIONS REPORT
 PERIOD : January 1, 2017 thru January 31, 2017

Project 1234 - Client: 1234
 XYZ Jail
 9876 Main Street
 City, ST 56789

BILL TYPE	LEAD ANI	ID	STATION	STATION NAME	LOCAL MINUTES	LOCAL CALLS	LOCAL GROSS REVENUE	LOCAL FEE	LOCAL COMMISSION REVENUE	LOCAL COMMISSION	INTRA CELL MINUTES	INTRA CELL CALLS	INTRA CELL GROSS REVENUE	INTRA CELL FEE	INTRA CELL COMMISSION REVENUE	INTRA CELL COMMISSION	INTRALA MINUTE
COLLECT	757525400X	1101	A2 PHONE # 2	A2 PHONE # 2	316	30	\$47.40	\$0.00	\$47.40	\$31.2840	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	757525400X	1103	A3 PHONE # 1	A3 PHONE # 1	61	8	\$9.15	\$0.00	\$9.15	\$6.0390	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	757525400X	1105	B1 PHONE # 2	B1 PHONE # 2	0	0	\$0.00	\$0.00	\$0.00	\$0.0000	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	757525400X	1106	B3 PHONE # 1	B3 PHONE # 1	110	10	\$16.50	\$0.00	\$16.50	\$10.8900	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	757525400X	1107	C PHONE # 5	C PHONE # 5	205	15	\$30.75	\$0.00	\$30.75	\$20.2950	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	757525400X	1108	C PHONE # 2	C PHONE # 2	283	19	\$42.45	\$0.00	\$42.45	\$28.0170	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	757525400X	1109	D PHONE # 6	D PHONE # 6	87	7	\$13.05	\$0.00	\$13.05	\$8.6130	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	757525400X	1110	D PHONE # 2	D PHONE # 2	29	3	\$4.35	\$0.00	\$4.35	\$2.8710	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	757525400X	1111	D PHONE # 1	D PHONE # 1	42	6	\$6.30	\$0.00	\$6.30	\$4.1580	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	757525400X	4116	MED PHONE # 1	MED PHONE # 1	52	3	\$7.80	\$0.00	\$7.80	\$5.1480	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	757525400X	4117	SECURITY # 1	SECURITY # 1	233	17	\$34.95	\$0.00	\$34.95	\$23.0670	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	757525400X	4118	INTAKE PHONE # 1	INTAKE PHONE # 1	20	1	\$3.00	\$0.00	\$3.00	\$1.9800	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
Total COLLECT					1,438	119	\$215.70	\$0.00	\$215.70	\$142.3620	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
DEBIT	757525400X	1101	A2 PHONE # 2	A2 PHONE # 2	1,134	103	\$173.10	\$0.00	\$173.10	\$118.2060	344	40	\$51.60	\$0.00	\$51.60	\$34.0560	\$0.0000
DEBIT	757525400X	1102	A3 PHONE # 1	A3 PHONE # 1	64	6	\$9.60	\$0.00	\$9.60	\$6.3360	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
DEBIT	757525400X	1103	B1 PHONE # 2	B1 PHONE # 2	1,164	104	\$174.60	\$0.00	\$174.60	\$115.2360	330	45	\$49.50	\$0.00	\$49.50	\$32.6700	\$0.0000
DEBIT	757525400X	1105	B3 PHONE # 1	B3 PHONE # 1	0	0	\$0.00	\$0.00	\$0.00	\$0.0000	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
DEBIT	757525400X	1106	C PHONE # 5	C PHONE # 5	213	37	\$31.95	\$0.00	\$31.95	\$21.0870	28	5	\$4.20	\$0.00	\$4.20	\$2.7720	\$0.0000
DEBIT	757525400X	1107	C PHONE # 2	C PHONE # 2	1,076	115	\$161.40	\$0.00	\$161.40	\$106.5240	90	13	\$13.50	\$0.00	\$13.50	\$8.9100	\$0.0000
DEBIT	757525400X	1108	D PHONE # 6	D PHONE # 6	1,652	132	\$247.80	\$0.00	\$247.80	\$163.5480	445	55	\$66.75	\$0.00	\$66.75	\$44.0550	\$0.0000
DEBIT	757525400X	1109	D PHONE # 2	D PHONE # 2	1,783	216	\$267.45	\$0.00	\$267.45	\$176.5170	69	7	\$10.35	\$0.00	\$10.35	\$6.8310	\$0.0000
DEBIT	757525400X	1110	D PHONE # 1	D PHONE # 1	992	120	\$148.80	\$0.00	\$148.80	\$98.2080	123	12	\$19.35	\$0.00	\$19.35	\$12.7710	\$0.0000
DEBIT	757525400X	1111	MED PHONE # 1	MED PHONE # 1	757	95	\$113.55	\$0.00	\$113.55	\$74.3430	310	20	\$46.50	\$0.00	\$46.50	\$30.6900	\$0.0000
DEBIT	757525400X	4116	SECURITY # 1	SECURITY # 1	0	0	\$0.00	\$0.00	\$0.00	\$0.0000	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
DEBIT	757525400X	4117	INTAKE PHONE # 1	INTAKE PHONE # 1	606	53	\$90.90	\$0.00	\$90.90	\$59.3940	341	30	\$51.15	\$0.00	\$51.15	\$33.7590	\$0.0000
Total DEBIT					9,501	1,207	\$1,425.15	\$0.00	\$1,425.15	\$940.5990	2,086	227	\$312.90	\$0.00	\$312.90	\$206.5140	\$0.0000
PREPAID	757525400X	1101	A2 PHONE # 2	A2 PHONE # 2	1,222	164	\$183.30	\$0.00	\$183.30	\$120.9780	109	14	\$16.35	\$0.00	\$16.35	\$10.7910	\$0.0000
PREPAID	757525400X	1102	A3 PHONE # 1	A3 PHONE # 1	11	3	\$1.65	\$0.00	\$1.65	\$1.0890	17	1	\$2.55	\$0.00	\$2.55	\$1.6830	\$0.0000
PREPAID	757525400X	1103	B1 PHONE # 2	B1 PHONE # 2	1,282	125	\$192.30	\$0.00	\$192.30	\$126.9180	1,186	81	\$177.90	\$0.00	\$177.90	\$117.4140	\$0.0000
PREPAID	757525400X	1105	B3 PHONE # 1	B3 PHONE # 1	0	0	\$0.00	\$0.00	\$0.00	\$0.0000	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
PREPAID	757525400X	1106	C PHONE # 5	C PHONE # 5	171	17	\$25.65	\$0.00	\$25.65	\$16.9290	20	5	\$3.00	\$0.00	\$3.00	\$1.9800	\$0.0000
PREPAID	757525400X	1107	C PHONE # 2	C PHONE # 2	919	95	\$137.85	\$0.00	\$137.85	\$90.9810	93	7	\$13.95	\$0.00	\$13.95	\$9.2070	\$0.0000
PREPAID	757525400X	1108	D PHONE # 6	D PHONE # 6	1,230	99	\$184.50	\$0.00	\$184.50	\$121.7700	234	26	\$44.10	\$0.00	\$44.10	\$29.1060	\$0.0000
PREPAID	757525400X	1109	D PHONE # 2	D PHONE # 2	1,105	98	\$165.75	\$0.00	\$165.75	\$109.3950	148	16	\$22.20	\$0.00	\$22.20	\$14.6520	\$0.0000
PREPAID	757525400X	1110	D PHONE # 1	D PHONE # 1	884	89	\$132.60	\$0.00	\$132.60	\$87.5160	94	10	\$14.10	\$0.00	\$14.10	\$9.3060	\$0.0000
PREPAID	757525400X	1111	MED PHONE # 1	MED PHONE # 1	368	39	\$55.20	\$0.00	\$55.20	\$36.4320	112	12	\$16.80	\$0.00	\$16.80	\$11.0880	\$0.0000
PREPAID	757525400X	4116	SECURITY # 1	SECURITY # 1	33	2	\$4.95	\$0.00	\$4.95	\$3.2670	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
PREPAID	757525400X	4117	INTAKE PHONE # 1	INTAKE PHONE # 1	1,160	126	\$174.00	\$0.00	\$174.00	\$114.8400	426	34	\$63.90	\$0.00	\$63.90	\$42.1740	\$0.0000
Total PREPAID					8,385	857	\$1,257.75	\$0.00	\$1,257.75	\$830.1150	2,499	206	\$374.85	\$0.00	\$374.85	\$247.4010	\$0.0000
TOTAL					19,324	2,183	\$2,898.60	\$0.00	\$2,898.60	\$1,913.0760	4,585	493	\$687.75	\$0.00	\$687.75	\$453.9150	\$0.0000

User Access Report

05/02/2013 11:38 - Page 3

INMATE CALLING
ICSolutions

ENFORCER User Access
Site: [REDACTED]
Choose_User_Status = All Users

Username	Last Name	First Name	Organization	Last Login	Status
jswyers	Sywers	Joann	[REDACTED]	2007-08-16 11:15	Disabled
jtapia	Tapia	Jennifer	ICSolutions	2013-04-30 15:14	Active
jtumer	Turner	Jackie	ICSolutions	2010-06-28 15:25	Disabled
jvega	Vega	Jose	ICSolutions	2012-01-13 14:02	Active
kcole	Cole	Kelly	ICSolutions	2010-06-24 13:39	Disabled
kcrafts	Crafts	Kimberly	ICSolutions	2013-04-26 14:48	Active
kdawson	Dawson	Ken	ICSolutions	2012-02-29 12:56	Active
kday	Day	Kevin	[REDACTED]	2013-05-02 09:48	Active
kday	unknown	unknown		2007-06-15 08:10	Active
kdoss	unknown	unknown		2008-04-22 11:24	Disabled
khughes	Hughes	Ken	ICSolutions	2012-10-22 13:56	Active
kluuter	Hunter	Kellie	ICSolutions	2010-01-27 10:41	Disabled

Recording Access Report

02/02/2011 16:58 - Page 1

INMATE CALLING
ICSolutions

Recording Access
Site: Newport DOC
Pick_User = All Start_Time = 12/09/2010 00:00 End_Time = 02/02/2011 23:59 Inmate_ID = ALL Phone_Number = ALL csn = ALL

User Name	CSN	Inmate ID	Inmate Name	Called Number	Listen Date
bphilbin	24402404	[REDACTED]	MARCEAU, MARK	1-603-455-2156	2011-01-26 17:09
cwilliams	23940738	[REDACTED]			2010-12-17 13:36
cwilliams	23940767	[REDACTED]	WOODARD, THOMAS	1-802-342-9817	2010-12-17 13:39
cwilliams	24012325	[REDACTED]			2010-12-23 16:57
cwilliams	24075679	[REDACTED]	COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:01
cwilliams	24075679	[REDACTED]	COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:02
cwilliams	24091061	[REDACTED]	ARABIA, MARK	1-603-509-7175	2010-12-29 16:53
dhammer	23932119	[REDACTED]	GILPATRICK, KELLY	1-603-860-7486	2010-12-16 16:57
dhammer	23932215	[REDACTED]	MATHESON, STEPHANIE	1-617-849-0014	2010-12-16 16:57
dhammer	24193518	[REDACTED]	DECKER, MATTHEW	1-603-466-7839	2011-01-07 11:53
dhammer	24391362	[REDACTED]	BEAUDRY, SHAUN	1-978-328-2207	2011-01-25 17:13
dhammer	24391362	[REDACTED]	BEAUDRY, SHAUN	1-978-328-2207	2011-01-25 17:27
jcarradine	23890030	[REDACTED]	COOPER, SHAUN	1-603-432-5840	2010-12-13 09:34
lcoleman	24076544	[REDACTED]	EDGERLY, STEPHEN	1-207-477-4007	2010-12-28 16:43
lsteger	23895458	[REDACTED]	CRAWFORD, BRIAN	1-603-818-2831	2010-12-13 12:14

The Visitor™ Sample Reports

Inmate Visitation Schedule

10/04/2016 09:48 - Page 1

(test) Inmate Visitation Schedule
Facility: Boone County Jail, IN
 site = Boone County Jail, IN; visit type = All; inmate housing = All; inmate station = All; inmate id = ALL; inmate
 firstname = ALL; inmate lastname = ALL; start time = 10/04/2016 00:00:00; end time = 10/04/2016 23:59:59

SITE	VISIT START	VISIT ID	VISIT TYPE	INMATE ID	INMATE NAME	INMATE HOUSING	INMATE STATION
Boone Cnty	10/04 09:30	19277	Video	00000012844	Maxwell,Jason D	H04	H
Boone Cnty	10/04 13:00	19287	Video	140031511	Deputy,Levi J	A14	A
Boone Cnty	10/04 13:30	18988	Video	201200026770	Neese,Damion L	D03	D
Boone Cnty	10/04 13:30	19283	Video	201200026691	Paul,Phillip C	F08	F
Boone Cnty	10/04 13:30	19314	Video	201200027034	Mathis,Michael D	E03	E
Boone Cnty	10/04 14:00	19237	Video	140030448	Farris,James M	F05	F
Boone Cnty	10/04 14:30	19268	Video	140031347	Cottongim,Mackenzie	F11	F
Boone Cnty	10/04 15:30	19000	Video	201200026514	Mossburg,James M	A03	A
Boone Cnty	10/04 15:30	19290	Video	201200026754	Ford,Nathan D	D01	D
Boone Cnty	10/04 16:00	19120	Video	00000007227	Mckinney,Dale A	A08	A
Boone Cnty	10/04 16:00	19286	Video	201200027034	Mathis,Michael D	E03	E
Boone Cnty	10/04 16:30	19288	Video	140031283	Musser,Ryan M	F15	F

Visitation Schedule

10/04/2016 09:44 - Page 1

(test) Visitation Schedule
Facility: Boone County Jail, IN
 site = Boone County Jail, IN; visit type = All; visitor location = All; inmate housing = All; inmate
 station = All; visitor firstname = ALL; visitor lastname = ALL; inmate id = ALL; inmate firstname = ALL;
 inmate lastname = ALL; start time = 10/04/2016 00:00:00; end time = 10/04/2016 23:59:59

SITE	VISIT START	VISIT ID	VISIT TYPE	VISITORS NAME/DOB	VISITOR LOCATION	INMATE ID	INMATE NAME	INMATE HOUSING	INMATE STATION
Boone Cnty	10/04 09:30	19277	Video	LINDLEY,RHONDA - 10/23/1959	Boone Cnty	00000012844	Maxwell,Jason D	H04	H
Boone Cnty	10/04 13:00	19287	Video	DEPUTY,CHRISTINE - 09/16/1993	Boone Cnty	140031511	Deputy,Levi J	A14	A
Boone Cnty	10/04 13:30	18988	Video	NEESE,MARIA - 04/04/1963	Boone Cnty	201200026770	Neese,Damion L	D03	D
Boone Cnty	10/04 13:30	19283	Video	PAUL,VIRGINA - 02/19/1933	Boone Cnty	201200026691	Paul,Phillip C	F08	F
Boone Cnty	10/04 13:30	19314	Video	LANE,PATRICIA - 06/15/1981	Offsite	201200027034	Mathis,Michael D	E03	E
Boone Cnty	10/04 14:00	19237	Video	DALEY,ANNA - 05/21/1983	Boone Cnty	140030448	Farris,James M	F05	F
Boone Cnty	10/04 14:30	19268	Video	THARP,JUSTIN - 05/17/1997	Boone Cnty	140031347	Cottongim,Mackenzie	F11	F
				Mills,Myriah - 04/14/1996					
Boone Cnty	10/04 15:30	19000	Video	COPELAND,AUTUMN - 04/10/1991	Boone Cnty	201200026514	Mossburg,James M	A03	A
Boone Cnty	10/04 15:30	19290	Video	REYNOLDS, TIFFANY - 06/01/1993	Boone Cnty	201200026754	Ford,Nathan D	D01	D

Visitor Accounts

10/04/2016 09:47 - Page 1

INMATE CALLING
ICSolutions

(test) VISITOR ACCOUNTS
Facility: Boone County Sheriffs Office
visitor lastname = ALL; visitor firstname = ALL; visitor username = ALL; visitor phone = ALL;
visitor email = ALL; visitor class = All; visitor status = All; visitor suspended = All

VISITOR NAME/DOB	VISITOR USERNAME	VISITOR PHONE	VISITOR EMAIL	VISITOR CLASS	VISITOR STATUS	VISITOR SUSPENSION
ABBETT,ANTHONY 07/15/1964	ANTHONYABBETT	317-306-9384	anthony_abbett@yahoo.com	Default	Approved	No
ABSTON,DONALD 09/23/1994	DUIEDUCK94	765-894-2427	abstonduck72@gmail.com	Default	Approved	No
ACEVEDO,MELISSA 12/29/1982	LOVEHINNA10@AOL.COM	407-970-9877	lovehinna10@aol.com	Default	Approved	No
ADAMS,QUEST 10/16/1989	QADAMS17	317-654-2679	questadams@icloud.com	Default	Approved	No
AKAU-AKAMU,AMBER 03/13/1994	AMBER96792	317-667-4772	xkeh808@gmail.com	Default	Approved	No
AKIN,JEREMY 04/01/1993	JEREMY4193	765-894-7939	jeremyakin5555@gmail.com	Default	Approved	Lifetime
AKIN,JEREMY 04/01/1993	JEREMYAKIN5555@GMAIL.COM	765-894-7939	jeremyakin0612@gmail.com	Default	Approved	No
ALDRIDGE,TAWNYA 05/10/1984	TAWNYA ALDRIDGE	765-336-4643	tawnyamarie1892@gmail.com	Default	Approved	No
ALEXANDER,THOMAS 08/29/1969	HARPER3III	561-215-9936	thomasharperalexander@gmail.com	Default	Approved	No
ALEXANDER,THOMAS 08/29/1969	HARPERIII3	561-215-9936	harper3iii@hotmail.com	Default	Approved	Lifetime
ALLEN,JESSICA 08/19/1988	JLALLEN0327@GMAIL.COM	765-894-0223	jllallen0327@gmail.com	Default	Approved	No

Visitor Relationships

10/04/2016 09:50 - Page 1

INMATE CALLING
ICSolutions

(test) VISITOR RELATIONSHIPS
Facility: Boone County Sheriffs Office
visitor lastname = ALL; visitor firstname = ALL; visitor phone = ALL; visitor suspended = All

VISITOR ID	VISITOR NAME/DOB	VISITOR PHONE	INMATE ID	INMATE NAME	RELATIONSHIP	RELATIONSHIP STATUS	VISITOR SUSPENSION
11464	ABBETT,ANTHONY 07/15/1964	317-306-9384	200900024045	Veach,Sean D	Father-In-Law	Approved	No
11551	ABSTON,DONALD 09/23/1994	765-894-2427	201100025547	Altic,Shannon D	Friend	Approved	No
11189	ADAMS,QUEST 10/16/1989	317-654-2679	140029347	Tate,Johnathan	Friend	Approved	No
11343	AKAU-AKAMU,AMBER 03/13/1994	317-667-4772	140031149	Cullen,Leo P	Fiance	Approved	No
11359	AKIN,JEREMY 04/01/1993	765-894-7939	140029866	Runion,Adria	Friend	Approved	Lifetime
			140030032	Trent,Aaron M	Friend	Approved	
			200900023890	Shue,Mitchell A	Friend	Approved	
			200900024045	Veach,Sean D	Cousin	Approved	
			201000025079	Bailey,Rachel B	Friend	Approved	
			201100025547	Altic,Shannon D	Friend	Approved	
11741	AKIN,JEREMY 04/01/1993	765-894-7939	201200026481	Conner,Brandon R	Friend	Approved	No
11470	ALDRIDGE,TAWNYA 05/10/1984	765-336-4643	000000013609	Bishop,Joshua L	Wife	Approved	No
			140029628	Martinez,John L	Friend	Approved	
			201200026553	Hale,Desmond R	Friend	Approved	
11680	ALEXANDER,THOMAS 08/29/1969	561-215-9936	201200026365	Cordes,Audrey R	Girlfriend	Approved	Lifetime

Visitation Incompletions and Cancellations

10/04/2016 09:49 - Page 1

(test) VISITATION INCOMPLETIONS AND CANCELLATIONS

Facility: Boone County Jail, IN
 site = Boone County Jail, IN; visit id = ALL; visit type = All; visitor firstname = ALL; visitor lastname = ALL; inmate id = ALL; inmate
 firstname = ALL; inmate lastname = ALL; cancel reason = All; start time = 10/04/2016 00:00:00; end time = 10/04/2016 23:59:59

SITE	VISIT START	VISIT ID	VISIT TYPE	VISITORS NAME/DOB	INMATE ID	INMATE NAME	REASON	NOTE
Boone Cnty	10/04 18:30	19302	Video	RIGDON,DONAVAN - 01/13/1997	201200026553	Hafe,Desmond R	canceled by user	Visitor requested visit cancellation
Boone Cnty	10/04 19:00	19295	Video	FREDERICK,DAWNETTA - 01/26/1981	201100025845	Malone,Christopher	canceled by user	Visitor requested visit cancellation
Boone Cnty	10/04 20:00	19284	Video	BIRGE,ASHLEY - 12/26/1984	200900023674	Henry,Steven C	canceled by facility	The inmate has gone inactive.

Visitation Records

03/16/2020 14:53 - Page 1

VISITATION RECORDS

Facility: ICS Enforcer Demo
 site = All; start time = 11/01/2018 00:00:00; end time = 12/31/2018 23:59:59; csn = ALL; visitor lastname = ALL; visitor firstname = ALL; visitor
 station = ALL; inmate id = ALL; inmate lastname = ALL; inmate firstname = ALL; inmate housing = ALL; visitation records sort = Default

SITE	VISIT START	CSN	VISITOR NAME/DOB	VISITOR STATION	INMATE ID	INMATE NAME	INMATE HOUSING	DURATION
ICSDemo01	11/01 10:30	3462636	MARTINEZ,NICOLE 06/14/1982	V04	95188	Prada - Estrada,Genaro G	B Block	00:25:02
ICSDemo01	11/01 13:00	3463314	ANDERSON,MATTHEW 01/14/1976	V04	31913	Burdshaw,Elizabeth B	D Block	00:25:02
ICSDemo01	11/01 13:00	3463320	GIBSON,TARA 04/30/1991	V05	86077	Asherbraner,Leslie C	G Block	00:25:02
ICSDemo01	11/01 13:01	3463322	SWAFFORD,RENEE 12/15/2000	V01	77517	Berryhill,Shawn D	E Block	00:23:12

Revenue Visitation Records

03/16/2020 15:10 - Page 1

REVENUE VISITATION RECORDS

Facility: ICS Enforcer Demo
 site = All; start time = 01/01/2019 00:00:00; end time = 11/30/2019 23:59:59; csn = ALL; visitor
 lastname = ALL; visitor firstname = ALL; visitor station = ALL; inmate id = ALL; inmate
 firstname = ALL; inmate lastname = ALL; inmate housing = ALL; revenue visitation records sort = Default

SITE	TRANSACTION DATE	VISIT ID	CSN	VISITOR NAME/DOB	VISITOR STATION	INMATE	INMATE HOUSING	DURATION	FINAL COST
ICSDemo01	11/01 01:29	78702	3745484	TRIVETTE,ANGELA 06/29/1981	V02	Waldrop,Wade A(12718)	B Block	00:25:02	0.00
ICSDemo01	11/01 11:05	78712	3746388	JONES,MOYACCA 08/21/1974	Offsite	Hurt,Brandon R(89422)	B Block	00:18:43	6.50
ICSDemo01	11/01 11:21	78714	3746548	WELDON,SAMANTHA 06/09/1971	V02	Weldon,Samantha H(94935)	D Block	00:25:02	6.50
ICSDemo01	11/01 13:06	78726	3746878	CURINGTON,CRYSTAL 01/06/1985	V02	Hamby,Cory W(560)	G Block	00:25:02	0.00

Visitation Transactions

03/16/2020 15:12 - Page 1

INMATE CALLING
ICSolutions

VISITATION TRANSACTIONS
Facility: ICS Enforcer Demo
phone number = ALL; visitor lastname = ALL; visitor firstname = ALL; balances = All; start time = 02/01/2019 00:00:00; end time = 02/29/2020 23:59:59; visitation transactions sort = Default

PHONE NUMBER	LASTNAME	FIRSTNAME	TRANSACTION DAY/TIME	AMOUNT	DESCRIPTION
1-256-708-7439	THURSBY	KAYLA	03/28 15:01	0.00	Visit ID#81946; 2019-04-02 15:30 - 15:55
1-256-347-7758	JAMES	MEGAN	04/04 08:10	0.00	Visit ID#81948; 2019-04-04 09:00 - 09:25
Grand Total		2		0.00	

The Bridge Tablets & Product Suite

Powered by VendEngine

Inmate Text & Email Summary by Facility

Date/Time From: 12/29/2020 CST

Date/Time To: 1/29/2021 CST

Jail: [Redacted] ✕

Warehouse: All Warehouses ✕

From Date:	12/29/2020
To Date:	01/29/2021

Total Texts:	8,483 (\$5,717.20)
Total Emails:	33,687 (\$2,368.80)

Total Outgoing:	11,893 (\$8,086.00)
Total Incoming:	30,277 (\$0.00)

Total Messages:	42,170 (\$8,086.00)
-----------------	---------------------

Inmate Location

Jail:

Total Inmates: 625

Inmate ID	Inmate	Location	History 1	History 2
23		B1	B1	B1
18		B1	B1	B1
19		B3	B3	B3
14		B1	B1	B1
21		B1	B1	B1
17		B2	B1	
28		B1	B1	B1
14		B1	B1	B1

Inmate History

Report - Inmate History

Date/Time From: 12/29/2020 CST
 Date/Time To: 1/29/2021 CST
 Jail: X
 Warehouse: All Warehouses X
 Inmate ID:
 Inmate First Name:
 Inmate Middle Name:
 Inmate Last Name:
 Action: All

Total Results: 500

Note: Limiting results to 500

PDF Print Excel

Inmate ID	Inmate	Action	Date	Old Value	New Value
18	CP	Released	01/29/2021 10:36 am CST		01/29/2021
71	AM	Moved	01/29/2021 10:06 am CST	B1A209	B1A213
80	MA	Moved	01/29/2021 10:06 am CST	B1A209	B1A213
41	WJ	Moved	01/29/2021 10:06 am CST	B1A209	B1A213
18	KV	Released	01/29/2021 09:19 am CST		01/29/2021
18	AM	Released	01/29/2021 06:54 am CST		01/29/2021
20	RI	Moved	01/29/2021 05:54 am CST	B1T236	B1T230
14	HA	Moved	01/29/2021 12:42 am CST	B2F149	B2F152
25	ST	Moved	01/29/2021 12:42 am CST	B2F148	B2F152

Premium Content Revenue

PDF Print Excel Search: <input type="text"/>												
Kiosk	General Minutes	General Revenue	Games Minutes	Games Revenue	Video Minutes	Video Revenue	Books Minutes	Books Revenue	Radio Minutes	Radio Revenue	Total Minutes	Total Revenue
General Tablet	0	\$0.00	2604.9	\$54.96	0	\$0.00	74.68	\$1.74	151.01	\$3.98	2830.59	\$60.68
EDSO-PV1-Pod B	0	\$0.00	5.6	\$0.16	0	\$0.00	1.45	\$0.06	245.57	\$5.56	252.62	\$5.78
EDSO-PV1-Pod A	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	105.9	\$2.24	105.9	\$2.24
EDSO-PV2-Pod E	0	\$0.00	2.6	\$0.16	0	\$0.00	0.27	\$0.02	52.77	\$1.16	55.64	\$1.34
EDSO-PV2-Pod F	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	1.03	\$0.04	1.03	\$0.04
EDSO-PV1-Dorm 1	0	\$0.00	19.57	\$0.44	0	\$0.00	0	\$0.00	201.95	\$4.32	221.52	\$4.76
EDSO-LT5-Court Holding	0	\$0.00	6.33	\$0.18	0	\$0.00	0.98	\$0.02	57.52	\$1.34	64.83	\$1.54
EDSO-PV2-Legal Kiosk Room 1	0	\$0.00	1.45	\$0.06	0	\$0.00	8.28	\$0.18	280.14	\$6.08	289.87	\$6.32
EDSO-PV2-Legal Kiosk Room 2	0	\$0.00	0.17	\$0.02	0	\$0.00	1.98	\$0.06	342.88	\$7.48	345.03	\$7.56
EDSO-LT6-Pod H	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	40.09	\$0.86	40.09	\$0.86
EDSO-PV2-Pod G	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	15.78	\$0.36	15.78	\$0.36

An aerial, high-angle photograph of a busy city street, showing a dense crowd of people walking. The image is overlaid with a semi-transparent dark blue filter. A white rectangular box with a thin blue border is positioned in the upper right quadrant, containing the title and subtitle text.

Exhibit D

Sample Commission Report



Monthly Commission Report
 January 2018
 Settlement Date: 2/25/2018

Client ID: 9999 - XYZ Department of Corrections
 Facility: XYZ Main Jail
 123 Any Street
 Anytown, FL 99999
 Attn: Accounting Department

Tariff Type	Call Type	# of Calls	# of Minutes	Gross Revenue	%	Commission Earned
Local	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	2,825	17,163	\$ 3,604.23	55.1%	\$ 1,985.93
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	3,958	21,453	\$ 4,505.13	55.1%	\$ 2,482.33
Total Local		6,783	38,616	\$ 8,109.36		\$ 4,468.26
Intra Cell	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	387	3,301	\$ 693.21	55.1%	\$ 381.96
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	386	2,061	\$ 432.81	55.1%	\$ 238.48
Total Intra Cell		773	5,362	\$ 1,126.02		\$ 620.44
IntraLATA	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	867	6,223	\$ 1,306.83	55.1%	\$ 720.06
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	1,265	9,216	\$ 1,935.36	55.1%	\$ 1,066.38
Total IntraLATA		2,132	15,439	\$ 3,242.19		\$ 1,786.45
Intrastate	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	1,922	17,353	\$ 3,644.13	55.1%	\$ 2,007.92
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	2,797	22,238	\$ 4,669.98	55.1%	\$ 2,573.16
Total Intrastate		4,719	39,591	\$ 8,314.11		\$ 4,581.07
Interstate	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	377	2,280	\$ 478.80	55.1%	\$ 263.82
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	470	3,218	\$ 675.78	55.1%	\$ 372.35
Total Interstate		847	5,498	\$ 1,154.58		\$ 636.17
International	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	-	-	\$ -	55.1%	\$ -
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	75	532	\$ 356.44	55.1%	\$ 196.40
Total International		75	532	\$ 356.44		\$ 196.40
Canadian	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	-	-	\$ -	55.1%	\$ -
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	-	-	\$ -	55.1%	\$ -
Total Canadian		-	-	\$ -		\$ -
Caribbean	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	-	-	\$ -	55.1%	\$ -
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	-	-	\$ -	55.1%	\$ -
Total Caribbean		-	-	\$ -		\$ -
Total Collect				\$ -	55.1%	\$ -
Total PrePaid		6,378	46,320	\$ 9,727.20	55.1%	\$ 5,359.69
Total Debit Card				\$ -	55.1%	\$ -
Total Debit		8,951	58,718	\$ 12,575.50	55.1%	\$ 6,929.10
Commission Earned		15,329	105,038	\$ 22,302.70		\$ 12,288.79
Shortfall						\$ -
Guaranteed Monthly Commission						\$ 10,000.00
Voicemail Commission		50		\$ 50.00	55.1%	\$ 27.55
Video Commission				\$ 1,833.00	50.0%	\$ 916.50
Net Commission Due						\$ 13,232.84



Exhibit E

Service Policies & Procedures

EXHIBIT E

Service Policies & Procedures

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

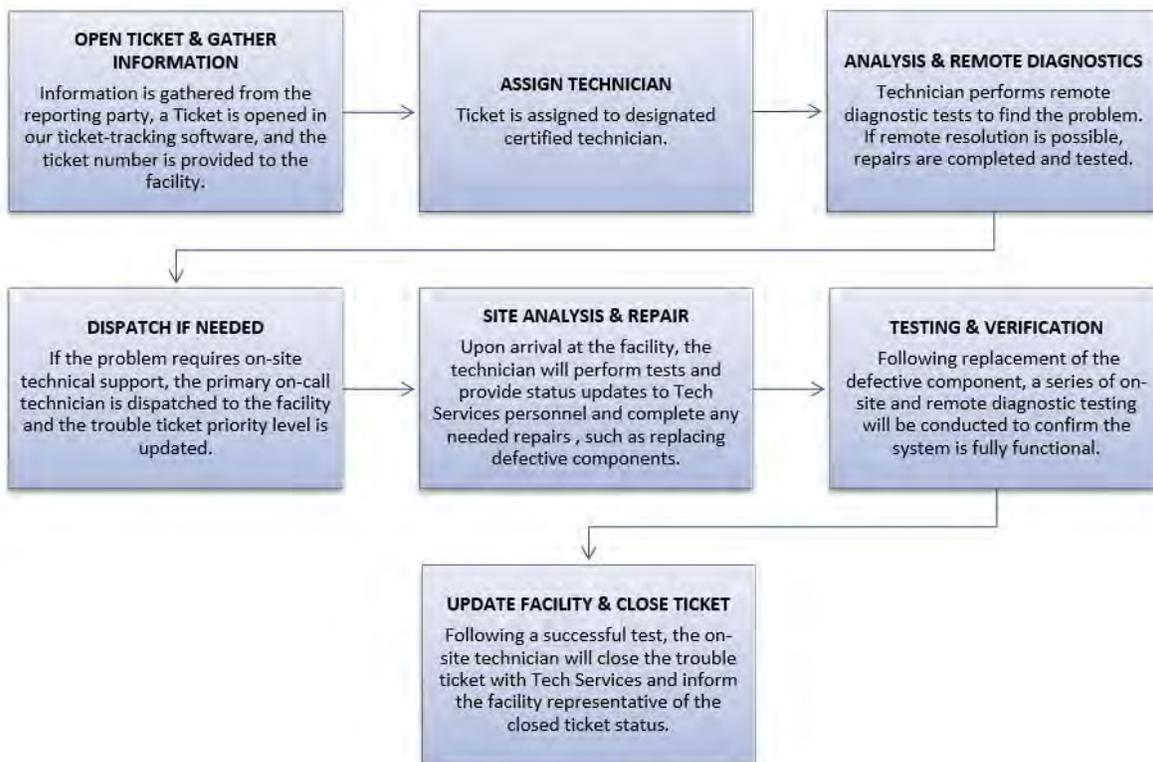
ICSolutions' proposal includes full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of your THE ENFORCER® telephone system. Our commitment extends to all systems, telephones, software, and peripheral hardware. This level of support is part of our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

Seamless Trouble Ticketing & Tracking

ICSolutions utilizes Atlassian’s ticketing system Jira. This system offers a seamless user experience. Jira will allow Facility users to easily submit tickets directly via email, and automatically receive emailed status updates related to the tickets they have submitted.

Jira also features state-of-the-art reporting features that will be customized and configured according to the County’s precise needs during the initial implementation and go-live process. ICSolutions will work with the County to determine the types of reports that are needed, the frequency at which such reports shall be provided, and which stakeholders require these reports. This information can be updated at any time, and will ensure that the Facility has all required reporting at your fingertips, automatically.



**Robust & Seamless
 Trouble Ticketing
 System Jira**

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



Escalation Plan

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

Escalation Level	Escalation Contact	Additional Notification
Initial Report	Help Desk Technician Open Ticket & Gather Information Toll free: 866-228-4031 Email: icssupport@icsolutions.com	None
Level One	Latoya Coleman Technical Support Manager Direct 210-572-9547 Cell: 601-212-6128 email: lcoleman@icsolutions.com	None
Level Two	Brian Dietert Director of Operations Direct: 210-477-7340 Cell: 832-561-8010 email: bdietert@icsolutions.com	Darryl Hughes Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 darryl.hughes@icsolutions.com
Level Three	Brendan Philbin Vice President, Product Development Direct: 210-581-8102 Cell: 408-838-1157 email: bphilbin@icsolutions.com	Darryl Hughes Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 darryl.hughes@icsolutions.com
Level Four	Tim McAteer President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 email: tmcateer@icsolutions.com	Darryl Hughes Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 darryl.hughes@icsolutions.com

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

When a video visitation system (VVS) is in place, ICSolutions' video visitation technician will be 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.

Tablet Maintenance and Support

ICSolutions will be responsible for the ongoing maintenance and all other functions performed under this contract. Maintenance and repair is included as part of the turnkey tablet solution for the term of the contract. In the event an access point requires repair, the local dedicated technician will have spares on hand to replace the non-functioning equipment. Other issues will be addressed remotely when possible.

Local Field Service Technicians

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

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



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

Regular Account Reviews

Mr. Darryl Hughes 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. Hughes to continuously improve and adapt ICSolutions' service to maximize your satisfaction throughout the contract term.



Exhibit F

Insurance Certificate



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
11/20/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services Central, Inc. St. Louis MO Office 4220 Duncan Avenue Suite 401 St Louis MO 63110 USA	CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122 FAX (A/C. No.): (800) 363-0105		
	E-MAIL ADDRESS:		
INSURER(S) AFFORDING COVERAGE		NAIC #	
INSURED Inmate Calling Solutions, LLC dba ICsolutions 2200 Danbury Street San Antonio TX 78217 USA	INSURER A: Liberty Insurance Corporation		42404
	INSURER B: Liberty Mutual Fire Ins Co		23035
	INSURER C: LM Insurance Corporation		33600
	INSURER D:		
	INSURER E:		
	INSURER F:		

Holder Identifier :

COVERAGES **CERTIFICATE NUMBER: 570085007051** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. **Limits shown are as requested**

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
B	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GENL AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			EB2651291759060 SIR applies per policy terms & conditions	12/01/2020	12/01/2021	EACH OCCURRENCE	\$1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$1,000,000
							MED EXP (Any one person)	\$5,000
							PERSONAL & ADV INJURY	\$1,000,000
							GENERAL AGGREGATE	\$10,000,000
							PRODUCTS - COMP/OP AGG	\$2,000,000
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			AS2-651-291759-070	12/01/2020	12/01/2021	COMBINED SINGLE LIMIT (Ea accident)	\$1,000,000
							BODILY INJURY (Per person)	
							BODILY INJURY (Per accident)	
							PROPERTY DAMAGE (Per accident)	
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$10,000			TH7651291759090	12/01/2020	12/01/2021	EACH OCCURRENCE	\$5,000,000
							AGGREGATE	\$5,000,000
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			WC5651291759040	12/01/2020	12/01/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT	\$1,000,000
							E.L. DISEASE-EA EMPLOYEE	\$1,000,000
							E.L. DISEASE-POLICY LIMIT	\$1,000,000

Certificate No : 570085007051

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
For Informational Purposes Only.
CERTIFICATE HOLDER**CANCELLATION**

Inmate Calling Solutions, LLC dba ICsolutions 2200 Danbury Street San Antonio TX 78217 USA	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE <i>Aon Risk Services Central, Inc.</i>





CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
07/13/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services Central, Inc. St. Louis MO Office 4220 Duncan Avenue Suite 401 St Louis MO 63110 USA	CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122 FAX (A/C. No.): (800) 363-0105 E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE NAIC #	
INSURED Inmate Calling Solutions, LLC dba ICSolutions 2200 Danbury Street San Antonio TX 78217 USA	INSURER A: National Union Fire Ins Co of Pittsburgh 19445	
	INSURER B:	
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

Holder Identifier :

COVERAGES **CERTIFICATE NUMBER: 570083031882** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. **Limits shown are as requested**

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION						EACH OCCURRENCE AGGREGATE
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below						<input type="checkbox"/> Y / <input type="checkbox"/> N N / A PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE-EA EMPLOYEE E.L. DISEASE-POLICY LIMIT
A	E&O-MPL-Primary			015678750 Claims Made SIR applies per policy terms & conditions	07/15/2020	07/15/2021	Professional Limits \$5,000,000 SIR \$250,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
For Informational Purposes Only.

Certificate No : 570083031882

CERTIFICATE HOLDER**CANCELLATION**

Inmate Calling Solutions, LLC dba ICSolutions 2200 Danbury Street San Antonio TX 78217 USA	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE <i>Aon Risk Services Central, Inc.</i>



Exhibit G

Business Licenses, PUC & FCC Documentation

CERTIFICATE

State of Oregon

OFFICE OF THE SECRETARY OF STATE
Corporation Division

I, *BILL BRADBURY*, Secretary of State of Oregon, and Custodian of the Seal of said State, do hereby certify:

That the attached copy of the
*Application for
Authority to Transact Business*
filed on
October 16, 2003
for
INMATE CALLING SOLUTIONS, LLC
is a true copy of the original document
that has been filed with this office.

*In Testimony Whereof, I have hereunto set
my hand and affixed hereto the Seal of the
State of Oregon.*

BILL BRADBURY, Secretary of State



By

Catherine K Staples
Catherine K. Staples
October 16, 2003

ORDER NO. 04-411

ENTERED JUL 30 2004

**This is an electronic copy. Format and font may vary from the official version.
Attachments may not appear.**

BEFORE THE PUBLIC UTILITY COMMISSION

OF OREGON

CP 1241

In the Matter of)	
)	
Inmate Calling Solutions LLC)	ORDER
)	
Application for a Certificate of Authority to Provide)	
Telecommunications Service in Oregon as a)	
Competitive Provider.)	

DISPOSITION: GRANTED

NOTE: By issuing this certificate, the Commission makes no endorsement or certification regarding the certificate holder's rates or service.

INTRODUCTION

Inmate Calling Solutions LLC (Applicant) filed the application on June 18, 2004. Applicant requests authority to provide interexchange telecommunications service in Oregon as a competitive provider.

The Commission served notice of the application on the Commission's telecommunications mailing list on June 30, 2004. The Commission did not receive any protests.

Based on the record in this matter, the Commission makes the following:

FINDINGS OF FACT

The Proposed Operation

Applicant will provide intrastate, interexchange, switched telecommunications service (toll) statewide in Oregon. Applicant indicates that it intends to resell the services of other certified carriers. Applicant did not indicate that it would operate as a facilities based provider. Applicant will provide automated collect and prepaid calling services to inmates of confinement institutions in Oregon.

Applicant will directly provide operator services as defined in OAR 860-032-0001. Applicant will not be an “operator services provider” as defined in ORS 759.690(1)(d).

OPINION

Applicable Law

ORS 759.020 governs Applicant’s request to provide telecommunications as a competitive provider. Under ORS 759.020(5), the Commission shall classify Applicant as a competitive provider if Applicant demonstrates that its services are subject to competition, or that its customers or those proposed to become customers have reasonably available alternatives. In making this determination, the Commission must consider the extent to which services are available from alternative providers that are functionally equivalent or substitutable at comparable rates, terms and conditions, existing economic or regulatory barriers to entry, and any other factors deemed relevant.

OAR 860-032-0015 authorizes the Commission to suspend or cancel the certificate if the Commission finds that (a) the holder made misrepresentations when it filed the application, or (b) the certificate holder fails to comply with the terms and conditions of the certificate.

Resolution

Existence of Alternatives. AT&T, MCI, Sprint Communications Company, Qwest Corporation, and others provide toll and operator services in the service area requested by Applicant.

Suitability of Alternatives. Applicant's customers or those proposed to become customers have reasonably suitable alternatives to Applicant's services. Subscribers to Applicant's services can buy comparable services at comparable rates from other vendors.

Barriers to Entry. The level of competition in the market shows that both economic and regulatory barriers to entry are relatively low.

CONDITIONS OF THE CERTIFICATE

There are several conditions listed in the application. Oregon Administrative Rules relating to certificates of authority are generally included in OAR chapter 860, division 032. Conditions applicable to certificate holders include, but are not limited to the following: OARs 860-032-0007, 860-032-0008, 860-032-0011, 860-032-0012, 860-032-0013, 860-032-0015, 860-032-0020, 860-032-0060, 860-032-0090, and 860-032-0095. The conditions listed in the application and those contained in Oregon Administrative Rules are adopted and made conditions of this certificate of authority. A condition of this certificate of authority is that Applicant shall comply with applicable laws, Commission rules, and Commission orders related to provision of telecommunications service in Oregon.

1. Applicant shall not take any action that impairs the ability of other certified telecommunications services providers to meet service standards specified by the Commission.
2. Applicant shall comply with all conditions listed in the application.
3. Applicant shall pay an annual fee to the Public Utility Commission of Oregon pursuant to ORS 756.310 and 756.320 and OAR 860-032-0095. The minimum annual fee is \$100. Applicant is required to pay the fee for the preceding calendar year by April 1.
4. Applicant shall make quarterly contributions to the Oregon Universal Service fund based on a Commission approved schedule and surcharge percentage assessed on all retail intrastate telecommunications services sold in Oregon, pursuant to ORS 759.425. If Applicant bills the surcharge to its end-users, Applicant shall show the charges as a separate line item on the bill with the words "Oregon Universal Service Surcharge ____%".
5. If Applicant provides services to a subscriber who, in turn, resells the services, including operator services, then Applicant and the subscriber must comply with ORS 759.690 and OAR 860-032-0007.

CONCLUSIONS

Applicant has met the requirements for a certificate to provide telecommunications service as a competitive provider. The application should be granted.

ORDER

IT IS ORDERED that:

1. The application of Inmate Calling Solutions LLC for authority to provide interexchange switched (toll) telecommunications service is granted.
2. Applicant is designated as a competitive telecommunications provider.
3. Applicant may provide authorized services statewide in Oregon.
4. Applicant shall comply with conditions of the certificate.

Made, entered, and effective _____.

Lee Sparling
Director
Utility Program

A party may request rehearing or reconsideration of this order pursuant to ORS 756.561. A request for rehearing or reconsideration must be filed with the Commission within 60 days of the date of service of this order. The request must comply with the requirements in OAR 860-014-0095. A copy of any such request must also be served on each party to the proceeding as provided by OAR 860-013-0070(2). A party may appeal this order pursuant to applicable law.

Registration Detail

FRN:	0010682326
Registration Date:	04/02/2004 12:21:43 PM
Last Updated:	08/07/2019 01:35:31 PM
Entity Name:	Inmate Calling Solutions, LLC
Entity Type:	Private Sector , Limited Liability Corporation
Contact Organization:	
Contact Position:	Director
Contact Name:	Mr Ken R Dawson
Contact Address:	2200 Danbury San Antonio, TX 78217 United States
Contact Email:	kdawson@icsolutions.com
ContactPhone:	(210) 581-8104
ContactFax:	(210) 832-8915