

WASHINGTON COUNTY JAIL

RESPONSE TO REQUEST FOR PROPOSAL
INMATE TELEPHONE SYSTEM

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COPY



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WASHINGTON COUNTY JAIL

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January 15, 2020

Roger Heinen
Jail Commander
Washington County Sheriff's Office
15015 62nd Street North
Stillwater, MN 55082

Dear Commander Heinen:

Smart Communications appreciates the opportunity to present our response to Washington County Jail's Request for Proposal (RFP) an for Inmate Telephone System and related solutions.

We fully understand and meet the scope of work, as well as many of the technical requirements and operational goals defined in the RFP and can deliver/support this project without the use of any subcontractors. Justin Longenberger will serve as the Project Manager and will be responsible for the coordination of all activities between the County and Smart Communications. Justin has proven skills in leadership, time management, organization and technical fields with a commitment to high-quality results. Justin and his team ensure all cabling, power, kiosk, tablet, phone and associated equipment are installed correctly and on time. Justin has over 11 years of technical expertise in the telecommunications and electrical industries.

We have provided (2) separate Commission Offers. Both Commission Offers are inclusive of the following Smart Communications turn-key solutions:

- [Smart-EVO™ Inmate Telephone System \(ITS\) with Facility Manager Application, Voicemail Exchange \(VMX™\), InTouch™ Inmate Hotline and Investigate Interface](#)
- [SmartVisit Video Visitation System \(VVS\)](#)
- [SmartInmate™ Electronic Messaging](#)
- [SmartTablet™ & SmartKiosk™ Devices](#)
- [MailGuard® Postal Elimination System \(patented\)](#)
- [SmartEntertainment™ Standard & Premium Modules](#)
- [SmartRequest™ Digital Request, Grievance and Medical Form Module](#)
- [SmartEd™ & SmartReentry™ Modules](#)
- [Law Library](#)
- [Commissary Hosting](#)

All Smart Communications turn-key solutions are offered at **zero cost** to the Washington County jail including:

- [Hardware & Software Installation, Maintenance and Service](#)
- [On-Site Staff Training](#)
- [24/7/365 U.S. Based Technical Support Center](#)
- [24/7/365 U.S. Based Network Operations Center \(NOC\)](#)
- [24/7/365 U.S. Based Customer Care Center](#)
- [InTouch™ Inmate Hotline](#)

**ZERO
COST**

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Annual Technology Training Summit Cruise |

To ensure that key staff are provided with the latest training and information relating to technology designed to help make correctional facilities safer and more efficient, Smart Communications will provide the Washington County Jail with (3) complimentary rooms (up to 6 registration tickets) to attend our annual Technology Training Summit Cruise; a \$21,000.00+ value! This event sails out of Tampa Bay to the Caribbean each year and includes accredited workshops and training classes along with tours of our patented MailGuard[®] processing facility and company headquarters.



Smart Communications Fallen Officer Pledge |

Few Sheriffs can think of any news in their profession that is worse than hearing that one of your officers or deputies has died in the line of duty. It is a tragedy that tears at every emotion, yet the affected agency head must still be able to move quickly to assist the officer's immediate family. To assist in these important efforts Smart Communications pledges to donate one full year salary to the family of any Washington County Sheriff's Office who dies in the line of duty. Smart Communications stands by and supports Washington County and its community.



Smart Communications ability to provide the various solutions at **zero cost** truly sets us aside from the competition and will truly help improve the safety, security and well-being of your staff and inmates.

If you have questions or comments concerning this proposal, feel free to contact me via email jon.logan@smartcommunications.us or phone 517-896-1822. We look forward to demonstrating our ability to provide the inmate telephone services you desire with proven products and solutions and an experienced staff.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Jon Logan'.

Jon Logan
CEO
Smart Communications
10491 72nd St.
Seminole, FL 33777
Fax: 941-761-5448

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GENERAL REQUIREMENTS

It is the intent of this Request for Proposal to obtain proposals from qualified vendors to provide hosted, IP-based services for inmates. The inmate communication services platform services must include:

- Software
 - IP-based
 - Mobile-friendly (Android and Apple)
- Applications
 - Inmate Telephone Service
 - Video visitation options
 - Automated Information Service options
 - Inmate electronic mail application
 - Commissary ordering application
 - Custom web-based application(s)
 - Inmate Forms & Grievance application
 - Law Library options
 - MP4 video application
 - Jobview application
 - Inmate Tablets
 - Options for deaf and hard of hearing inmates
 - Investigative applications
 - Phone recording applications, including social visitation phones
 - Roller or removable phone for segregation inmates options
 - Hardware, as described herein

The services are requested at the following County facilities:

- Washington County Sheriff's Office – Jail
Division 15015 62nd Street North
Stillwater, MN 55082
- Average Daily Population (ADP) – 197
- Jail has a capacity of 226 and holds males, females and up to 5 juveniles in a juvenile unit
- Average 7,800 inmates annually booked

Smart Communications has Read, Understands and will comply.

A. Specifications

Present Washington County Inmate Telephone System

The current number and location of inmate telephones:

Intake Pre-Book Room:	3 telephones
Intake Female Pre-Book Room:	1 telephone
A200 – Adult Male General Housing:	4 telephones
B200 – Adult Male Segregation Housing:	1 telephone
C200 – Adult Male Separation:	1 telephone
D200 – Adult Male General Housing:	4 telephones
A400 – Adult Male Classification Housing:	4 telephones
B400 – Adult Male General Housing:	2 telephones
C400 – Adult Male Separation Housing:	1 telephone
D400 – Adult Female Separation Housing:	1 telephone

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E400 – Adult Male General Housing:	2 telephones
F400 – Adult Female General Housing:	4 telephones
Two Cell Juvenile Housing:	1 telephone
Three Cell Juvenile Housing:	1 telephone
Juvenile Recreation Area:	1 telephone
Visiting booths level 2 (handsets):	2 inmate/4 visitors
Visiting booths level 3 (handsets):	10 inmate/20 visitors
Visiting booths level 5 (handsets):	10 inmate/20 visitors
Bonding booth level 1(handsets):	1 inmate/1 visitor

Visiting booth phones will have the ability to record conversations. The current visiting schedule (subject to change) is: Sunday and Saturday – 8:30 A.M. to 10:30 A.M. and Sunday, Monday, Friday and Saturday – 6:00 P.M. to 10:00 P.M.

Any item not specifically mentioned but necessary for the delivery and operation of the proposed system shall be included in this proposal. These specifications and requirements should be in sufficient detail to secure proposals on comparable services.

The requirements listed herein should be met by all offerer's proposals. In instances where the proposal differs from these requirements, offerer shall note the difference and describe in detail how their proposal will meet the County's needs without including this specific requirement.

Failure to meet these requirements may be cause for rejection of the vendor's proposal at the County's discretion.

Smart Communications has Read, Understands and will comply.

A1. Schedule

The estimated schedule for the RFP is as follows:

- Release of RFP: November 20, 2019
- Question deadline: December 13, 2019 at 2:00 P.M.
- Answers to questions: December 30, 2019 at 2:00 P.M.
- RFP response deadline: January 17, 2020 at 2:00 P.M.
- Contract Award: Proposed February 18, 2020 at 9:00 A.M.
- Installation/Cut-Over: Proposed March 2, 2020

Smart Communications has Read, Understands and will comply.

A2. Definitions

For the purpose of this RFP, the terms "Vendor" and "Offerer" refer to the provider of equipment and services. The word "County" will refer to County. The "System" will be referred to as the inmate telephone and/or video visitation system.

Smart Communications has Read, Understands and will comply.

A3. RFP Submissions

Each Vendor must prepare a written response and an electronic response. Mail one (1) hard copy original proposal, mail a second copy and one (1) copy electronically. **These Proposals must be received no later than 2:00 P.M. on January 17, 2020.** Proposal shall be formatted consistent with the specific sections and numbered paragraphs and must respond to each on an individual basis. Failure to address any item shall be interpreted as non-compliance. Vendors must respond to all paragraphs in the order in which they appear in this RFP. A letter of transmittal must be attached to the proposal. Included in the letter shall be a statement that identifies

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all materials and enclosures being forwarded in the proposal, and provides a summary of compliance with Technical Requirements. The letter of transmittal must be signed by the person who is authorized to contractually commit the Vendor's organization.

Proposals not received by 2:00 P.M. on January 17, 2020 will be automatically disqualified from consideration and sent back to the Vendor unopened. Each proposal should have the proposal marked "Inmate Telephone System Request for Proposal, Washington County" on the outside of the package. Original proposal must be clearly marked "ORIGINAL" and contain all original signatures.

Each question in this RFP response should be answered with one of the following answers:

1. Company has Read, Understands, and will comply:
2. Company has Read, Understand, and will partially comply:
3. Company has Read, Understand, will not comply:

Questions should be answered with one of the three responses above, then a short write up on how the vendor meets the requirement of the RFP. Submission of an electronic copy of the proposal without hard copies will not satisfy the submission requirement.

Smart Communications has Read, Understands and will comply.

A4. Demonstrations

Demonstrations are not required, but encouraged. Some vendors have already given demonstrations to Washington County in 2019. Contact Jail Commander Roger Heinen to set up a demonstration.

Smart Communications has Read, Understands and will comply.

A5. Vendor Inquiries

Direct all inquiries regarding this RFP to:
Roger Heinen - Jail Commander
15015 62nd Street North Stillwater, MN 55082
Wrk (651) 430-7606
Fax (651) 430-7903
Roger.heinen@co.washington.mn.us

If additions, deletions, modifications, or clarifications to the RFP become necessary, the changes will be noted by written addendum to the Vendors. Nothing presented orally during Vendor inquiries will modify or alter the specifications.

The Vendor shall identify a contact person who will be responsible for coordinating the efforts and personnel of all parties involved in the response, to include, but not be limited to, oral presentations, demonstrations, site visits and responses to requests for clarification, if any, and must provide the following:

- Name:
- Organization:
- Address:
- Email address:
- (Area Code) Telephone Number

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A6. Basis of Award

The County will review all responses to ensure compliance with the specifications. Vendor may be excluded from further consideration for failure to comply with the specifications of the RFP.

An inmate telephone system is a vital service to the County; the investigative tools, operation efficiencies, and added security are some of the important aspects expected to be derived from this service.

The County prefers a Vendor that develops its own software and builds its own systems because it is advantageous to have a single point of contact. It is our preference to work with a company that is the sole source for engineering, deploying, and maintaining its own solutions.

- Systems would include, but not be limited to, features such as collect and debit calling, specific products or features, in-house product development, staff support, and customer support.
- Describe your system and how it will meet this requirement. A Vendor's ability to provide this type of solution will be viewed favorably. In addition, Vendors must be prepared to demonstrate all features and functions described within this RFP response.

The County expressly reserves the right, in its sole judgment, to accept or reject any or all proposals, with or without cause, modify, alter, waive any technicalities or provisions, or to accept the proposal which is determined to be the best evaluated offer.

The proposal will be evaluated with regards to the following criteria:

- 30% - Commission Rate
- 30% - Vendor experience, commitment to new technology offerings, account support team, financial stability, and current customer references.
- 20% - Demonstrated ability to meet the technical requirements, based upon the RFP responses and performance evaluation.
- 20% - Installation and cutover, maintenance, and training.

Smart Communications has Read, Understands and will comply.

A7. Contract Term

The selected Vendor and County will negotiate a contract that will be for a period of 5 years. At the expiration of this contract, the County will make a new request for proposal. The contract will be from March, 2020 through December 31, 2024.

Smart Communications has Read, Understands and will comply.

A8. Termination

The obligation to provide further service under the terms of the resulting agreement may be terminated by the County upon ninety- (90) days written notice in the event of material breach by the successful Offeror to perform in accordance with the terms hereof, or any contract resulting from this RFP. In the event that the County chooses to discontinue this contract either by termination or not extending the contract, the offerer warrants that it will remove all its equipment from the facilities without charge. Service and equipment will not be removed until another Vendor has been acquired. The removal of equipment and disconnecting of service process will occur during the implementation of the new system with minimal interruption of service to this facility. It will be necessary that the incumbent vendor cooperate with the new vendor during the implementation of the new system.

If either party defaults in the performance of any obligation under this Agreement, then the non- defaulting party shall give the defaulting party written notice of its default setting forth with specificity the nature of the default. If

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the defaulting party fails to cure its default within 30 days after receipt of the notice of default, then the non-defaulting party shall have the right to immediately terminate this Agreement and pursue all other remedies available to the non- defaulting party, either at law or in equity.

Smart Communications has Read, Understands and will comply.

A9. Damage and Repair Liability

The County will have no liability to the Vendor for fraud, theft, and vandalism/damage or loss of the Vendor's equipment inflicted by the inmates or the public. All costs associated with the repair will be the responsibility of the Vendor.

Vendor warrants that all repairs will be made at its expense. Offerer's shall make all reasonable efforts to ensure that the phone system is operational and repaired as quickly as possible.

Smart Communications has Read, Understands and will comply.

A10. Installation/Disconnection

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, install, maintain, and support all equipment, software, systems, backbone, infrastructure, dedicated lines and any other non-County owned item (including but not limited to Wireless Access Points, cabling, switches, firewalls, conduit, etc.) necessary to make this service functional. All modifications/additions to the building structure including but not limited to walls/floors/ceilings/closets/conduit will require prior approval by Washington County. All work including low voltage, must adhere to Washington County standards (network/low voltage included as Addendum xxx.of this RFP) The incumbent vendor will remove all equipment, dialers, and/or dedicated phone lines from the County facilities without charge.

Smart Communications has Read, Understands and will comply.

A11. Current County Inmate Communications System

Securus (Vendor) is currently providing inmate communications service to the County. The current number of inmate telephones and video visitation kiosks is as follows:

- Detention Center = 31 Total Phones;
- Inmate Phones = 31
- Visiting Booths (Recording) = 43
- Video Visitation Kiosks = 0

Smart Communications has Read, Understands and will comply.

A12. Miscellaneous Requirements

The County will not be liable for any of the cost incurred in preparation and presentation of the response. Any materials submitted by the Vendor that is considered confidential in nature must be clearly marked as such.

Smart Communications has Read, Understands and will comply.

A13. INTERPRETATIONS

Any requests for addenda or amendments to, or clarification or modification of, the Request for Proposal (RFP) are to be submitted in writing or email. Any such requests must be received by Jail Administrator Roger Heinen by December 13, 2019 at 2:00 p.m. CDT. Any questions received after this date will not be entertained unless they fall under the Minnesota Data Practices Act. Meetings requested by a Contractor shall not occur after the date for

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questions has expired until after the due date of the bid.

Washington County reserves the right, upon the request of a prospective Contractor or upon its own initiative, to issue addenda to this RFP. In any such case, written addenda will be provided to all Contractors. Any such amendments to the RFP will be made via addenda. Washington County is not bound by any oral interpretations, clarifications, or changes made in the RFP by County employees. Any clarification or change to the RFP must be provided to Contractors in written or email addendum form from Roger Heinen, Jail Administrator who will make a determination and provide a response to each request made by a Contractor pursuant to this procedure. The written response will be faxed, mailed or e-mailed to all prospective Contractors. Any protest alleging improprieties in the solicitation process or in solicitation documents must be filed no later than 7 days prior to the deadline for submittal of bids in order to be considered by Washington County. Any protest based on such grounds filed after that date will not be considered by Washington County. This category of protests includes, but is not limited to, allegations of restrictive or exclusionary specifications, requirements or conditions.

Smart Communications has Read, Understands and will comply.

A14. DESIGNATED CONTACT

The designated Washington County representative for questions pertaining to this Request for Proposal is Jail Administrator Roger Heinen.

Smart Communications has Read, Understands and will comply.

A15. PROPOSAL CONTENT

A completed proposal must contain the following:

Completion and submittal of all technical requirements outlined in the technical conditions.

All proposals must be clearly typed or written with black ink.

Any costs incurred by Contractors responding to this Request for Proposal in anticipation of receiving a contract award will not be reimbursed by Washington County.

Smart Communications has Read, Understands and will comply.

A16. SECURITY DEPOSIT

The County is requiring a security deposit in the amount of \$5,000 on the County provided equipment for the Washington County Jail. The County will pay the average interest rate of certificates of deposit, as published by Wells Fargo Bank, on cash security deposits. The security deposit will be returned to the successful Contractor, less any damages, within thirty (30) days of the contract expiration.

Smart Communications has Read, Understands and will comply.

A17. INSURANCE

A17.01 The Contractor shall purchase, provide and maintain, at its own expense, such insurance as will protect the Contractor and the County under the indemnification provisions herein, from claims set forth below.

A17.02 Proof of such insurance shall be furnished to Washington County **prior to the commencement of any work** and shall be maintained throughout the life of this contract and shall be evidenced by the carriers certificates, filed with the County and it must contain a contractual liability endorsement.

A17.03 The Contractor shall supply the County with a list of subcontractors and shall verify and take

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responsibility for the subcontractor's proof of insurance where applicable. Contractor shall enclose an IRS Form W-9.

Insurance shall be in force the first day of the Contract.

A17.04 Insurance shall not be cancelled, limited in scope of coverage or non-renewed until after thirty (30) days written notice has been given to:

A17.05 It is agreed that any insurance maintained by the County will not contribute with, insurance provided by this policy.

A17.06 The Contractor shall not commence work until the Contractor has obtained required insurance and Contractor where labor and material is involved, filed an acceptable certificate of insurance with the County. All insurance policies shall be open to inspection by the County and copies of policies shall be submitted to the County upon written request. The County is added as an additional insured. The insurance certificate shall specify "Washington County" and the project name, "Inmate Communication Services".

A17.07 COMPREHENSIVE GENERAL LIABILITY

A single or combined limit occurrence based on general liability insurance policy which shall include a broad form comprehensive liability endorsement and a contractual endorsement, which shall include the following coverages at a minimum:

Bodily Injury/Property Damage	<u>\$500,000 per person</u> <u>\$1,500,000 per occurrence</u>
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A17.08 AUTOMOBILE INSURANCE

A single or combined limit auto liability insurance policy for all owned, non- owned and hired vehicles, if any, using the provision of services under this contract, which shall include the following coverages at a minimum:

Bodily Injury/Property Damage	<u>\$500,000 per person</u> <u>\$1,500,000 per occurrence</u>
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A17.09 WORKER'S COMPENSATION AND EMPLOYER'S LIABILITY INSURANCE

Contractor shall procure and maintain a policy that at least meets Minnesota statutory minimum and is covered for work in Minnesota.

A17.10

The above subparagraphs establish minimum insurance requirements, and it is the sole responsibility of the Contractor to purchase and maintain additional insurance that may be necessary in connection with this contract.

A17.11 INSURANCE REQUIREMENTS

The Contractor agrees that in order to protect itself, as well as the County, under the indemnity provisions set forth above, it will at all times during the term of this Agreement, keep in force the following insurance protection in the limits specified:

1. Commercial General Liability/Professional Liability with contractual liability coverage in the amount of the County's tort liability limits set forth in Minnesota Statute 466.04 and as amended from time to time.
2. Automobile coverage in the amount of the County's tort liability limits set forth in Minnesota Statute

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466.04 and as amended from time to time.

3. Worker's Compensation in statutory amount. (If applicable)

Prior to the effective date of this Agreement, the Contractor/Vendor/Consultant will furnish the County with a current and valid proof of insurance certificate indicating insurance coverage in the amounts required by this agreement. This certificate of insurance shall be on file with the County throughout the term of the agreement. As a condition subsequent to this agreement, Contractor/Vendor/Consultant shall insure that the certificate of insurance provided to the County will at all times be current. The parties agree that failure by the Contractor/Vendor/Consultant to maintain a current certificate of insurance with the County shall be a substantial breach of the contract and payments on the contract shall be withheld by the County until a certificate of insurance showing current insurance coverage in amounts required by the contract is provided to the County.

Any policy obtained and maintained under this clause shall provide that it shall not be cancelled, materially changed, or not renewed without thirty days notice thereof to the County.

Smart Communications has Read, Understands and will comply.

A.18 PROPOSAL PACKAGING

Proposals must be submitted in a sealed envelope and shall plainly specify "**INMATE TELEPHONE SERVICES**". If a proposal is received without the proper label and prematurely opened, it will be resealed immediately and considered with the other proposals unless an unfair advantage would result from such action.

Smart Communications has Read, Understands and will comply.

A.19 CONSIDERATION OF PROPOSAL

The County shall have the right to reject any or all proposals and to reject a proposal not accompanied by any required data, or to reject a proposal, which is in any way incomplete or irregular.

The County shall reject all proposals from Contractors where there has been collusion among the Contractors.

In the event there are inconsistencies between the general conditions and other terms or conditions contained herein, the former will take precedence.

Award will be made to the Contractor whose offer provides the greatest value to the County, from the standpoint of meeting specifications and requirements of proposal documents, suitability to purpose, quality, service, previous experience, price, life-cycle cost, ability to deliver, or any other reason deemed by the County to be in its own best interest. Thus, the result will not be determined by price alone. Any final analysis or weighted point score does not imply that one Contractor is superior to another, but simply that in our judgment the Contractor selected appears to offer the best overall solution for our current and anticipated needs. The County shall have the right to waive any informality or irregularity in any proposal received and to advertise for new proposal where the acceptance, rejection, waiving, or re-advertising is determined by the County to be in its own best interest.

The successful Contractor shall comply with all employment laws and regulations regarding safety. The successful Contractor shall ensure all staff is properly trained in safe work practices and procedures.

If subcontractors are necessary to complete any functions of this requirement, the Contractor must list their names and business locations of any proposed subcontractors, with their submitted proposal. Washington County retains the right to review and approve any subcontractors proposed by the Contractor. Any approval of the subcontractor shall not be construed as making Washington County party of such contract, giving the subcontractor privity of contract with Washington County, or subjecting Washington County to liability of any kind to any subcontractor.

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A.20 LATE PROPOSALS

Proposals received after the date, time, and place listed for the opening will be automatically rejected and returned unopened to the Contractor. Washington County Administration will record the date and time proposals are received.

Smart Communications has Read, Understands and will comply.

A.21 MODIFICATION OR WITHDRAWAL OF PROPOSALS

All proposals shall remain open for a period of sixty (60) days following the proposal opening and each Contractor so agrees in submitting a proposal.

Prior to the time and date designated for receipt of proposal, any proposal submitted may be modified or withdrawn by notice to the Purchasing Manager at the place designated for receipt of proposals. Such notice shall be in writing over the signature of the Contractor. Written confirmation over the signature of the Contractor shall be received on or before the date and time set for receipt of proposals, and shall be worded so as not to reveal the amount of the original proposal. However, the original proposal shall not be physically returned to the Contractor until after the proposal opening.

Withdrawn proposals may be resubmitted up to the time designated for the receipt of proposals provided that they are then fully in conformance with these instructions.

Smart Communications has Read, Understands and will comply.

A.22 PROHIBITED INTEREST

No member, officer, or employee of Washington County during their tenure or one (1) year thereafter shall have any interest, direct or indirect, in this bid or proceeds thereof.

Smart Communications has Read, Understands and will comply.

A.23 DATA PRACTICES

All data collected, created, received, maintained, or disseminated for any purpose by the activities of the contractor, because of this agreement shall be governed by the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13 (Act), as amended and the Rules implementing the Act now in force or as amended. The contractor is subject to the requirements of the Act and Rules and must comply with those requirements as if it is a governmental entity. The remedies contained in section 13.08 of the Act shall apply to the contractor.

A.24 INVOICING, DISCOUNTS, TAXES

All invoices and contract-related correspondence shall be sent to:

Jail Administrator Roger Heinen
Washington County Sheriff's Office
15015 62nd Street North,
PO Box 3801
Stillwater, MN 55082-3801

Please include the contract number and purchase order number assigned to this project on all correspondence.

Contractors that offer a payment discount are advised that "days" shall constitute business days. The discount period shall commence on the date the invoice is received by the County. The date of the check shall determine if the County is entitled to the discount.

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Per Minnesota State Statute 471.425 Subd. 4a. the Contractor shall make payment to any subcontractor within ten (10) days of the Contractor's receipt of payment from the Owner

for undisputed services provided by the subcontractor. The Contractor shall pay interest of 1-1/2 percent per month or any part of a month to the subcontractor on any undisputed amount not paid on time to the subcontractor.

Any applicable sales tax shall be included in the bid.

Smart Communications has Read, Understands and will comply.

A.25 NON-ALLOCATION OF FUNDS

Financial obligations of the County payable after the current fiscal year are contingent upon funds for that purpose being appropriated, budgeted, and otherwise made available. Washington County may cancel or reduce the amount of services to be rendered if the County determines that such action is in the County's best interest, or that there will be a lack of funding available for the service. In such event, Washington County will notify the Proposer in writing thirty (30) days in advance of the date such cancellation or reduction is to be effective.

Smart Communications has Read, Understands and will comply.

A.26 CONFLICT OF INTEREST

No employee, officer or agent of Washington County shall participate in the selection, the award, or administration, of the contract if a conflict of interest, real or apparent, would be involved. Such a conflict would arise when one of the following has a financial or other interest in any firm proposing on or selected for the award:

1. The employee, or an officer or agent of the employee;
2. Any member of the employee's immediate family;
3. The employee's business partner; or
4. An organization which employs, or is about to employ, any of the above.

Washington County's officers, employees, or agents shall neither solicit nor accept gratuities, favors, or anything of monetary value from contractors, potential contractors, subcontractors, or other parties to subagreements whereby the intent could reasonably be inferred as influencing the employee in the performance of his or her duties or was intended as a reward for any official act on his or her part.

Smart Communications has Read, Understands and will comply.

A.27 ACCEPTANCE OF RFP TERMS

All terms and conditions contained herein shall become part of any subsequent contract that is awarded from this RFP. A bid submitted in response to the RFP shall constitute a binding offer.

Smart Communications has Read, Understands and will comply.

A.28 MODIFICATIONS TO ANY CONTRACT AWARDED FROM THIS REQUEST FOR PROPOSAL

Oral change orders to the contract will not be permitted. All changes in the contract shall be made by written amendment thereto executed by both parties. The selected Contractor shall be liable for all costs resulting from, and/or for satisfactorily correcting, any change not properly ordered by written modification to the contract and signed by Washington County.

Smart Communications has Read, Understands and will comply.

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A.29 WAIVER OF TERMS AND CONDITIONS

The failure of Washington County or the Contractor to enforce one or more of the terms or conditions of the Contract or to exercise any of its rights or privileges, or the waiver by Washington County of any breach of such terms or conditions, shall not be construed as thereafter waiving any such terms, conditions, rights, or privileges, and the same shall continue and remain in force and effect as if no waiver had occurred.

Smart Communications has Read, Understands and will comply.

A.30 ASSIGNMENT OF CONTRACTUAL RIGHTS

It is agreed that the Contractor will not assign, transfer, convey or otherwise dispose of the contract or its right, title or interest in or to the same, or any part thereof, without previous written consent of Washington County and any sureties.

Smart Communications has Read, Understands and will comply.

A.31 AUDITS, REPORTS, RECORDS AND MONITORING PROCEDURES/RECORDS AVAILABILITY & RETENTIONS

Pursuant to Minn. Stat. section 16C.05 subd. 5, the Contractor will:

- A. Maintain records which reflect all revenues, costs incurred and services provided in the performance of this agreement.
- B. Agree that the County, the State Auditor, or legislative authority, or any of their duly authorized representatives at any time during normal business hours, and as often as they may deem necessary, shall have access to an the right to examine, audit, excerpt, and transcribe any books, documents, papers, records etc., and accounting procedures and practices and involve transactions relating to the agreement. The Contractor agrees to maintain these records for a period of six (6) years from the date of the termination of this agreement.

Smart Communications has Read, Understands and will comply.

A.32 INTERPRETATION, JURISDICTION, AND VENUE

All contractual agreements shall be subject to, governed by, and construed and interpreted solely according to the laws of the State of Minnesota. Any cause of action brought under this Agreement shall be brought in Minnesota District Court with venue in Washington County.

Smart Communications has Read, Understands and will comply.

A.33 SEVERABILITY

To the extent that this contract may be executed and performance of the obligations of the parties may be accomplished within the intent of the contract, the terms of this contract are severable, and should any term or provision hereof be declared invalid or become inoperative for any reason, such invalidity or failure shall not affect the validity of any other term or provision hereof.

Smart Communications has Read, Understands and will comply.

A.34 INDEMNIFICATION

The selected Contractor agrees to protect, defend, indemnify and hold Washington County, its officers, employees and agents, free and harmless from and against any and all losses, penalties, damages, settlements, costs, charges, professional fees or other expenses or liabilities of every kind and character arising out of or relating to any and all

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claims, liens, demands, obligations, actions, proceedings or causes of action of every kind and character (hereinafter collectively "claims") in connection with or arising directly or indirectly out of the contract or the performance hereof by the selected Contractor or any subcontractor. Without limiting the generality of the foregoing, any and all such claims, relating to personal injury, infringement of any patent, trademark, copyright (or application for any thereof) or of any other tangible or intangible personal or property right, or actual or alleged violation of any other tangible or intangible personal or property right, or actual or alleged violation of any applicable statute, ordinance, administrative order, rule or regulation, or decree of any court, shall be included in the indemnity hereunder. Nothing herein the contract is intended to waive any provisions of the Minnesota Statute Chapter 466.

The selected Contractor further agrees to investigate, handle, respond to, provide defense for, and defend any such claims, at its sole expense and agrees to bear all other costs and expenses related thereto, whether or not it is alleged or determined that the selected Contractor was negligent, and without regard to whether such claim is groundless, false, or fraudulent.

Smart Communications has Read, Understands and will comply.

A.35 POSSESSION OF FIREARMS ON COUNTY PREMISES

Unless specifically required by the terms of this contract or the person it is subject to an exception provided by 18 USC§ 926B or 926BC (LEOSA) no provider of services pursuant to this contract or subcontractors shall carry or possess a firearm on county premises or while acting on behalf of Washington County pursuant to the terms of this agreement. Violation of this provision is grounds for immediate suspension or termination of this contract.

Smart Communications has Read, Understands and will comply.

A.36 NON DISCRIMINATION

During the performance of this agreement, the contractor agrees to comply with the nondiscrimination provision set forth in Minnesota Statute 181.59. The Contractor's failure to comply with section 181.59 may result in cancellation or termination of the contract, and all money due or to become due under the contract may be forfeited for a second or any subsequent violation of the terms or conditions of this contract.

Smart Communications has Read, Understands and will comply.

A.37 RECORD DISCLOSURES/MONITORING

Pursuant to Minnesota Statute 16C.05, Subd. 5, the books, records, documents and accounting procedures and practices of the contractor relevant to the contract are subject to examination by the County, and either the legislative auditor or the state auditor, as appropriate. The contractor agrees to maintain these records for a period of three years from the date of termination of this agreement.

Smart Communications has Read, Understands and will comply.

A.38 COMPLIANCE WITH LAW

The contractor shall abide by all federal, state or local laws, statutes, ordinances, rules and regulations now in effect or hereinafter adopted insofar as they relate to the contractor's performance of the provisions of this agreement. Failure to meet the requirements of the above shall be a substantial breach of the agreement and will be cause for cancellation of this contract.

Smart Communications has Read, Understands and will comply.

A.39 INDEPENDENT CONTRACTOR

Parties agree that the vendor is acting as an independent contractor under this agreement.

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Smart Communications has Read, Understands and will comply.

A.40 CONDITION SUBSEQUENT

Language will be included here, if applicable, as advised by the County Attorney's office.

Smart Communications has Read, Understands and will comply.

A.41 SUBCONTRACTING AND ASSIGNMENT

The contractor shall not enter into any subcontract for performance of any services contemplated under this agreement nor novate or assign any interest in the agreement without the prior written approval of the county. Any assignment or novation may be made subject to such conditions and provisions as the county may impose. The contractor is responsible for the performance of all subcontractors.

Smart Communications has Read, Understands and will comply.

A.42 PRISON RAPE ELIMINATION ACT OF 2003

All contract employees must be trained on PREA and comply with all policies and procedures set forth by the Washington County Jail Policies and Procedures.

Smart Communications has Read, Understands and will comply.

A.43 SAFETY

The Contractor must comply with the laws governing employee right to know concerning all materials classified by OSHA as hazardous. All chemicals dispensers/applicators will be clearly marked showing its contents. All MSDS' relating to all chemicals shall be displayed where chemicals are stored. Any chemicals used in Washington County buildings or in the performance of County projects shall have an MSDS which will be given to Building Services. Any spillage of chemicals shall be reported to Building Services.

Drinking of alcoholic beverages, using of controlled substances (drugs) or being under the influence of drugs or alcohol is expressly prohibited. Refrain from smoking of any substance in our about County buildings. Report any problems, breakage, fires etc., immediately to the Jail Sergeant or Jail Administration.

Smart Communications has Read, Understands and will comply.

A.44 DAMAGE BY CONTRACTOR

Any damage to the Owner's property, building or equipment caused by the Contractor will be the Contractor's responsibility to repair or pay for repairs/replacement of damaged items within a reasonable time frame established by the County.

Smart Communications has Read, Understands and will comply.

A.45 BACKGROUND CHECKS

The Contractor shall provide the County a list of all representatives who are providing services in any capacity to the County. The criminal history background check will be conducted by the County through the Minnesota Bureau of Criminal Apprehension at the Contractor's expense. The County shall have the sole right at any time to reject and expel any Contractor's representative who in the County's judgement pose a risk or potential risk to the security or operations of the County, its staff, representatives, operations or to the public.

Smart Communications has Read, Understands and will comply.

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A.46 SERVICES BEYOND THE SCOPE OF THIS CONTRACT

Any additional tasks added to this project must be by written amendment to the contract signed by both parties.

Smart Communications has Read, Understands and will comply.

A.47 LENGTH OF CONTRACT

The Contract shall be in effect for a period of five (5) years from the signing of this agreement. Proposed starting on March 2, 2020 and ending on December 31, 2024.

Smart Communications has Read, Understands and will comply.

A.48 COST AND PAYMENT

- A. The County shall make payment to the Contractor within thirty (30) days of the date on which the invoice is received. If the invoice is incorrect, defective or otherwise improper, the County will notify the Contractor within ten (10) days of receiving the incorrect invoice. Upon receiving the corrected invoice, the County will make payment within thirty (30) days of the corrected invoices.
- B. The Contractor shall email invoices to: Roger.Heinen@co.washington.mn.us.

Smart Communications has Read, Understands and will comply.

A.49 MERGER

It is understood and agreed that the entire agreement of the parties is contained here and that this contract supersedes all oral agreements and negotiations between the parties relating to this matter. All items referred to in this contract are incorporated or attached and deemed part of the contract.

Duly executed, notarized and updated Acknowledgments of both the Principal and Surety and the Surety's Power of Attorney must be attached to the required bond.

Bond amounts shall not exceed the single bond limit for the contractor's bonding company as set forth in the Federal Register current as of the bid date.

Smart Communications has Read, Understands and will comply.

B1. 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 5 years of experience providing inmate communication services to counties of similar size.**

Smart Communications has Read, Understands, and will comply

Smart Communications has been providing communication solutions to correctional facilities since 2009. Smart Communications developed the first two-way inmate electronic communications platform for corrections in 2009 and now offers a whole suite of communications services that include inmate phones, video visitation, postal mail and electronic messaging. All these services are provided over a fully integrated platform with a single sign-on that gives officers access to a full suite of monitoring and investigative tools across all communications platforms.

Starting with one correctional facility in 2009, Smart Communications has client base has grown to over 100 different correctional facilities nationwide, including the Pennsylvania Dept. of Corrections which houses over 50,000 inmates. Smart Communications is also implementing our services into the Federal Bureau of Prisons with over 180,000 inmates.

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

Smart Communications has Read, Understands, and will comply:

Smart Communications is a true technology company dedicated to the mission of improving the inmate communications landscape by providing faster, more affordable and more intelligent solutions. We embarked on this mission in 2009 by inventing SmartInmate™, the world's first two-way electronic messaging system for inmates. We also pioneered the first digital request/grievance/medical form module for corrections with SmartRequest™, as well as implemented the first facility wide digital law library. The same team of innovators, owners and engineers and have been with Smart Communications since day one, working directly with agencies, expanding technology and automated services. Starting with one correctional facility in 2009, Smart Communications has client base has grown to over 100 different correctional facilities nationwide, including the Pennsylvania Dept. of Corrections which houses over 50,000 inmates. Smart Communications is also implementing our services into the Federal Bureau of Prisons with over 180,000 inmates.



In 2018 Smart Communications acquired the first ever and industry leading VoIP call management system specifically designed for corrections. Smart Communications also acquired the executive staff and platform engineers that established this platform in 1986. This existing platform has been fully integrated into the Smart Communications platform, creating the new standard in inmate phone calling platforms. The state-of-the-art

Smart-EVO™ Inmate Telephone System (ITS) is the industries most advanced calling platform, combining a rich history of dependable applications, with new modern-day industry transforming technology. Smart-EVO™ is the future of inmate calling.

Smart-EVO™ ITS web-based platform delivers all these standard features and more:

- Innovative Fraud Prevention & Detection Features
- Advanced Inmate Calling Controls & Investigative Tools
- Reliable System Performance & Superior Call Quality
- Standard & Customizable Call Detail Records Reporting Options
- Rugged, Durable & Tamper-Proof Hardware
- Multiple Bill Payment Options
- No Cost Installation & Training
- 24/7/365 Customer Service & Technical Support

We are the smaller company the billion-dollar companies are constantly trying to keep up with. Multifunctional communication tablet and kiosk technology has been our core expertise for over a decade. Virtually every major technology to enter corrections was started by Smart Communications such as: VoIP Inmate Telephone Systems, Electronic Messaging, Electronic Requests, IP Video Visitation, free Electronic Law Library, MailGuard[®] Postal Elimination System, MailGuardLegal™ and SmartReentry™ monthly video series. Despite good looking marketing materials and massive customer bases, this type of electronic technology is still being experimented with or yet to even be developed by other communication vendors and has long been referred to as "sideline business" to their "core focus". Smart Communications has over a decade of experience in bringing entire correctional agencies completely automated and paperless, at zero cost. This is our core business and we are the best at it.

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

Smart Communications has Read, Understands, and will comply.

Smart Communications is not currently does not currently have any clients in the state of Minnesota.

4. The Vendor must have at least five years of experience providing a secure webbased, hosted inmate communication systems.

Smart Communications has Read, Understands, and will comply:

Smart Communications has been providing secure webbased, hosted inmate communication services to correctional facilities since 2009. Smart Communications developed the first two-way inmate electronic communications platform for corrections in 2009 and now offers a whole suite of communications services that include inmate phones, video visitation, postal mail and electronic messaging. All these services are provided over a fully integrated platform with a single sign-on that gives officers access to a full suite of monitoring and investigative tools across all communications platforms.

Starting with one correctional facility in 2009, Smart Communications has client base has grown to over 100 different correctional facilities nationwide, including the Pennsylvania Dept. of Corrections which houses over 50,000 inmates. Smart Communications is also implementing our services into the Federal Bureau of Prisons with over 180,000 inmates.

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

Smart Communications has Read, Understands, and will comply:

Smart Communications is currently the fastest growing communications company in corrections with a 230% annual growth rate. This explosive growth is driven by working with our correctional facility partners and reinvesting millions of dollars of our revenues to research, develop and introduce other technologies to improve communications, enhance safety and streamline facility operations.

- 1986: Developed the industry's first purpose-built Inmate Phone Control System (IPCS) for BellSouth.
- 1997: Developed patented three-way call detection system, tested independently by major US and Canadian LECs.
- 2000: Introduced the first Voice over Internet Protocol (VoIP) enabled IPCS and hold the earliest patent of this application.
- 2004: Introduced corrections grade voice biometric identification including dedicated Digital Signal Processing (DSP) processing to combat fraud unique to correctional users.
- 2009: Developed SmartInmate™ Electronic Messaging, the first two-way inmate electronic communications platform in corrections.
- 2010: Developed SmartRequest™, the corrections industry's first and most advanced electronic Request/Grievance/Medical system.
- 2015: Developed MailGuard®, corrections first and only patented Postal Mail Elimination system.
- 2015: Introduced SmartVisit local and remote video visitation platform with content filtering.
- 2016: Deployed the SmartEd™ and SmartEntertainment™ bringing free education and low-cost entertainment options to inmates.
- 2018: Developed MailGuardLegal™ patent-pending system for delivering inmate legal mail electronically.
- 2019: Developed SmartReentry™ the corrections industry's first, monthly reentry video broadcast series with local community content tailored to inmates and their local County, agencies, businesses and resources.

Smart Communications has consistently led the industry with technology firsts, starting at its very beginning by designing and building the first purpose-built Inmate Phone Control system for BellSouth. Since then we have continued to evolve technology by defining "state-of-the-art" in inmate phone control and communications systems. Our patented three-way call detection system is still considered the leading solution in the industry, tested independently by major US and Canadian LECs. In the early 2000's, we introduced the first VoIP inmate phone control system and hold the earliest patent of this application. We introduced corrections grade voice biometric identification in 2004 including dedicated DSP processing to combat fraud unique to correctional users. In 2009, we invented electronic messaging for inmates. In 2011, we introduced a true IP based video visitation platform eliminating the complex cabling requirements of legacy video camera systems. In 2015, Smart Communications eliminated corrections longest running problems (contraband in postal mail) with MailGuard® Postal Mail Elimination System.

Smart Communications is a company of innovators personally invested in the technology behind the company. Our team is constantly creating the new technology that other corrections vendors are constantly trying to react to and eventually try and copy. Therefore, virtually every major technology to enter corrections was started by Smart Communications such as: VoIP Inmate Telephone Systems, Electronic Messaging, Electronic Requests, IP Video Visitation, free Electronic Law Library, MailGuard® Postal Elimination System, MailGuardLegal™ and SmartReentry™ monthly video series.

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6. Any materials submitted by the Vendor that is considered confidential in nature must be clearly marked as such. Due to applicable laws and regulations concerning public documents, the County makes no representation that such material will be kept confidential.

Smart Communications has Read, Understands, and will comply:

Any materials submitted by Smart Communications that is considered confidential in nature will be clearly marked as such. Smart Communications understands that due to applicable laws and regulations concerning public documents, the County makes no representation that such material will be kept confidential.

B2. Financial Stability

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

Smart Communications has Read, Understands, and will comply:

Smart Communications has provided the County with financial statements, including statements of operations, balance sheets, and statements of cash flows, for the last two fiscal years. This information is contained in "Attachment B: Confidential Financial Documents."

B3. References

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

Smart Communications has Read, Understands, and will comply:

Facility Name:	Jones County Jail
Average Daily Population (ADP):	120
Address:	Holmes Hawkins Dr. Gray, GA 31032
Contact Person & Title:	Capt. Guy Mosteller
Telephone Number:	478-808-7111
Email Address:	guy@jcsheriff.com
Solution(s) Provided:	Inmate Telephone System with PINS and Video Visitation Services and Kiosks
Dates of Service:	February 2018 - Present

Facility Name:	Colleton County Jail
Average Daily Population (ADP):	96
Address:	22 Klein St. Walterboro, SC 29488
Contact Person & Title:	Capt. Shane Roberts
Telephone Number:	843-217-3743
Email Address:	shane.roberts@colletoncounty.org
Solution(s) Provided:	Inmate Telephone System with PINS, Video Visitation Services, Kiosks and Tablets
Dates of Service:	December 2018 - Present

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Facility Name:	Lee County Jail
Average Daily Population (ADP):	380
Address:	119 Pinewood Rd. Leesburg, GA 31763
Contact Person & Title:	Sheriff Reggie Rachals
Telephone Number:	229-364-7194
Email Address:	rrachals@lee.ga.us
Solution(s) Provided:	Inmate Telephone System with PINs
Dates of Service:	September 2018 - Present

Facility Name:	Worth County Jail
Average Daily Population (ADP):	82
Address:	201 N. Main St. Sylvester, GA 31791
Contact Person & Title:	Capt. Rhonda Carter
Telephone Number:	229-357-0695
Email Address:	rcarter@worthcosheriff.com
Solution(s) Provided:	Inmate Telephone System with PINs, Video Visitation Services, Kiosks and Tablets
Dates of Service:	December 2018 - Present

Facility Name:	Wayne County Correctional Facility
Average Daily Population (ADP):	83
Address:	44 Mid Wayne Dr. Honesdale, PA 18431
Contact Person & Title:	Dep. Warden John Masco
Telephone Number:	570-253-2621
Email Address:	jmasco@wanecountypa.gov
Solution(s) Provided:	Inmate Telephone System with PINs, Video Visitation Services, Digital Requests/Grievances/Medical Forms and Kiosks

B4. New Technology

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

Smart Communications has Read, Understands, and will comply:

The solutions proposed by Smart Communications are inclusive of frequent technology upgrades. The Smart Communications Account Manager assigned will provide the County with notification as soon as new technology upgrades are available to discuss their benefits and implementation.

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

Smart Communications has Read, Understands, and will comply:

Smart Communications currently holds (1) patent and has several additional patents pending.

- MailGuard® Postal Mail Elimination | U.S. Patent # 10,291,617 B2

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- 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.**

Smart Communications has Read, Understands, and will comply:

Smart Communications asserts that to our knowledge the equipment and software proposed does not infringe on any U.S. patent or copyright.

- 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.**

Smart Communications has Read, Understands, and will comply:

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

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

Smart Communications has Read, Understands, and

Smart Communications has demonstrated leadership in the industry delivering new innovative technology and serves to corrections. Millions of dollars are reinvested each year in developing new technology and improving existing products and services.

Recently Smart Communications constructed the nation's only remote inmate postal mail processing center. The MailGuard® processing center is a state-of-the-art 14,000 square foot facility that is biometrically secured with 24/7 video surveillance. The MailGuard® processing facility is equipped with millions of dollars of specially engineered MailGuard® machines and a climate-controlled storage area.

TECHNICAL REQUIREMENTS: INMATE COMMUNICATIONS SERVICE

C1. General Requirements

The Vendor will be responsible for all costs of installation or disconnection throughout the term of the Contract.

Smart Communications has Read, Understands, and will comply:

Smart Communications 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. The incumbent vendor will remove all non-county equipment, dialers and/or dedicated phone lines from the County facilities without charge.

Smart Communications has Read, Understands, and will comply:

Smart Communications will furnish and install equipment, dedicated lines and any other item necessary to make this service functional. Smart Communications will make the arrangements with the incumbent vendor to remove all non-county equipment, dialers and/or dedicated phone lines from the County facilities without charge.

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- 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 cellphones and tablets. This will be provided in a manner that does not allow CJIS users and/or guests to intentionally or inadvertently connect to the Inmate Communications Service at any time (or - in any manner) that is not in compliance with CJIS and BCA data policies.**

Smart Communications has Read, Understand and will Comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) is a state-of-the-art, web-based system designed to provide the Washington County Jail with the essentials in inmate call control. The Smart-EVO™ ITS platform has over 30 years of field experience and deployments in correctional agencies of all sizes both domestically and outside the United States.

The Smart-EVO™ ITS advanced features provide a flexible system for controlling inmate calls, reducing fraud, and providing advanced investigative features and extensive reporting capabilities. The system is designed to adapt to the needs of the Washington County Jail.

The Smart-EVO™ ITS Facility Manager is a customer friendly web-based, menu driven Windows application that will allow the Washington County Jail staff with appropriate privilege and permissions to securely access the Smart-EVO™ ITS. From a single log-in, users can complete all their tasks quickly and easily from any computer, laptop, tablet or smartphone that is connected to the internet, whether they're on location or off-site. The Facility Manager allows for Washington County Jail administrators to assign new users and their permissions. This level of security will have the capability of assigning specific user permissions to each username/password programmed into the system. The system will allow unlimited flexibility allowing each function in the system to be assigned to a specific username and password for different levels of security clearance. Each level can be allowed, not allowed, or allowed access only for a specific schedule of hours of the day and certain days of the week. This functionality is an example of allowing access to an outside agency or for limiting specific Washington County Jail staff access to only hours when they are at work and provide other agencies administrative rights to add and delete personnel that have access to the system instantaneously. All activity on the Facility Manager is logged in the system audit logs. Internet access is secured further by hosting the Facility Manager using secured access HTTPS protocol.

- 2. The system shall allow outgoing calls only.**

Smart Communications has Read, Understands, and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) permits outgoing calls only. It is impossible to place an outgoing call through the Smart-EVO™ ITS because IPVPN circuits are used to connect the facility to the data center so there is no interface/connection to a Plain Old Telephone System (POTS). Furthermore, the inmate telephones to be provided do not feature a call ringer or other way to indicate an incoming call.

- 3. The system shall have the capability to allow for two-way voicemail.**

Smart Communications has Read, Understands, and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will allow for two-way voicemail.

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

Smart Communications has Read, Understands, and will comply:

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The proposed Smart-EVO™ Inmate Telephone System is provided with a Facility Manager application which will allow authorized staff to configure/limit inmate calls by minute increments call duration, location, inmate Account, PIN or by telephone.

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

Smart Communications has Read, Understands, and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will notify the Inmate and called party of any limits in advance of terminating the call.

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

Smart Communications has Read, Understands, and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will offer clear and concise voice prompts in English and Spanish. English will be the default prompt. Inmates will be able to select the desired language via prompts. Voice prompts shall be given in short sentences with meaningful instruction for operation of the system. The propriety voice engine of the Smart-EVO™ ITS provides the ability prompts to be spoken in up to 99 different languages. Languages in addition to English and Spanish may be added at any time at no cost to the facility.

7. **The system must have the ability to integrate with third party vendors to provide the ability to automate the commissary ordering process via telephone.**

Smart Communications has Read, Understands, and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will have the ability to integrate with third party vendors to provide the ability to automate the commissary ordering process via telephone. Smart Communications has a lot of experience with integrating with many commissary providers.

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

Smart Communications has Read, Understands, and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will provide active acceptance by the called party via DTMF of a single key.

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.**

Smart Communications has Read, Understands, and comply:

The process for completing calls that otherwise would be blocked is as follows. The called party will receive the following customized voice prompts:

"We are sorry, but your telephone number cannot receive collect calls from this facility [the inmate and facility name were announced when the called party originally answered] without prior arrangements with the telephone service provider. Please contact Customer Care Center at 888-843-1972 or visit our website at www.SmartInmate.com at your earliest convenience. To repeat this information, press "0"."

With the complimentary call feature enabled, the inmate will be able to stay on the line for a one-time complimentary call with the called party. At the end of the complimentary talk time, the called party will

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receive the following customized voice prompts:

"Your time for this complimentary call is over. Please remember that your telephone number cannot receive collect calls from this facility without prior arrangements with the telephone service provider. Please contact Combined Customer Care at 888-843-1972 or visit our website at www.SmartInmate.com at your earliest convenience. To repeat this information, , press "0"."

The inmate will be disconnected after the complimentary call is over.

If the operator cut through is enabled, the called party will receive the following voice prompts:

"If you would like to speak to a customer care representative now press "8" now".

The inmate will be disconnected after the called party presses "8" on their keypad and the called party will be connected to a customer service representative to set up an account.

- 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.**

Smart Communications has Read, Understands, and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will notify the called party will notify the called party their account balance during the acceptance of the call.

- 11. The stored call recordings should be maintained at the vendors central depository and remain uncompressed until the County's authorized personal requests them to be downloaded.**

Smart Communications has Read, Understands, and will comply:

The stored call recordings of the proposed Smart-EVO™ Inmate Telephone System (ITS) will be maintained at Smart Communications central depository and remain uncompressed until the County's authorized personnel requests them to be downloaded.

- 12. All call recordings shall be stored online and available through the online user interface for 90 days.**

Smart Communications has Read, Understands, and will comply:

All call recordings of the proposed Smart-EVO™ Inmate Telephone System (ITS) will be stored online and available through the Facility Manager online user interface for at least 90 days.

- 13. The system shall be a turnkey telephone system and service.**

Smart Communications has Read, Understands, and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) and service is turnkey.

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

Smart Communications has Read, Understands, and will comply:

Smart Communications is proposing the provision of the Wintel 7010ss Inmate Telephone with the following features:

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- Built-in, user controlled volume “LOUD” button for ADA mandated volume control (user must have control of volume amplification AND volume must reset to normal with hang up to meet ADA requirements).
- Heavy duty 14 gauge brushed stainless steel provides rugged vandal resistant telephone housing designed for inmate use.
- Confidencer Technology: Built into every dial, filters out background noise at the user’s location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear® (DURA) Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hook-switch 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 and IC: 3267A-ITC254.



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

Smart Communications has Read, Understands, and will comply:

The Facility Manager application included with the proposed Smart-EVO™ Inmate Telephone System (ITS) can be utilized on current PCs that are available at the County without the need for additional PCs.

16. **All Vendor equipment shall comply with FCC regulations.**

Smart Communications has Read, Understands, and will comply:

All equipment provided to support the proposed Smart-EVO™ Inmate Telephone System (ITS) will comply with FCC regulations.

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

Smart Communications has Read, Understands, and will comply:

The proposed equipment and Smart-EVO™ Inmate Telephone System (ITS) is scalable and will meet the County’s growing needs.

18. **Vendor equipment shall include backup power in the event of temporary loss of commercial power.**

Smart Communications has Read, Understands, and will comply:

The proposed equipment will include an Uninterruptible Power Supply (UPS) to provide backup power in the event of temporary loss of commercial power.

19. **The system shall be able to configure Tip Lines and or covert numbers for inmates to call and record tips, covert communications and PREA issues to designated staff.**

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Smart Communications has Read, Understands, and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will allow authorized Washington County jail staff to configure Tip Lines and or covert numbers for inmates to call and record tips, covert communications and PREA issues to designated staff.

20. **The system shall be able to enter and configure foreign embassy numbers for inmates to call their consulate.**

Smart Communications has Read, Understands, and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will allow authorized Washington County jail staff to enter and configure foreign embassy numbers for inmates to call their consulate.

21. **The system will allow inmates in pre-booking up to 4-5 minutes free phone time to call family and friends. These phone calls shall be recorded and there will be a way to identify which inmate called a particular phone number.**

Smart Communications has Read, Understands, and will Comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will allow inmates in pre-booking up to 4-5 minutes free phone time to call family and friends. These phone calls will be recorded and there will be a way to identify which inmate called a particular phone number.

C2. Personal Identification Number (PIN)

1. **The system will utilize Personal Identification Numbers (PIN) for the inmates. Describe your system's use of PINs, including Open PIN, Restricted PIN, and Closed PIN.**

Smart Communications has Read, Understands and will comply:

The use of Personal Identification Numbers (PINs) is an integral part of the proposed Smart-EVO™ Inmate Telephone System (ITS). A unique PIN number is assigned to each inmate which links the inmate to a telephone account allowing them to make telephone calls. PINs can be four (4) to ten (10) digits in length and can be assigned at random by the system, created by the County based on their criteria or created and automatically fed into the Smart-EVO™ ITS by a JMS feed.

The Smart-EVO™ ITS has an additional feature for PIN records that, when enabled, will allow the inmate to select his/her own four-digit personal passcode to be input every time they place a call. This four-digit passcode is known as a PIN 2. PIN 2 is designed to provide an additional layer of security to prevent the fraudulent use of another inmate's PIN to place calls. The Smart-EVO™ ITS prevents the same PIN from being used by multiple inmates at the same time.

The Smart-EVO™ ITS will prevent the use or entering of any duplicate PINs. This is accomplished by the inherent security of the Smart-EVO™ ITS architecture that uses real-time cross reference checking of all active PINs previously in use for the facility. This will prevent the import or entry of any PIN number that is already functioning in the system.

The inmates PIN must be keyed in by the inmate at the beginning of each telephone call. The PIN identifies the inmate making the call, allowing investigators to track calls made by the inmate. The PIN is created at the time of booking and is disabled at the time of discharge. All PINs are logged for the purpose of tracking, regardless of whether a call was monitored or recorded.

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The County can choose one of the following three primary modes of PIN operation to a single phone or group of phones in a facility:

1. **Open PIN:** An "Open PIN" is one that has no inmate-specific calling restrictions. Calls made by an inmate with an "Open PIN" are regulated only by global restrictions that apply to all inmate calls (e.g. blocked numbers, maximum call duration, etc...). For example, an "Open PIN" allows the inmate to call any number other than those globally blocked for all inmates. In this case, the PIN serves to identify the inmate caller for investigative and other purposes.
2. **Restricted PIN:** A "Restricted PIN" is one to which inmate-specific restrictions have been assigned. Personal restrictions that can be assigned include; but are not limited to personal allowed numbers (PANs) and personal blocked numbers. At the County's discretion, an inmate's personal restrictions may over-ride certain global restrictions.
3. **Closed PIN:** A "Closed PIN" is one that is suspended or deactivated for disciplinary or other reasons. The "PIN Lock-Out" feature of the Smart-EVO™ ITS is used to block the inmate's ability to make calls for a specified period of time, after which the system automatically reactivates the PIN. During the lock-out period, the system will not process a call attempt initiated with the suspended PIN. A deactivated PIN will remain deactivated until the assigned reactivation date comes or by manually by an authorized staff member.

The Smart-EVO™ ITS provides one of the most flexible suites of interfaces to facilitate integration with third party systems such as JMS, OMS and inmate trust applications. With support for real-time modern SOAP and Restful Web Services, legacy flat file support including data translation and mapping tools and over 30 years of experience, nearly any integration can be achieved by our Network Operations Center (NOC) team. The Smart-EVO™ ITS can be interfaced at multiple points in your daily workflow and allow automatic updates of the following:

- Automatic PIN Phone account creation during the booking process
- PIN Enable and Disable for release to court or other temporary inmate transfers
- Automatic housing relocation tracking
- Instant PIN Phone account deposits and credits

2. **The system will have the capability to automatically create PINs without burdening facility staff.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will have the capability to automatically create PINs without burdening facility staff.

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

Smart Communications has Read, Understands and will comply:

The Smart-EVO™ ITS will prevent assignment of duplicate PINS and will not allow a PIN to be used by two inmates at the same time. This is accomplished by the inherent security of the Smart-EVO™ ITS architecture that uses real-time cross reference checking of all active PINS previously in use for the facility. This will prevent the import or entry of any PIN number that is already functioning in the system.

The inmates PIN must be keyed in by the inmate at the beginning of each telephone call. The PIN identifies the inmate making the call, allowing investigators to track calls made by the inmate. The PIN is created at the time

of booking and is disabled at the time of discharge. All PINs are logged for the purpose of tracking, regardless of whether a call was monitored or recorded.

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

Smart Communications has Read, Understands and will comply:

Smart-EVO™ Inmate Telephone System (ITS) platform allows for PIN digits to be between 4 to 10 characters.

C3. Fraud Management

1. **The system shall be 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.**

Smart Communications has Read, Understands and will comply:

Smart Communications patented 3-Way Call Detection System is a highly-effective fraud deterrent. The system is integrated within the Smart-EVO™ Inmate Telephone System (ITS) platform without requiring any additional hardware or software systems. Our 3-Way Call Detection System is unique in its ability to dynamically adapt to each phone call based on the complete end-to-end network conditions. This is a vast improvement over traditional simple threshold silence detection techniques.

Highly Accurate 3-Way Call Detection:

The patented detection algorithms are completely developed and maintained by in-house digital signal processing engineers. As 3-Way Calling does not utilize a dedicated network signaling protocol, any detection system is forced to make the decision to act based on the information which can be observed on the live call in progress. The algorithms in the Smart-EVO™ ITS are carefully tuned to perform to the level of aggressiveness desired for the facility to provide a good balance between detecting true 3-way calls versus false-detecting other call activities.

Additionally, Smart Communications 3-Way Call Detection System has specific features designed to detect true 3-way call attempts, as opposed to common occurrences such as placing a phone down on the table or covering the phone mouthpiece. Our system can also be further tuned to adapt its performance based on geographic destinations or even specific called numbers and exchanges.

A common problem with all 3-Way Call Detection Systems is falsely identifying legitimate calls as 3-Way attempts. This is a large problem with simpler silence detection solutions. Smart Communication's 3-Way Detection algorithm is specifically designed to avoid these problems by dynamically adapting at the start of each call, and even during the ongoing call, by learning more about the characteristics of the telephone circuit in use. By adapting on the fly, our system can learn the difference between a true "on-hold" event versus a simple quiet conversation period.

Operation:

The 3-Way Call Detection feature initially analyzes the existing line conditions and uses it as a baseline for the remainder of the call. The Smart-EVO™ ITS monitors the call for conditions that indicate that the called party has activated a 3-Way Call or placed the call on hold. When a possible 3-Way Call attempt has been detected, the Smart-EVO™ ITS performs the action as programmed by the system administrator. Also, a record of the event is stored with the call detail record. After the call is complete, the 3-Way Call Detection System resets itself and waits for the next call to begin.

Fully Digital Signal Processing (DSP):

The Smart-EVO™ ITS uses an all-digital processing system to analyze the characteristics and performance of each telephone call. Each port in the system provides a dedicated Digital Signal Processing (DSP) resource.

Dynamic Calibration:

At the start of each call, the system adapts the 3-Way Call process parameters based on the actual line and call conditions. Internally, the system has over 18 soft parameters that provide a fine level of precision to the call detection system.

Remote Configuration and Adjustment:

Most installations can make use of the factory settings, which are the result of extensive field trials and analysis. If necessary, these the parameters can be remotely adjusted to obtain optimum system performance.

Multiple Detection Options:

Upon detection of a 3-Way Call attempt, the system provides the following options to control how the system reacts to the event:

- Disconnect the call
- Play a single prompt
- Begin playing a prompt at random intervals during the call
- Take no external action and store the details in the call detail database
- System makes an entry when the 3-Way Call is attempted

Enable or Disable Detection:

Each call processed by the Smart-EVO™ ITS can be classified and tagged to enable or disable 3-Way Call Detection. This feature makes it possible to disable 3-Way Detection for calls to valid individuals, such as lawyers or public defenders, and enable it for calls to other numbers.

Record and Store Detection Details for Each Call:

The Smart-EVO™ ITS creates a Call Detail Record for each call. This record includes a field that indicates whether the system detected a 3-Way Call attempt. System administrators can retrieve information about 3-Way Call attempts through the call detail reporting feature.

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

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will prevent the inmate from obtaining a second dial tone, or "chain dialing." The Smart-EVO™ ITS requires that an inmate must hang up the telephone handset before dialing a new number.

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

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will prevent the inmate or called party from dialing extra digits after the call is accepted unless to authorized destinations.

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

Smart Communications has Read, Understands and will comply:

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The proposed Smart-EVO™ Inmate Telephone System (ITS) can be set to allow extra digits to specified dialed numbers by the facility. Authorized facility staff enter the allowed number into the system configured to allow extra digits be dialed.

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

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will be able to remotely monitor inmate calls and be able to transfer calls in progress to investigators. All calls that are not protected by attorney/client privilege taking place on Smart-EVO™ ITS can be monitored by staff and/or investigators in real-time. Calls are monitored through the secure, web-based Smart-EVO™ ITS Facility Manager. As the Smart-EVO™ ITS Facility Manager is web-based, it can be accessed on any computer or smart device that has Internet connection from anywhere (no additional hardware or software is required). When a user that has been assigned the appropriate permissions logs into the Smart-EVO™ ITS Facility Manager, they are able to view all calls in progress and select the call they wish to monitor. There is no indication when a call has been selected to be monitored, therefore the inmate and called party are never able to determine if their call is being monitored or not. The Smart-EVO™ ITS live call monitoring also supports call "watches." When inmate placed on the call "watch" list makes a call, the Smart-EVO™ ITS immediately sends an alert to investigative staff. Upon receipt of the alert, investigative staff may login to the Smart-EVO™ ITS Facility Manager to monitor the call as well as dispatch staff to the inmate telephone station's location to positively identify the caller.

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

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) provides pre-recorded announcement to the called party clearly identifying the inmate and the name of the facility. The prompt provided when a called party answers a call is as follows:

"You have a collect call from {inmate prerecorded name}, an inmate in the Washington County Jail". If you accept this call, any attempt to use 3-way or call waiting will automatically disconnect the call. This call is also subject to being recorded or monitored, except for privileged communications between attorney and client."

If the call is placed to a known attorney and recording is not permitted on the call, the prompt provided when a called party answers a call is as follows:

"You have a collect call from {inmate prerecorded name}, an inmate in the Washington County Jail". If you accept this call, any attempt to use 3-way or call waiting will automatically disconnect the call. This is a privileged call and will not be monitored or recorded."

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

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) can be configured to play prompts randomly or at configurable timed intervals throughout the call.

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

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) is a built for purpose digital switching platform. The value here is that all aspects of the Smart-EVO™ ITS have been designed for the purpose of providing secured inmate calling services and features to help prevent fraudulent activities. The Smart-EVO™ ITS is not a Private Branch eXchange (PBX), other type of telephone system or soft switch that needs to be tweaked into providing inmate phone calls.

The Smart-EVO™ ITS limits the inmate to one call per connection. There is no direct access to Public Switched Telephone Network (PSTN) dial tone. Attempts to gain a second dial tone are not allowed as the inmate device does not have a direct path to the PSTN. Once the hook switch is depressed the Smart-EVO™ ITS terminates the call. When the hook switch is released a new call within the Smart-EVO™ ITS begins; with all of the Smart-EVO™ ITS security and billing in place to manage the new call. Chain dialing is not supported on the Smart-EVO™ ITS or inmate stations.

The Smart-EVO™ ITS is provisioned with enough resources to perform full time DTMF digit detection on every active call. Any dialed DTMF digits are detected and if not permitted result in the call being terminated. The Smart-EVO™ ITS provides very flexible control over the use of extra digits during a call including whether detection is enabled, which digits are permitted to be dialed and which digits will cause an immediate termination of the call.

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

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) provides full control of blocked number lists whether the number is blocked for the inmate PIN, specific phones or system wide. Numbers can be blocked either by the Called Party, the Customer Care Center or by authorized County staff. Before the called party accepts a call, they have an option to block further calls from the facility by dialing "7." Authorized County staff can manage blocked numbers via the Smart-EVO™ ITS Facility Manager "Restrict/Allow" page. Smart Communications Customer Care Representatives can also block or unblock a number on behalf of the County or customer.

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

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will provide the ability to approve and disapprove specific phone numbers by telephone.

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

Smart Communications has Read, Understands and will comply:

Before a called party accepts a call placed through the proposed Smart-EVO™ Inmate Telephone System (ITS), they have an option to block further calls from the facility. The called party will hear a voice prompt that states:

"Please select from the following options:

1. If you wish to accept this call, dial "1" now.
2. To reject this call, dial "2" now.
3. To block your number from further calls from this inmate, dial "7" or dial "9" to reach customer service now."

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If the called party selects "9," they are put in touch with a live, customer service representative who can block their number.

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

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) provides the ability to suspend an inmate privileges from placing a call and set a beginning and end without the need to manually re-enable/reinstate privileges via the Facility Manager application.

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

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will recognize if it is an inmate's first time using the system and will prompt the inmate to record their name. The inmate name recording will be used for the current and future calls. This "one-time name recording" feature prevents inmates from leaving cryptic messages to a called party.

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

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will provide a real time validation of calls that are forwarded.

15. **The system must have the capability to move an inmate or group of inmates from one facility to another without the need to re-enter information.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will have the capability to move an inmate or group of inmates from one facility to another without the need to re-enter information.

16. **The system must allow department personnel to assign surveillance alerts by individual inmate PIN or dialed number. These alerts should include, but not be limited to, the following features:**

- a. Alert to an investigator's 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 barge-in and talk capabilities and return back to listen only mode.
- e. Allow investigators to assign and enter a PIN when alert call is received.
- f. Allow the ability to hide the alert from other authorized users that have access to the system.
- g. Allow investigators to enter optional e-mail address to receive notification of calls by inmates and to dialed numbers that are under surveillance.
- h. Allow investigators to enter optional cell phone number to receive text notification of calls by inmates and to dialed numbers that are under surveillance.

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) Live Monitoring application permits administrators to configure multiple criteria to trigger remote calls to an investigator or investigators. The Live Monitoring

application can perform notifications in real time including email, text, or calling remote phone numbers to provide call monitoring. Remote calls do not interfere with on-site live monitoring on local PCs. Multiple individuals can monitor the same call both locally and remotely. Calls placed to a remote number are secured with a personal PIN that must be entered to permit call playback. A unique feature of the Smart-EVO™ ITS Live Monitoring application is its ability to buffer the call audio. This permits the investigator to choose to listen to the call that is in progress in real-time or to listen from the call start. Investigators can pause and replay the call while the call is still active. Administrators can disconnect a call that is in progress if necessary. Because of the unique capabilities of the Smart-EVO™ ITS Live Monitoring remote call feature, the remote call monitor does not need to be dialed until the call is accepted to prevent being bothered by busy signals or unanswered calls. Once accepted the call is forwarded live and the administrator can still listen to the call from the start.

17. **The system must provide the ability for investigators to attach case-notes to a call and view it from a report such as a call detail report.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) Investigate Interface provides a secure interface/platform between a correctional facility and external law enforcement agencies. The Smart-EVO™ ITS Investigate Interface solution is designed to aid facility staff and investigators with the task of tracking and managing assets for specific incidents or individuals.

The Smart-EVO™ ITS Investigate Interface allows for the creation of new “cases” by system administrators. Once a case is created, users can publish various digital, text searchable case-note assets to the case such as:

- Call Detail Records
- Call Recordings
- Voicemail Messages
- Electronic & Scanned Paper Documents
- Text Data Entries and More

To help keep confidential case information safe, the Smart-EVO™ ITS Investigate Interface also provides investigators with the ability to choose who can access the information stored in case files. Case files marked as “private” are only accessible to the investigator. Case files marked as “shared” are only accessible to select, user-defined facility staff. Case files marked as “public” are accessible to any facility staff member with domain access.

18. **The system shall allow investigators to share notes about a call or keep them private if they choose and use text entries, such as a case number or a specific gang affiliation in the case- notes as the search criteria to retrieve specific case-notes with the associated call detail record as well as providing the ability to do a full text search against the notes attached to the call.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) Investigate Interface allow investigators to share notes about a call or keep them private. Investigators also have the ability to use text entries, such as a case number or a specific gang affiliation in the case-notes as the search criteria to retrieve specific case-notes with the associated call detail record as well as providing the ability to do a full text search against the notes attached to the call.

19. **The system must protect the recording from being purged when the client storage policy expires by allowing the investigators or other authorized staff to extend the expiration date of the associated call or download.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will protect the recording from being purged when the client storage policy expires by allowing the investigators or other authorized staff to extend the expiration date of the associated call or download.

- 20. **The system must have the capability to download a call directly from the call detail report as well as allowing authorized staff to copy multiple calls to a folder for download at a later time with the option to e-mail a link to calls resident in the folder.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) allows investigators to download calls directly from the call detail report as well allow authorized staff to copy multiple calls to a folder for download at a later time with the option to e-mail a link to calls resident in the folder.

- 21. **The system must support unlimited recording folders per user. The recording folders must allow recordings to be downloaded in the recording's native format as well as .WAV and .MP3 formats. The recording folders must allow recordings to be downloaded as a compressed file.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will support unlimited recording folders per user. The recording folders will allow recordings to be downloaded in the recording's native format as well as .WAV and .MP3 formats. The recording folders will allow recordings to be downloaded as a compressed file.

C4. Additional Investigative Software

- 1. **Please list and describe additional investigative tools available with the system.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) Investigate Interface provides a secure interface between the corrections facility and external law enforcement agencies. The Investigate Interface solution is designed to aid facility staff with the task of tracking and managing assets for specific incidents or individuals. The Investigate Interface platform allows for the creation of new "cases" by system administrators.

Once a case is created, users can publish various digital case-note assets to the case. Assets include call detail records, call recordings, voicemail messages, electronic documents, scanned paper documents, images, text data entries, and more. The system allows county staff to share the digital case-note assets with investigators to track important details and information. Staff can do a text search of all case-note assets. All assets are accessible from a standard web browser.

Investigators can choose who can access the information stored in case files. It can be private, shared or public. Private allows only the investigator to see the information. Shared allows anyone within the facility to access and read the information, and public would allow any facility within the domain to have access.

- 2. **Vendor investigative software must be wholly owned by the provider and not provided through the use of a contractor or vendor. This is to ensure quality and ongoing commitment of development as technology progresses.**

Smart Communications has Read, Understands and will comply:

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All Smart Communications investigative software is wholly owned by Smart Communications and is not provided through a contractor. Smart Communications investigative software is developed in-house by a team of highly experienced engineers.

- 3. The investigative software must be completely integrated and accessed from the calling platform and not require the export and import of inmate call records, inmate account information, or called party billing name and address information related with the County. Please describe your solution and related features.**

Smart Communications has Read, Understands and will comply

Smart Communications investigative software is completely integrated and accessed from the Smart-EVO™ Inmate Telephone System (ITS) platform and does not require the export and import of inmate call records, inmate account information, or called party billing name and address information related with the County.

- 4. The investigative software must provide facilities with the option to be a part of a community based information sharing platform, allowing data sharing amongst other facilities within this shared community. This shared data is incorporated from all facilities who opt in to a data sharing service including state run facilities, counties, and small jails. Please describe your solution and related features.**

Smart Communications has Read, Understands and will comply:

Smart Communications investigative software will provide facilities with the option to be a part of a community based information sharing platform, allowing data sharing amongst other facilities within this shared community.

- 5. The investigative software must be able to provide a way to import phone call records and stored contact data. Please describe your solution and related features.**

Smart Communications has Read, Understands and will not comply:

Smart Communications does not currently support this feature.

- 6. The investigative software must be able to provide a way to import data from cell phones, including contacts, emails, text messages, call records, and pictures. Please describe your solution and related features.**

Smart Communications has Read, Understands and will not comply:

Smart Communications does not currently support this feature.

- 7. The investigative software must be able to analyze data between multiple correctional facilities, so as not to limit the investigation to only the County. Please describe your solution and related features.**

Smart Communications has Read, Understands and will comply:

Smart Communications investigative software allows investigators to analyze data between multiple correctional facilities, so as not to limit the investigation to only the County.

- 8. The investigative software must be able to notify investigators when information is found related to any report or analysis previously configured. Please describe your solution and related features.**

Smart Communications has Read, Understands and will comply:

Smart Communications investigative software allows system is able to notify investigators when information is found related to any report or analysis previously configured.

9. **The investigative software must provide investigators with the ability to share information with other investigators. Please describe your solution and related features.**

Smart Communications has Read, Understands and will comply:

Smart Communications investigative software allows who Investigators to choose who can access the information stored in case files. It can be private, shared or public. Private allows only the investigator to see the information. Shared allows anyone within the facility to access and read the information, and public would allow any facility within the domain to have access.

10. **The investigative software must be able to allow investigators to schedule reports and analysis. Please describe your solution and related features.**

Smart Communications has Read, Understands and will comply:

Smart Communications investigative software allows who Investigators to schedule reports and analysis.

11. **The investigative software must be able to identify an inmate's closest associates (Inner Circle)**

Smart Communications has Read, Understands and will comply:

Smart Communications investigative software is able to able to identify an inmate's closest associates.

12. **The system must identify called party billing name and address and include these called parties as entities in the investigation software. Please describe your solution, related features, and how many billing name and addresses are in your system today.**

Smart Communications has Read, Understands and will comply:

Smart Communications investigative software is able to identify called party billing name and address and include these called parties as entities in the investigation software.

13. **The investigative software must be able to provide communication activity reporting. Please describe your solution and related features.**

Smart Communications has Read, Understands and will comply:

Smart Communications investigative software provides provide communication activity reporting.

14. **The investigative software must be able to provide calling frequency and statistics. Please describe your solution and related features.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) Frequently Dialed Numbers reports provides a list of phone numbers called over a period of time based on a threshold. Displays phone number, total minutes, number of attempts, connected, accepted and denied. From this list there is a link to see the actual call detail records and pin numbers who called.

15. **The investigative software must be able to provide an inmate's contact listing. Please describe your**

solution and related features.

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) provides inmate contact lists based on preconfigured permitted paths of communications or from communications history when open phone calling is permitted.

16. **The investigative software must be able to provide a contact listing for called party information. Please describe your solution and related features.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) provides called party contact lists based on preconfigured permitted paths of communications or from communications history when open phone calling is permitted.

17. **The investigative software must be able to provide a way to import cell tower information obtained from public phone companies such as AT&T and Verizon. Please describe your solution and related features.**

Smart Communications has Read, Understands and will not comply:

Obtaining real time location data for cell phones requires data feeds from third party companies. Due to recent law suits and actions performed by some vendors in our industry the mobile carriers have terminated this flow of data until the pending legal issues and a review of necessary legislation changes is completed. At this time this capability cannot be legally offered. Once the results of the pending legal issues have been resolved and if mobile carriers are able to source this data again Smart Communications will consider providing these features.

18. **The investigative software must be able to provide analysis based on sequence dialing. Please describe your solution and related features.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) Facility Manager allows authorized County staff to analyze all data in readable form. The Call Detail Records (CDRs) search page provides an extensive set of parameters to use to locate and filter the exact types of data you require. Search criteria can be saved and recalled at a later time to facilitate repetitive tasks or investigations.

19. **The investigative software must be able to provide analysis based on pattern dialing. Please describe your solution and related features.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) Facility Manager allows authorized County staff to analyze all data in readable form. The Call Detail Records (CDRs) search page provides an extensive set of parameters to use to locate and filter the exact types of data you require. Search criteria can be saved and recalled at a later time to facilitate repetitive tasks or investigations.

20. **The investigative software must be able to provide analysis based on chain dialing. Please describe your solution and related features.**

Smart Communications has Read, Understands and will comply:

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The proposed Smart-EVO™ Inmate Telephone System (ITS) Facility Manager allows authorized County staff to analyze all data in readable form. The Call Detail Records (CDRs) search page provides an extensive set of parameters to use to locate and filter the exact types of data you require. Search criteria can be saved and recalled at a later time to facilitate repetitive tasks or investigations.

21. **The investigative software must be able to identify gaps in inmate calling behaviors, which may be used to identify the possible existence of a contraband cell phone. Please describe your solution and related features.**

Smart Communications has Read, Understands and will comply:

Smart Communications Investigative software includes a robust set of intelligent investigative tools which collect information from the various platforms such as visitation, phone calls, electronic messages, postal mail, and funds deposits and provide insight into common paths of communications between inmates and the public. The system provides insight into the various associations and linkages often related to fraudulent activities.

22. **The investigative software must be able to identify concurrent phone usage. Please describe your solution and related features.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) Facility Manager allows authorized County staff to analyze all data in readable form. The Call Detail Records (CDRs) search page provides an extensive set of parameters to use to locate and filter the exact types of data you require. Search criteria can be saved and recalled at a later time to facilitate repetitive tasks or investigations.

23. **The investigative software must be able to identify common contacts between inmates. Please describe your solution and related features.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) incorporates a real time investigative system that implements POLE analysis across all forms of system activity including phone calls, visitations, messaging, and money deposits and purchases. The system will automatically trace common paths and close associates using background processes running in the center of our network.

24. **The investigative software must be able to identify linkages between multiple parties, whether those parties are inmates or constituents. Please describe your solution and related features.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) incorporates a real time investigative system that implements POLE analysis across all forms of system activity including phone calls, visitations, messaging, and money deposits and purchases. The system will automatically trace common paths and close associates using background processes running in the center of our network.

25. **The investigative software must be able to show calling activity on an easy to view timeline. Please describe your solution and related features.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) is able to show calling activity on an easy to view timeline.

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26. **The investigative software shall not only be able to accommodate investigating inmates, but also called parties and organizations. Please describe your solution and related features.**

Smart Communications has Read, Understands and will comply:

Smart Communications investigative tools comprise both exploratory investigations performed by staff looking for specific information as well as several automated routine processes running in real time in parallel with our operating infrastructure. The background processes in our Live Monitor Service are continually matching phone calls, messaging, postal mail, visitation, and other transactions against several pre-defined watch criteria such as calls to or from lists of known gang members or accomplices. Complex criteria can be created to trigger watches which can notify staff members in real time using text messages, email, or remote phone notifications. A deeper set of tools is constantly updated with information used to uncover unwanted communications either direct or indirect through paths that are not evidently visible at the surface.

27. **The investigative software must be able to display information on an interactive map that allows investigators to add or remove information from the map as it may suite their investigation. Please describe your solution and related features.**

Smart Communications has Read, Understands and will comply:

Smart Communications investigative software can to display information on an interactive map that allows investigators to add or remove information from the map as it may suite their investigation.

28. **The investigative software must be able to identify timeline changes in associates (Inner Circle Delta)**

Smart Communications has Read, Understands and will comply:

Smart Communications investigative software is able to able to identify timeline changes in associates.

29. **The investigative software must be able to identify changes in inmate contacts or dialed numbers (contact swap)**

Smart Communications has Read, Understands and will comply:

Smart Communications investigative software is able to identify changes in inmate contacts or dialed numbers.

30. **The investigative software must be able to identify complex connections between inmates with multiple degrees of separation (two entity linkage analysis)**

Smart Communications has Read, Understands and will comply:

Smart Communications investigative software is able to identify complex connections between inmates with multiple degrees of separation.

31. **The investigative software must be able to create manual associations/linkages which can be analyzed in conjunction with prison communication record**

Smart Communications has Read, Understands and will comply:

Smart Communications investigative software can create manual associations/linkages which can be analyzed in conjunction with prison communication records.

32. **The investigative software must provide all of the reports below for one or more facilities.**

Smart Communications has Read, Understands and will comply:

Smart Communications investigative software can be configured to provides reports below for one or more facilities.

C5. Communication Behavior Reports

- 1. Communication Activity - Search within subscriptions, mail covers, and tracking numbers to identify every known subscriber and communication for a set of subscriptions.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) has a feature to search within subscriptions, mail covers, and tracking numbers to identify every known subscriber and communication for a set of subscriptions.

- 2. Frequency and Statistics - Generate a statistical analysis of how frequently communication with each contact of a given set of target subscriptions occur. Multiple targets/subscriptions selected will be treated as the same target for analysis.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) has a feature to generate a statistical analysis of how frequently communication with each contact of a given set of target subscriptions occur. Multiple targets/subscriptions selected will be treated as the same target for analysis.

- 3. Contact Listing - Generate a list of all subscriptions and subscribers either contacted by or in the phone book of the selected target(s).**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) has a feature to generate a list of all subscriptions and subscribers either contacted by or in the phone book of the selected target(s).

- 4. Communication Listing - Provide export a CSV of every communication involving a set of selected targets or between two sets of selected targets.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) can provide CSV export of every communication involving a set of selected targets or between two sets of selected targets.

C6. Organization Analysis

- 1. Inner Circle Identification - Identify the most important set of interrelated contacts for a selected target based on repeated calling patterns. Contacts who are not involved in patterns of communicating will be filtered out providing a set of contacts who are likely working together.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) can identify the most important set of interrelated contacts for a selected target based on repeated calling patterns. Contacts who are not involved in patterns of communicating will be filtered out providing a set of contacts who are likely working together.

2. **Inner Circle Delta - Identify changes to a selected target's inner circle of associates over a designated time span. This report compares the set of contacts in a target's inner circle from the first selected date range to inner circle contacts in the second selected date range. Select a subscription or subscriptions for a single target subject or organization.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) can identify changes to a selected target's inner circle of associates over a designated time span. This report compares the set of contacts in a target's inner circle from the first selected date range to inner circle contacts in the second selected date range. Select a subscription or subscriptions for a single target subject or organization.

3. **Who's the Boss - Identify the targets most likely to be the leader of an organization based on chains of communication that take place across all selected targets.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) can identify the targets most likely to be the leader of an organization based on chains of communication that take place across all selected targets.

4. **Sequence Analysis - Identify communications for a selected target that occurs in sequence and may be related due to the short time between ending communication with one contact and starting communication with another. The sequence can contain many communications as long as the time between each contact is within the specified time span.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) can identify communications for a selected target that occurs in sequence and may be related due to the short time between ending communication with one contact and starting communication with another. The sequence can contain many communications as long as the time between each contact is within the specified time span.

5. **Pattern Analysis - Identify communication sequences that occur multiple times for a selected target. Generate a timeline distribution of the sequences and a conspiracy analysis.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) can identify communication sequences that occur multiple times for a selected target. Generate a timeline distribution of the sequences and a conspiracy analysis.

6. **Chain Analysis - Identify chains of communication that start with a call to or from the selected set of targets. Communication chains consist of the set of communications that result from a target calling contact 1 who then calls contact 2, and then contact 2 calls contact 3 and so on within a specified time between calls. The chain can start with either a selected target or the contact of an incoming call to a selected target.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) can identify chains of communication that start with a call to or from the selected set of targets. Communication chains consist of the set of communications that result from a target calling contact 1 who then calls contact 2, and then contact 2 calls contact 3 and so on within a specified time between calls. The chain can start with either a selected target or the contact of an incoming call to a selected target.

C7. Subscription Usage Analysis Reports

1. **Hole Detection - Identify holes or gaps in communication activity that is greater than a specified minimum time span for a selected target.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) can identify holes or gaps in communication activity that is greater than a specified minimum time span for a selected target.

2. **Concurrent Phone Usage - Identify when a set of selected subscriptions are being used simultaneously.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) can identify when a set of selected subscriptions are being used simultaneously.

3. **Contact Swap - Identify subscriptions that may be changing hands between multiple users by identifying sets of contacts that are exclusive to certain periods of time.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) can identify subscriptions that may be changing hands between multiple users by identifying sets of contacts that are exclusive to certain periods of time.

C8. Common Communication Reports

1. **Common Contact - Identify contacts that are common to any two selected targets or groups of selected targets.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) can identify contacts that are common to any two selected targets or groups of selected targets.

2. **Concurrent Common Contact - Identify possible 3-way calls by finding concurrent calls to common contacts of two targets or groups of targets.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) can identify possible 3-way calls by finding concurrent calls to common contacts of two targets or groups of targets.

C9. Linkage Reports

1. **Entity Linkage - Generate a graphical linkage chart that shows the known connections to a selected set of targets. Connection types are configurable and can consist of communications, mail covers, associations, phone book records, etc.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) can generate a graphical linkage chart that shows the known connections to a selected set of targets. Connection types are configurable and can consist of communications, mail covers, associations, phone book records, etc.

2. **Two Entity Linkage - Generate a graphical linkage chart that shows the known connections between two sets of selected targets. Connection types are configurable and can consist of communications, mail covers, associations, phone book records, etc.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) can generate a graphical linkage chart that shows the known connections between two sets of selected targets. Connection types are configurable and can consist of communications, mail covers, associations, phone book records, etc.

3. **Interconnected Entity Linkage - Generate a graphical linkage chart that shows the known connections between two sets of selected targets. Connection types are configurable and can consist of communications, mail covers, associations, phone book records, etc.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) can generate a graphical linkage chart that shows the known connections between two sets of selected targets. Connection types are configurable and can consist of communications, mail covers, associations, phone book records, etc.

4. **Intercommunication - Identify all communications between targets in the selected group of targets.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) can identify all communications between targets in the selected group of targets.

5. **Device Activity – provide inmate relationship details for cellular devices as it pertains to inmates who are high probability users of an cellular device, have relationships with the number of a cellular device and inmate relationships with contacts found within the cellular device.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) can provide inmate relationship details for cellular devices as it pertains to inmates who are high probability users of an cellular device, have relationships with the number of a cellular device and inmate relationships with contacts found within the cellular device.

C10. Timeline Reports

1. **Timeline - Generate a graphical timeline for the selected set of targets containing all related events with a date such as communications, mail covers, associations, etc.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) can generate a graphical timeline for the selected set of targets containing all related events with a date such as communications, mail covers, associations, etc.

C11. Correlation Reports

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1. **Cross Site Analysis - Identify common subscriptions involved in both a selected target case and every available case or a second set of selected cases.**

Smart Communications has Read, Understands and will comply:

Smart Communications investigative software will identify common subscriptions involved in both a selected target case and every available case or a second set of selected cases.

2. **The investigative software must allow users to schedule reports on a consistent basis as well as provide a proactive email notification of events.**

Smart Communications has Read, Understands and will comply:

Smart Communications investigative software will allow users to schedule reports on a consistent basis as well as provide a proactive email notification of events.

3. **The investigative software must analyze all types of communication records including inmate calls, text messages, public phone, e-mail, and any other forms of communication.**

Smart Communications has Read, Understands and will comply:

Smart Communications investigative software will analyze all types of communication records including inmate calls, text messages, public phone, e-mail, and any other forms of communication.

4. **The investigative software must provide the user a way to group items of interest for review and analysis.**

Smart Communications has Read, Understands and will comply:

Smart Communications investigative software provides the user a way to group items of interest for review and analysis.

5. **The investigative software must allow for users to create a secure data environment for importing or adding external data during an investigation.**

Smart Communications has Read, Understands and will comply:

Smart Communications investigative software allows for users to create a secure data environment for importing or adding external data during an investigation.

6. **The investigative software must allow for the ability to add custom events beyond communication activities to any investigation (i.e., detailed surrounding, criminal activity, etc.).**

Smart Communications has Read, Understands and will comply:

Smart Communications investigative software allows for the ability to add custom events beyond communication activities to any investigation.

7. **The investigative software must utilize and integrate with Location Based Services.**

Smart Communications has Read, Understands and will not comply:

Smart Communications currently does not support Location Based Services at this time, but will provide this technology if and when applicable laws change allowing location information from cell phone carriers.

8. **The proposed system must have the capability to identify the geographical location of the called party when an inmate calls a cell phone.**

Smart Communications has Read, Understands and will not comply:

Smart Communications currently does not support Location Based Services at this time, but will provide this technology if and when applicable laws change allowing location information from cell phone carriers.

9. **The proposed system must have the capability to identify the geographical location of cell phones at both the time of call acceptance and call termination.**

Smart Communications has Read, Understands and will not comply:

Smart Communications currently does not support Location Based Services at this time, but will provide this technology if and when applicable laws change allowing location information from cell phone carriers.

10. **The proposed system must have the capability to display calls to cell phones on a map, showing their geographical location at the time of the call.**

Smart Communications has Read, Understands and will not comply:

Smart Communications currently does not support Location Based Services at this time, but will provide this technology if and when applicable laws change allowing location information from cell phone carriers.

11. **The proposed system must have the capability to display multiple calls to cell phones on a map, showing their geographical location at the time of the call.**

Smart Communications has Read, Understands and will not comply:

Smart Communications currently does not support Location Based Services at this time, but will provide this technology if and when applicable laws change allowing location information from cell phone carriers.

12. **The proposed system must allow authorized corrections staff and law enforcement the ability to identify geographical locations of interest and build a virtual fence surrounding a geographical location. These are referred to as a "geo-fence."**

Smart Communications has Read, Understands and will not comply:

Smart Communications currently does not support Location Based Services at this time, but will provide this technology if and when applicable laws change allowing location information from cell phone carriers.

13. **The proposed system must allow authorized corrections staff and law enforcement the ability to create an unlimited number of geo-fences.**

Smart Communications has Read, Understands and will not comply:

Smart Communications currently does not support Location Based Services at this time, but will provide this technology if and when applicable laws change allowing location information from cell phone carriers.

14. **The proposed system must allow for geo-fences to have set periods of time when they are active and will be allowed to expire after the defined term.**

Smart Communications has Read, Understands and will not comply:

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Smart Communications currently does not support Location Based Services at this time, but will provide this technology if and when applicable laws change allowing location information from cell phone carriers.

15. **The proposed system must allow for geo-fences to be shared with other authorized users or kept private to the user who created it.**

Smart Communications has Read, Understands and will not comply:

Smart Communications currently does not support Location Based Services at this time, but will provide this technology if and when applicable laws change allowing location information from cell phone carriers.

16. **When creating a geo-fence, the proposed system must allow the authorized**
- user the ability to enter and define the following information:**
 - Provide a description**
 - Create by address**
 - Create by clicking on an interactive map**
 - Specify radius in miles or kilometers**
 - Automatically pinpoint and get location on a visual map**
 - Allow geo-fences to be inactivated**
 - Allow users to share geo-fences or keep them private**
 - Allow notes to be added to a geo-fence**
 - Show a detailed history of changes made to a geo-fence**
 - Allow alerts to be configured when inmates place a phone call to someone located within the geo-fence**

Smart Communications has Read, Understands and will not comply:

Smart Communications currently does not support Location Based Services at this time, but will provide this technology if and when applicable laws change allowing location information from cell phone carriers.

17. **The proposed system must allow the export geo-fences into Excel, PDF, and CSV format at a minimum.**

Smart Communications has Read, Understands and will not comply:

Smart Communications currently does not support Location Based Services at this time, but will provide this technology if and when applicable laws change allowing location information from cell phone carriers.

18. **The proposed system must allow for the ability to search for geo-fences.**

Smart Communications has Read, Understands and will not comply:

Smart Communications currently does not support Location Based Services at this time, but will provide this technology if and when applicable laws change allowing location information from cell phone carriers.

19. **The proposed system must provide a report of all geo-fences and provide the following details on the report at a minimum.**
- Description - this is the Description given to the geo-fence when created**
 - Status -Active or Inactive**
 - Radius - this this is the distance from center of geo-fence to the edge of the fence.**
 - Created By - this is the user id that created the geo-fence**
 - Time Remaining - this is the time remaining before the Geo-fence expires**
 - Last Modified By - this is the user id of the person who last updated the geo-fence**

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- g. Last Modified Date - this is the date/time that was last updated
- h. Shared - yes or no

Smart Communications has Read, Understands and will not comply:

Smart Communications currently does not support Location Based Services at this time, but will provide this technology if and when applicable laws change allowing location information from cell phone carriers.

20. **The proposed system must provide real time alerts and notifications of termination location within a geo-fence, with the following specific requirements at a minimum.**
- a. Send an alert for any call that is placed into a geo-fence.
 - b. Send an alert when specific inmates place calls to cell phones located inside a geo-fence.
 - c. Send an alert when a specific phone number is terminating into a geo-fence.
 - d. Send an alert when a specific phone is used to place a call into a geo-fence.

Smart Communications has Read, Understands and will not comply:

Smart Communications currently does not support Location Based Services at this time, but will provide this technology if and when applicable laws change allowing location information from cell phone carriers.

21. **The proposed system must provide the ability for authorized users to get the location of a cell phone number on demand and in real-time.**

Smart Communications has Read, Understands and will not comply:

Smart Communications currently does not support Location Based Services at this time, but will provide this technology if and when applicable laws change allowing location information from cell phone carriers.

22. **The proposed system must provide a way for authorized users to upload a warrant or court order document when searching for a phone number location on demand.**

Smart Communications has Read, Understands and will not comply:

Smart Communications currently does not support Location Based Services at this time, but will provide this technology if and when applicable laws change allowing location information from cell phone carriers.

23. **On demand coordinates must perform a real-time dip at the time of the request and must not use cached data.**

Smart Communications has Read, Understands and will not comply:

Smart Communications currently does not support Location Based Services at this time, but will provide this technology if and when applicable laws change allowing location information from cell phone carriers.

24. **On demand location coordinates must not be stored in the ITS.**

Smart Communications has Read, Understands and will not comply:

Smart Communications currently does not support Location Based Services at this time, but will provide this technology if and when applicable laws change allowing location information from cell phone carriers.

25. **The proposed system must offer an alternative to GPS coordinates when identifying the location of a phone number, as GPS requires cell phones to allow location tracking. The proposed solution must work even when the device has location tracking disabled.**

Smart Communications has Read, Understands and will not comply:

Smart Communications currently does not support Location Based Services at this time, but will provide this technology if and when applicable laws change allowing location information from cell phone carriers.

26. The proposed system must have the flexibility to enable or disable location tracking by call type, such as:

- a. Collect
- b. Advance Connect
- c. Debit
- d. Direct Bill
- e. Prepaid Card
- f. Free calls
- g. International Collect

Smart Communications has Read, Understands and will not comply:

Smart Communications currently does not support Location Based Services at this time, but will provide this technology if and when applicable laws change allowing location information from cell phone carriers.

27. The proposed solution must provide the flexibility to use approved terms and conditions language when authorized users gain access to this technology.

Smart Communications has Read, Understands and will not comply:

Smart Communications currently does not support Location Based Services at this time, but will provide this technology if and when applicable laws change allowing location information from cell phone carriers.

28. The proposed system must capture and store user information when they acknowledge the terms and conditions of this service.

Smart Communications has Read, Understands and will not comply:

Smart Communications currently does not support Location Based Services at this time, but will provide this technology if and when applicable laws change allowing location information from cell phone carriers.

C12. Call Monitoring & Recording

1. The system shall maintain all call recordings centrally on secure vendor-provided SAN storage technology and not use tape drives for storage of call recordings.

Smart Communications has Read, Understands, and will comply:

All call records and recordings of the proposed Smart-EVO™ Inmate Telephone System (ITS) will be stored and backed-up on redundant Storage Area Networks (SAN) located in our data centers in Philadelphia, PA and Tampa, FL. The SAN solution delivers a redundant scalable solution for system storage requirements. These storage systems can scale dynamically with no limitation on total capacity. Our software systems do not impose a limit on the number of inmate records or call retail records which can be stored. Smart Communications will provide enough storage for all call recordings for the full duration of the contract. All call recordings and call detail records will remain online and immediately available. Backups can be fully automated and scheduled daily during off-peak hours.

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.

Smart Communications has Read, Understands, and will comply:

The stored call recordings through the proposed Smart-EVO™ Inmate Telephone System (ITS) will be maintained at Smart Communications central depository and remain uncompressed until the County's authorized personnel request them to be downloaded.

3. All call recordings shall be stored online and available through the online user interface for 90 days.

Smart Communications has Read, Understands, and will comply:

All call recordings through the proposed Smart-EVO™ Inmate Telephone System (ITS) will be stored online and available through Smart Communications Facility Manager online user interface for at least 90 days.

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

Smart Communications has Read, Understands, and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will provide authorized facility personnel to search call recordings by the dialed number, date, time, inmate account (aka PIN), site name and more.

From the Smart-EVO™ ITS Facility Manager authorized County staff using the "Call Search" screen can search for call recordings using multiple search criterion such as: dialed number, date, time, inmate account or site name.

**SMART-EVO™ ITS FACILITY MANAGER
 CALL SEARCH MENU SCREEN**

Call Search Help Special Reports

Saved Search Criteria

Call From: Any
 Booking Free (570)253-1026
 Medical (570)253-1024
 Pod A-1 (570)253-1012
ctrl + click for multiple selections

Called Number:

Inmate Number: Name:

Card ID: Doc ID:

Completed Call: (Check this to select terminate types that are valid completed calls.)

Terminate Type: Any
 Account Balance is Insufficient
 Already Enrolled
 Answered by Answering Machine
 Answered by Modern
 Blocked
 Blocked - Max Call Attempts
 Blocked - Max Call Completes
 Busy Signal
 Call Not Terminated
ctrl + click for multiple selections

Blocking: Any
 Admin Block
 Call Treatment Not Allowed
 Call Type Blocked
 Called Number Blocked
 Called Number Disabled
 Called Number In Use
 Called Number Max Reg
 Called Number Not Found
 Called Number Time Restricted
ctrl + click for multiple selections

Call Type:

Recording: Recorded Calls

Fraud Detection: Calls with PFE Detection Calls with Extra Digit Dialing

Date Range From: (mm/dd/yyyy) To: (mm/dd/yyyy)

Start Time Range From: (hh:mm:ss) To: (hh:mm:ss)

Call Duration Range From: min To: min

Save Criteria Clear Reset Search

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

Smart Communications has Read, Understands, and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will provide authorized facility personnel with the ability to simultaneously live monitor conversations while the system is recording. Live monitoring does not interfere with the recording of any call that is in progress by the dialed number, date, time, inmate account (aka PIN), site name and more.

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

Smart Communications has Read, Understands, and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will provide facility personnel with the ability to monitor, disconnect, and/or barge into a live call.

7. **The system must have the ability to have a selectable scan of all live calls in progress - The scanning feature must have the ability enter a configurable time frequency in which the system will play active calls and rotate through active calls for the set amount of time for each call.**

Smart Communications has Read, Understands, and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) live monitoring application can scan all live calls in process and can configure the time frequency in which system will play active calls and rotate through active calls for the set amount of time for each call.

8. **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.**

Smart Communications has Read, Understands, and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) live monitor application can provide call history through live monitoring to allow personnel to see recent activity for phone numbers and phones without navigating away from live monitoring.

9. **The call detail reporting module shall provide quick link access to billing name and address (BNA) when BNA is available.**

Smart Communications has Read, Understands, and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) provide access to billing name and address (BNA) when BNA is available.

C13. Call Acceptance

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

Smart Communications has Read, Understands, and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will not allow communication with the called party until the call has been accepted.

2. **The system shall detect the difference between an accepted call, and an answering machine, busy**

signal, and other telephone activity. Please describe.

Smart Communications has Read, Understands, and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) uses positive answer detection to determine if a call is answered and requires positive call acceptance for a call to be connected. The Smart-EVO™ ITS will detect answering machine, busy signals and other network conditions including ring-no-answer conditions. The Smart-EVO™ ITS call detail records will indicate these conditions if the call did not go through to provide accurate information on each call attempt.

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

Smart Communications has Read, Understands, and will comply:

When the called party answers a call placed through the proposed Smart-EVO™ Inmate Telephone System (ITS), they will receive an automated message prior to call acceptance providing the them with their PrePaid account balance and an option to obtain call rate information.

The automated operator will announce, "To obtain the rate information for this call, dial 3 now". If the called party dials "3", the caller will be quoted the per-minute cost of the call. The rate quote is as follows:

"The cost for this call will be {x} dollars and {xx} cents for the first {y} minutes and {x} dollars and {xx} cents for each additional {y} minutes."

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

Smart Communications has Read, Understands, and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) requires the called party to actively accept the call. Designated numbers can be enabled to automatically accept call when answered.

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

Smart Communications has Read, Understands, and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) does not begin billing until the call has been positively accepted. All Smart-EVO™ ITS calls are billed by the minute. The initial billing period and each additional billing increment is one minute. Call time billing minutes are rounded up to the nearest minute.

C14. System Security

- 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 inmate.**

Smart Communications has Read, Understands, and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) Facility Manager provides 24-hour scheduling for each phone in the system. Schedules are for each of the seven days of the week plus holidays. Phones will automatically go in and out of service (shut-off) when configured and will automatically adjust the duration of new calls relative to when the phone goes out of service. Inmates are notified of the permitted duration before placing a call to indicate the pending out of service period.

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Call durations can be set by inmate PIN, a specific telephone or a group of telephones. Call durations are set independently for weekdays, weekends and holidays and can be adjusted for local, long distance and international calls. Inmate phone schedules will be designated by the County.

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.**

Smart Communications has Read, Understands, and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) Facility Manager provides administrators with the appropriate permissions to a schedule override task function. This function allows the administrator to enable/disable an individual phone, group of phones or all phones in the facility. When a phone is disabled any calls in progress are terminated immediately. Call detail records will indicate the call was terminated to the phone being disabled. The user audit log will indicate the user that performed the action and which phones were modified.

3. **The system shall be password protected to permit only authorized facility personnel access to the system.**

Smart Communications has Read, Understands, and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) is password protected to permit only appropriate facility personnel access to the system. The Smart-EVO™ ITS Facility Manager application is used to assign the following permission levels to facility personnel access to the system: Staff, Staff Administrator, Investigator and Administrator.

4. **The system must have the capability to enable and disable any inmate device and/or phone at the facility from any secured internet capable computer.**

Smart Communications has Read, Understands, and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will provide the ability to enable and disable any phone at the facility from any secured Internet enabled computer via the Facility Manager application.

5. **The system must allow officers to check-in from any telephone. Each officer should be provided a unique PIN, as well as a personalized mailbox to record an observation during duty rounds.**

Smart Communications has Read, Understands, and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) has a feature called Guard PINs that allow officers to check in from any inmate telephone. Officers are each provided a unique PIN and include a personalized mailbox to record an observation during duty rounds.

6. **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.**

Smart Communications has Read, Understands, and will...:

The proposed Smart-EVO™ Inmate Telephone System (ITS) Facility manager is configured to provide restrictive access by public and private IP address so that personnel logging in from an IP address not assigned will not be allowed to access the system remotely.

C15. Automated Information Services (AIS)

- 1. System must be successfully deployed and operating in more than 25 sites.**

Smart Communications has Read, Understands, and will partially comply:

The Automated Information Services (AIS) of the proposed Smart-EVO™ Inmate Telephone System (ITS) is deployed in less than 25 sites.

- 2. System must be bilingual for non-English speaking Constituents.**

Smart Communications has Read, Understands, and will comply:

The Automated Information Services (AIS) of the proposed Smart-EVO™ Inmate Telephone System (ITS) is bi-lingual for non-English speaking Constituents.

- 3. System must use Voice Recognition and Response for interactions.**

Smart Communications has Read, Understands, and will comply:

The Automated Information Services (AIS) of the proposed Smart-EVO™ Inmate Telephone System (ITS) use Voice Recognition and Response for interactions.

- 4. System must offer inmate-facing applications which provide the distribution of inmate- related information, which includes but is not limited to charges, court dates, and bonds.**

Smart Communications has Read, Understands, and will comply:

The Automated Information Services (AIS) of the proposed Smart-EVO™ Inmate Telephone System (ITS) offer inmate-facing applications which provide the distribution of inmate- related information, which includes inmate charges, inmate court dates, visitation eligibility, and bond amount.

- 5. System must offer a constituent-facing application, which provides distribution of inmate and general facility information, such as court dates, charges, and bonds, in addition to facility info, visitation policies, etc.**

Smart Communications has Read, Understands, and will comply:

The Automated Information Services (AIS) of the proposed Smart-EVO™ Inmate Telephone System (ITS) provides a constituent-facing application, which provides distribution of inmate and general facility information, that include the following: facility address and direction, visitation policies, inmate charges, inmate court dates, inmate visitation eligibility, and inmate bond amount.

- 6. System must allow Constituents to fund phone service and trust fund accounts with an automatic notification to the inmate or inmate application.**

Smart Communications has Read, Understands, and will comply:

The Automated Information Services (AIS) of the proposed Smart-EVO™ Inmate Telephone System (ITS) allow Constituents to fund phone service and trust fund accounts with an automatic notification to the inmate or inmate application.

- 7. System must have the ability to customize settings based on Facility and Constituent needs.**

Smart Communications has Read, Understands, and will comply:

The Automated Information Services (AIS) of the proposed Smart-EVO™ Inmate Telephone System (ITS) is customizable based on Facility and Constituent needs.

C16. Inmate Electronic Mail

1. **Vendors system is proprietary and managed within the organization.**

Smart Communications has Read, Understands, and will comply:

Smart Communications proposed SmartInmate™ Electronic Messaging System is proprietary and is managed within our organization.

2. **Vendors system must allow Constituents to search for inmates using first name or last name**

Smart Communications has Read, Understands, and will comply:

The proposed SmartInmate™ Electronic Messaging System allow Constituents to search for inmates using first name or last name.

3. **Vendors system must allow Constituents to send messages with a maximum length of 6,000 characters**

Smart Communications has Read, Understands, and will comply:

The proposed SmartInmate™ Electronic Messaging System will configured to allow Constituents to send messages with a maximum length of 6,000 characters. The SmartInmate™ system can be configured to send messages with up 30,000 characters.

4. **Vendors system must be configurable to allow Constituents to upload their own photo image**

Smart Communications has Read, Understands, and will comply:

The proposed SmartInmate™ Electronic Messaging System is configurable to allow Constituents to upload their own photo image.

5. **Vendors system must be configurable to allow Constituents to choose from a library of pre-approved photo images.**

Smart Communications has Read, Understands, and will comply:

The proposed SmartInmate™ Electronic Messaging System is configurable to allow Constituents to upload their own photo image.

- a. **Vendors system must allow approved Facility staff to upload additional pictures to the pre-approved photo image library.**

Smart Communications has Read, Understands, and will not comply:

The proposed SmartInmate™ Electronic Messaging System does not have a pre-approved library for users to select from, so no library for staff to upload to.

6. **Vendors system must provide two separate word watch lists that distinguish between high security concern and medium security concern.**

Smart Communications has Read, Understands, and will comply:

The proposed SmartInmate™ Electronic Messaging System platform provides different options for handling each keyword such as “flag” or “quarantine” which allows different keywords to be handled differently as needed.

- a. **Vendors system must allow approved Facility staff to upload additional words to either of the two separate word watch lists**

Smart Communications has Read, Understands, and will comply:

The proposed SmartInmate™ Electronic Messaging System allows Facility staff to manage keywords through the web-based management console any time without having to contact Smart Communications.

- b. **Inappropriate words that are found within a message, based on the two separate word watch lists, must be color coded, highlighted, and capitalized for easy visibility**

Smart Communications has Read, Understands, and will comply:

The proposed SmartInmate™ Electronic Messaging keyword system will highlight keywords in yellow and attach a note to the message as to which keywords are found. We do not capitalize the keywords to retain the original presentation in the message (capitalizing words would be altering message contents).

- 7. **Vendors system must translate no less than five (5) languages into English and Spanish for Facility review.**

Smart Communications has Read, Understands, and will comply:

The proposed SmartInmate™ Electronic Messaging System will run each message through an automated translation engine which will determine the language of origin and translate it into English on-demand.

- a. **Vendor’s system must have the capability to translate multiple languages within an email into one single language**

Smart Communications has Read, Understands, and will comply:

The proposed SmartInmate™ Electronic Messaging System has the capability to translate multiple languages within an email into one single language

- 8. **Vendor’s system must provide proactive notification back to constituents when messages are approved/rejected.**

Smart Communications has Read, Understands, and will comply:

The proposed SmartInmate™ Electronic Messaging System will provide proactive notification back to constituents when messages approved/rejected.

- a. **Vendors system must allow approved Facility users to modify approval/reject reasons**

Smart Communications has Read, Understands, and will comply:

The proposed SmartInmate™ Electronic Messaging System allow approved Facility users to modify approval/reject reasons.

9. **Vendors system must provide a web based interface for Facility staff and Constituents to send messages and manage the system.**

Smart Communications has Read, Understands, and will comply:

The proposed SmartInmate™ Electronic Messaging System will provide a web-based interface for Facility staff and Constituents to send messages and manage the system.

10. **Vendors system must send text message notifications to Facility staff when new messages are received.**

Smart Communications has Read, Understands, and will comply:

The proposed SmartInmate™ Electronic Messaging System notification system can notify individuals by email when specific keywords are identified. Email to text addresses provided by most carriers can satisfy the need to receive text messages (e.g. "5551234567@vtext.com" for Verizon phone numbers).

11. **Vendors system must provide storage of all messages, including pictures, for the duration of the contract.**

Smart Communications has Read, Understands, and will comply:

Smart Communications will provide storage for SmartInmate™ Electronic Messages, including pictures, for the duration of the contract.

12. **Vendors system must provide a graphical reporting dashboard that shows activity within the system (messages received, messages approved, messages rejected, messages pending, etc.).**

Smart Communications has Read, Understands, and will comply:

The proposed SmartInmate™ Electronic Messaging provide a graphical reporting dashboard that shows activity within the system.

13. **System must allow for two-way voicemail communication between friends and family and inmates.**

Smart Communications has Read, Understands, and will partially comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) provides one-way voicemail communications between friends and family and inmates.

C17. Reports

1. **The reports to the County will contain a variety of call information to suit the County's needs.**

Smart Communications has Read, Understands and will comply.

The Smart-EVO™ Inmate Telephone (ITS) Facility Manager allows authorized staff to generate a wide variety of statistical reports in real-time. These reports provide staff and investigators with a valuable tool to more efficiently manage their communications program, assist with investigations and help promote a safer facility and community.

The Smart-EVO™ ITS Facility Manager provides many built-in standard reports for regular use. In addition, there is an extensive Call Detail Record Search and Analysis tool providing virtually unlimited customized reports. Furthermore, many of the Facility Manager pages offer local exporting of the data for that page.

Standard Reports offer various user selectable parameters such as date ranges, single or all pins and filtering as appropriate to each specific report. Standard reports can be downloaded in various formats including Excel, PDF, CSV, HTML, and RTF.

|Standard Reports & Features:

- **Call Summary Report:** Reports the number of calls based upon call type. *NOTE: Report can be filtered/sorted based upon date.*
- **Call Summary by Phone:** Reports the number of calls based upon call type per phone.
- **Phone Number Search:** Allows user to determine if a phone number is contained in the Global List and/or any inmate PIN phone list.
- **PIN Balance Snapshot:** Reports inmate's PIN balance at the time report was generated. *NOTE: Report can be sorted by PIN or Name.*
- **PIN Balance Report:** Reports inmate's PIN balances for a specified time period. *NOTE: Report displays starting balance and ending balance for time period specified.*
- **PINs of Special Interest:** Reports PINs that are on a user defined facility watch list.
- **Phone Usage Statistics:** Reports the number of minutes a phone was used for a specified time period. *NOTE: Report includes number of call attempts, connections acceptance and denials.*
- **PIN Debit Transaction Report:** Reports any PIN debit transactions for an inmate for a specified time period. *NOTE: Report can include credits/debits, call detail records and message fees. Report may be sorted by date or transaction type.*
- **PIN Debit History Report:** Reports any PIN debit transactions for an inmate for a specified time period. *NOTE: Report may not be sorted by date or transaction type.*
- **Prepaid Collect (PPC) Report:** Reports all transactions for a PPC number for a specified time period. *NOTE: Report can include call and fees.*
- **PIN Debit Sub Ledger Report:** Reports PIN debit transactions by payment type for a specified time period. *NOTE: Report can include debit and credit transaction types.*
- **Subsidized Calls Report:** Reports all subsidized (alternate billing) numbers, including: total calls, total charges, time last of call and owner phone number information (if configured).
- **Frequently Dialed Numbers:** Reports a list of phone numbers called over specified period based on a threshold. *NOTE: Report displays phone number, total minutes, number of attempts, connected, accepted and denied. There is a link on this report to allow user to access actual call detail records and pin numbers of who called.*
- **Multiple PIN Search:** Reports a list of phone numbers that multiple PIN numbers have called over a specified time period based on a threshold. *NOTE: There is a link on this report to allow user to access actual call detail records and PIN numbers of who called.*
- **Hot Number Call Detail Records:** Reports call detail records for all phone numbers called that contained on hot number/special interest watch list.

|Call Detail Records & Customized Reports:

The Smart-EVO™ Inmate Telephone System (ITS) The Call Detail Records (CDRs) search page provides an extensive set of parameters to allow users to locate and filter specific data types. Search criteria can be saved and recalled which is beneficial for repetitive tasks or ongoing investigations.

The search can be filtered by the following:

- Facility (for Multi-facility domains)
- One or More Originating Inmate Phones
- Called Number/Multiple Called Numbers (can be entered along with wild card matches)

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- Inmate Number (PIN), Inmate Name or DOC Number
- Completed Calls Only
- Specific Call Terminations or Blocking Codes
- Call Type: Collect, Prepaid Collect, PIN Debit, Visitation Phone, Free, etc...
- Recorded Calls Only
- Calls with Three Way Call Attempts Detected
- Calls with Extra DTMF Dialing Detected
- Date Range
- Time Range
- Call Duration

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 Inmate Report**
 - e. Call Volume by Phone Report**

Smart Communications has Read, Understands and will comply.

The proposed Smart-EVO™ Inmate Telephone System (ITS) provides web accessible real-time and historical reports which include, but are not limited to: Call Activity, Frequently Dialed Numbers, 3-Way Call Attempts, Dialed Number by More Than One Inmate and Call Volume by Phone.

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 inmate**

Smart Communications has Read, Understands and will comply.

The proposed Smart-EVO™ Inmate Telephone System (ITS) provides other detailed reports include, but are not limited to: Phone Location of Originating Call, Time of Cal, Telephone Number Called, Most Frequently Called Numbers, Length of Call, Identify Numbers Called from a Specific Telephone and Identify Telephone Numbers Called by a Specific Inmate.

4. **Vendor shall attach samples of their reports.**

Smart Communications has Read, Understands and will comply.

For sample reports, please refer to "**Attachment B: Smart-EVO™ Inmate Telephone System (ITS) Sample Reports.**"

5. **The system shall have the ability to export reports in Excel, Adobe, and comma separated formats.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will have the ability to export reports in Excel, Adobe, and comma separated formats.

6. **Vendor shall provide a secure access to all reports and calling activity within the facility via the internet/web.**

Smart Communications has Read, Understands and will comply:

Secure access to all reports and calling activity relating to the proposed Smart-EVO™ Inmate Telephone System (ITS) within the facility via the Facility Manager internet/web application.

C18. Complimentary Equipment Considerations

1. **The system shall be a turnkey telephone system and service.**

Smart Communications has Read, Understands and will comply:

This is a duplicate question/requirement, for our detailed response please refer to *“Technical Requirements Inmate Communications Services, Section C1; question/requirement #13”*.

2. **The Vendor shall provide non-coin, inmate telephones composed of durable equipment suitable for jail environments.**

Smart Communications has Read, Understands and will comply:

This is a duplicate question/requirement, for our detailed response please refer to *“Technical Requirements Inmate Communications Services, Section C1; question/requirement #14”*.

3. **The system must be able to utilize current PCs that are available at the County without the need for additional PCs. Please provide a diagram of connectivity to system and applications.**

Smart Communications has Read, Understands and will comply:

This is a duplicate question/requirement, for our detailed response please refer to *“Technical Requirements Inmate Communications Services, Section C1; question/requirement #15”*.

4. **All Vendor equipment shall comply with FCC regulations.**

Smart Communications has Read, Understands and will comply:

This is a duplicate question/requirement, for our detailed response please refer to *“Technical Requirements Inmate Communications Services, Section C1; question/requirement #16”*.

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

Smart Communications has Read, Understands and will comply:

This is a duplicate question/requirement, for our detailed response please refer to *“Technical Requirements Inmate Communications Services, Section C1; question/requirement #17”*.

6. **Vendor equipment shall include backup power in the event of temporary loss of commercial power.**

Smart Communications has Read, Understands and will comply:

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This is a duplicate question/requirement, for our detailed response please refer to "Technical Requirements Inmate Communications Services, Section C1; question/requirement #18".

7. **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. Any and all equipment used within or by the system, or connecting to the system must be a supported OS or software version. Equipment using expired or end-of-life OS or software versions are not allowed at any time.**

Smart Communications has Read, Understands and will comply:

The proposed Call recordings are immediately accessible online via the Smart-EVO™ Inmate Telephone System (ITS) Facility Manager. Any computer with Internet access can securely log into the Smart-EVO™ ITS Facility Manager. Once logged into the Smart-EVO™ ITS Facility Manager, users that have been assigned the appropriate permissions have ability to playback and/or download the call recordings; no additional hardware or software is necessary.

C19. Visitation Phone Monitoring and Recording

1. **Vendor will detail of 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.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) is hardware, scheduling software, user interface, control/administrator interface, integration and remote network capability are exclusively manufactured, offered and serviced by Smart Communications.

- a. **The Washington County Jail will continue to use non-contact (behind glass) visiting booths for social visitation. However, we do want the ability to retro fit a small amount of current visiting booths for video visitation, mainly for deaf and hard of hearing inmates and visitors.**

Smart Communications has Read, Understands and will comply:

Smart Communications will work with the Washington County Jail to retro fit non-contact (behind glass) visiting booths with video visitation for the purpose of servicing deaf and hard of hearing inmates and visitors.

2. **System should be integrated with inmate calling system.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will be integrated with the proposed Smart-EVO™ Inmate Telephone System (ITS).

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.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) station will 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.

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4. **System must have the ability to record all visitation conversations, or if PINs are applied be able to record specific conversations.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will provide the ability to record all visitation conversations, or if PINs are applied be able to record specific conversations.

5. **System must have the ability to monitor live conversations.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will be provide the ability to monitor live conversations.

6. **System must be scalable and easily upgraded remotely.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) is scalable and easily upgraded remotely.

7. **Call details records must be stored of each visitation conversation.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) call details records will be stored for each visitation conversation.

8. **System must have the ability to specify a specific visitation phones as private attorney visitation phones, which conversations will not be recorded**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will provide the ability to specify a specific visitation phones as private attorney visitation phones, which conversations will not be recorded.

9. **System must provide the capability to disable and enable visitation recording by PIN, on demand, and in real time.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will provide the capability to disable and enable visitation recording by PIN, on demand, and in real time.

10. **System must continue to allow visitation calls even in the event the call platform goes down**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will continue to allow visitation calls even in the event the call platform goes down.

11. **System must allow multiple visitors to visit with a single inmate**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will allow multiple visitors to visit with a single inmate.

12. **System should allow visitation communication to continue in the event the main inmate telephone system is shut down.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will allow visitation communication to continue in the event the main inmate telephone system is shut down.

C20. Voice Biometrics

1. **The system will be fully integrated into the vendor's inmate calling system and not require any 3rd party software.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) utilizes an integrated Voice Biometrics System which utilizes the inmate's voice to verify the identity of the individual placing a phone call. The Smart-EVO™ ITS Voice Biometrics System is built on proven biometrics technology enhanced to handle the specific challenges of the corrections market.

Smart Communications enhances the Voice Biometrics engine with adding additional capabilities including detection of attempts to defeat the Voice Biometrics engine by blowing into the phone during enrollment. This technique will fool most Voice Biometric solutions which allows inmates to easily share PIN account information amongst one another. Another enhancement is automatic active noise cancellation to reduce the impact of background noise typically found in the inmate environment.

The Smart-EVO™ ITS Voice Biometrics System is fully autonomous and requires no facility staff to operate. The Smart-EVO™ ITS will automatically enroll inmates upon first use of the system. During enrollment the Smart-EVO™ ITS checks for valid voice utterances including speech that is too loud, too soft or too short. Clear prompts guide the inmate through the process. Once enrolled the inmate can place calls after providing voice verification of their identity.

The system can also be configured to routinely re-verify the inmate at random times during the call.

2. **The system will provide a secure, fully-vetted voice signature database created through the fully supervised and validated enrollment of each inmate, which establishes the voice-to-PIN relationship.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) voice biometrics feature provides a secure, fully-vetted voice signature database created through the fully supervised and validated enrollment of each inmate, which establishes the voice-to-PIN relationship.

3. **The system will do continuous voice signature monitoring for 100% of each and every call: 100% coverage of not only each and every call, but also 100% coverage of every second of every call for both the inmate and the called party, without gaps in the conversation and without tipping off the inmate or called party. It will function continuously and covertly with no audible sounds or interruptions of the phone call for the purpose of identifying the inmates speaking on the call.**

Smart Communications has Read, Understands, and will partially comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) voice biometric feature can be configured to re-verify the inmates voice during the call. If the voice matches the PIN the call will continue, and if the voice does not match the PIN the call will be disconnected.

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4. **The system will display a numerical confidence rating of the actual identities, by name, of all inmates whose voices are detected on the call, whether the PIN owner or not. The numerical rating will represent the probability of an inmate's voice matching the voice on a call, e.g. 85%, 95%, or 100%.**

Smart Communications has Read, Understands, and will partially comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will display a numerical confidence rating of the actual inmate's voice that matches the voice tied to the PIN.

5. **The system will identify all inmates by their voice signatures on every call: continuous biometric identification by name of *all* inmates speaking on a call.**

Smart Communications has Read, Understands, and will partially comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will identify all inmates by their voice signature on every call.

6. **The system will identify called parties by name label if the called party has been identified to the system via current or previous contact.**

Smart Communications has Read, Understands and will not comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) does not currently provide this feature.

7. **The system will provide the ability to search and find every occurrence of an inmate's voice and name on every call whether or not the inmate initiated the call. Investigators will be able to submit a sample of an inmate's voice into the entire call database to find every call on which the inmate's voice appears, whether or not he initiated the call.**

Smart Communications has Read, Understands and will not comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) does not currently provide this feature.

8. **The system will provide the ability to search and find every occurrence of a called party's voice on all calls. Investigators will be able to search on a called party's voice and identify all the calls on which that voice appears.**

Smart Communications has Read, Understands and will not comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) does not currently provide this feature.

9. **The system will allow for the retention of the inmate's voice signature file for repeat offenders so that the inmate's voice does not have to be re-enrolled at intake or booking upon the inmate's re-entry.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will allow for the retention of the inmate's voice signature file for repeat offenders so that the inmate's voice does not have to be re-enrolled at intake or booking upon the inmate's re-entry

10. **The system will provide the option of either call cutoff or call allowance based on inmate voice biometric technology that validates identity. The system will provide associated reporting.**

Smart Communications has Read, Understands and will partially comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) voice biometric system will provide the option of either call cutoff or call allowance based on inmate voice biometric technology that validates identity. The system will provide associated reporting.

11. The system will automatically detect calls that include 3-way calling events.

Smart Communications has Read, Understands and will comply:

Smart Communications patented 3-Way Call Detection System is a highly-effective fraud deterrent. The system is integrated within the Smart-EVO™ Inmate Telephone System (ITS) platform without requiring any additional hardware or software systems. Our 3-Way Call Detection System is unique in its ability to dynamically adapt to each phone call based on the complete end-to-end network conditions. This is a vast improvement over traditional simple threshold silence detection techniques.

Highly Accurate 3-Way Call Detection:

The patented detection algorithms are completely developed and maintained by in-house digital signal processing engineers. As 3-Way Calling does not utilize a dedicated network signaling protocol, any detection system is forced to make the decision to act based on the information which can be observed on the live call in progress. The algorithms in the Smart-EVO™ ITS are carefully tuned to perform to the level of aggressiveness desired for the facility to provide a good balance between detecting true 3-way calls versus false-detecting other call activities.

Additionally, Smart Communications 3-Way Call Detection System has specific features designed to detect true 3-way call attempts, as opposed to common occurrences such as placing a phone down on the table or covering the phone mouthpiece. Our system can also be further tuned to adapt its performance based on geographic destinations or even specific called numbers and exchanges.

A common problem with all 3-Way Call Detection Systems is falsely identifying legitimate calls as 3-Way attempts. This is a large problem with simpler silence detection solutions. Smart Communication's 3-Way Detection algorithm is specifically designed to avoid these problems by dynamically adapting at the start of each call, and even during the ongoing call, by learning more about the characteristics of the telephone circuit in use. By adapting on the fly, our system can learn the difference between a true "on-hold" event versus a simple quiet conversation period.

Operation:

The 3-Way Call Detection feature initially analyzes the existing line conditions and uses it as a baseline for the remainder of the call. The Smart-EVO™ ITS monitors the call for conditions that indicate that the called party has activated a 3-Way Call or placed the call on hold. When a possible 3-Way Call attempt has been detected, the Smart-EVO™ ITS performs the action as programmed by the system administrator. Also, a record of the event is stored with the call detail record. After the call is complete, the 3-Way Call Detection System resets itself and waits for the next call to begin.

Fully Digital Signal Processing (DSP):

The Smart-EVO™ ITS uses an all-digital processing system to analyze the characteristics and performance of each telephone call. Each port in the system provides a dedicated Digital Signal Processing (DSP) resource.

Dynamic Calibration:

At the start of each call, the system adapts the 3-Way Call process parameters based on the actual line and call conditions. Internally, the system has over 18 soft parameters that provide a fine level of precision to the call detection system.

Remote Configuration and Adjustment:

Most installations can make use of the factory settings, which are the result of extensive field trials and analysis. If necessary, these the parameters can be remotely adjusted to obtain optimum system performance.

Multiple Detection Options:

Upon detection of a 3-Way Call attempt, the system provides the following options to control how the system reacts to the event:

- Disconnect the call
- Play a single prompt
- Begin playing a prompt at random intervals during the call
- Take no external action and store the details in the call detail database
- System makes an entry when the 3-Way Call is attempted

Enable or Disable Detection:

Each call processed by the Smart-EVO™ ITS can be classified and tagged to enable or disable 3-Way Call Detection. This feature makes it possible to disable 3-Way Detection for calls to valid individuals, such as lawyers or public defenders, and enable it for calls to other numbers.

Record and Store Detection Details for Each Call:

The Smart-EVO™ ITS creates a Call Detail Record for each call. This record includes a field that indicates whether the system detected a 3-Way Call attempt. System administrators can retrieve information about 3-Way Call attempts through the call detail reporting feature.

12. The system will provide automated reverse-phone lookup of called party telephone numbers.

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) provides “best-known name and address” lookups for called numbers. When available, the ITS can query external data sources to locate the best-known name and address associated with a called phone number and bring up a map of the location via an interface with Google Maps.

13. The system will identify likely cases of PIN abuse along with inmate names.

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will identify likely cases of PIN abuse along with inmate names.

14. The system will automatically detect and flag all inmate-to-inmate calls no matter how or where they happen, and no matter whether the inmates are within a facility or in different facilities across the country.

Smart Communications has Read, Understands and will partially comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will automatically detect and flag all inmate-to-inmate calls within a facility.

15. The system will provide the ability for investigators to flag and track inmates and telephone numbers by high interest groups, including custom-defined groups, such as gangs, high profile inmates, institution drug dealers, escape risks, and mail-monitored inmates.

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will provide the ability for investigators to flag and track inmates and telephone numbers by high interest groups, including custom-defined groups, such as gangs, high profile inmates, institution drug dealers, escape risks, and mail-monitored inmates.

16. The system will provide the ability for investigators to search the call database by inmate, date range, voice, case number, high interest group or other criteria.

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will provide the ability for investigators to search the call database by inmate, date range, voice, case number, high interest group or other criteria.

17. The system will provide the ability to create and export reports showing misused PINs, 3-way calls, frequently called numbers, and suspicious called parties.

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) provides the ability to create and export reports showing misused PINs, 3-way calls, frequently called numbers, and suspicious called parties.

18. The system can be configured to automatically show recent calls that fit custom criteria, such as calls by known gang members.

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) can be configured to automatically show recent calls that fit custom criteria, such as calls by known gang members.

19. The system will flag 3-way, PIN abuse, and inmate-to-inmate calls for immediate review.

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will flag 3-way, PIN abuse, and inmate-to-inmate calls for immediate review.

20. The system will provide the ability to display summary facts about any inmate's calling activity.

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will provide the ability to display summary facts about any inmate's calling activity.

21. The system will provide tools that give management the ability to track and report on staff usage of the software.

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) Facility Manger provides system audit logs that will give management the ability to track and report on staff usage of the software.

22. The system will provide a call player that pictorially displays details of every call along with live action buttons: Investigators will be able to view every second of every call from start to finish with the ability to scan and replay call segments. Investigators will be able to separate, graphically view, and independently listen to either/both the inmate side and called party side without the need for additional switching and listening equipment. Investigators will be able to vary call replay speed, visually pinpoint, identify, and play 3-way calls, and easily make notes related to each call or call segment. Investigators will be able to capture and forward calls and call segments via secure email.

Smart Communications has Read, Understands and will partially comply:

The call player will also provide these features:

- **Allow forwarding of inmate calls that contain intelligence information to designated staff for further investigation or intervention.**
The proposed Smart-EVO™ Inmate Telephone System (ITS) will allow forwarding of inmate calls that contain intelligence information to designated staff for further investigation or intervention.
- **Let staff assign an investigation case number and associate multiple telephone call records with that case number.**
The proposed Smart-EVO™ Inmate Telephone System (ITS) will let staff assign an investigation case number and associate multiple telephone call records with that case number.
- **Automatically identify each 3-way call attempt and/or conversation without the investigator having to review the entire conversation, even if there are multiple 3-ways on the same call. The 3-way segment(s) can be isolated, sped up/slowed down, replayed, copied, and forwarded via secure email without having to burn to CD.**
The proposed Smart-EVO™ Inmate Telephone System (ITS) will automatically identify each 3-way call attempt and/or conversation without the investigator having to review the entire conversation, even if there are multiple 3-ways on the same call. The 3-way segment(s) can be isolated, sped up/slowed down, replayed, copied, and forwarded via secure email without having to burn to CD.
- **Automatically detect inmate-to-inmate calling events and show where they occur.**
The proposed Smart-EVO™ Inmate Telephone System (ITS) currently does not support the ability to detect inmate-to-inmate calling events and show where they occur.
- **Ability to split call audio and isolate just the inmate or called party side of the call without the need for additional speakers or manual switching.**
The proposed Smart-EVO™ Inmate Telephone System (ITS) does not currently support the ability to split call audio and isolate just the inmate or called party side of the call without the need for additional speakers or manual switching
- **Ability to skip pauses in the conversation to reduce the required listening time.**
The proposed Smart-EVO™ Inmate Telephone System (ITS) provides the ability to skip pauses in the conversation to reduce the required listening time.
- **Ability to intelligently accelerate the speed of the call such that the voices are still intelligible even at the highest speeds.**
The proposed Smart-EVO™ Inmate Telephone System (ITS) provides the ability for an investigator to listen to, save, and email selected portions of a call.
- **Ability for an investigator to listen to, save, and email selected portions of a call.**
The proposed Smart-EVO™ Inmate Telephone System (ITS) provides the ability for an investigator to listen to, save, and email selected portions of a call.
- **While staff listens to a call on the call player screen, the system will display the name of the**

inmate heard speaking on the call.

The proposed Smart-EVO™ Inmate Telephone System (ITS) will display the name of the inmate heard speaking on the call while staff listens to a call on the call player screen.

- **A suspicious call displays a color-coded probability that the inmate voice detected on the call is not the PIN owner and identifies the inmate voice on the call.**

The proposed Smart-EVO™ Inmate Telephone System (ITS) currently does not support this feature.

- **Ability for staff to capture voice samples from the inmate and/or called party side of the call and search the call database for all calls where that voice occurs.**

The proposed Smart-EVO™ Inmate Telephone System (ITS) currently does not support this feature.

23. Please describe additional features of the voice biometrics solution.

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) utilizes an integrated Voice Biometrics System which utilizes the inmate's voice to verify the identity of the individual placing a phone call. The Smart-EVO™ ITS Voice Biometrics System is built on proven biometrics technology enhanced to handle the specific challenges of the corrections market.

Smart Communications enhances the Voice Biometrics engine with adding additional capabilities including detection of attempts to defeat the Voice Biometrics engine by blowing into the phone during enrollment. This technique will fool most Voice Biometric solutions which allows inmates to easily share PIN account information amongst one another. Another enhancement is automatic active noise cancellation to reduce the impact of background noise typically found in the inmate environment.

The Smart-EVO™ ITS Voice Biometrics System is fully autonomous and requires no facility staff to operate. The Smart-EVO™ ITS will automatically enroll inmates upon first use of the system. During enrollment the Smart-EVO™ ITS checks for valid voice utterances including speech that is too loud, too soft or too short. Clear prompts guide the inmate through the process. Once enrolled the inmate can place calls after providing voice verification of their identity.

The system can also be configured to routinely re-verify the inmate at random times during the call.

C21. Video Visitation System (VVS)

Hosted Video Visitation - Software Requirements

- 1. Vendor must demonstrate software that has been provided consistently over the past 36 months. Software must be updated on a regularly-scheduled plan at a minimum of three times per year.**

Smart Communications has Read, Understands and will comply:

Smart Communications has been providing video visitation services to correctional facilities since 2016. Smart Communications is committed to delivering new technology and system improvements to our clients as they become available. Smart Communications plans for quarterly releases of major applications including a major version update once a year. Hot issues or emergency feature requests are incorporated using the same strict development process and are release as system patches. System patches are delivered where necessary. These system patches are later incorporated into the next quarterly release cycle. System and hardware

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updates will be provided at no cost to Washington County Jail throughout the term of the Service Contract. The County will also be made aware, of all future and pending upgrades thirty (30) days prior to their implementation.

2. **The system, which includes visitation scheduling, user management, and policy management software, must be web-based and allow for the Washington County Jail to administer visitation sessions and visitation operations based on Washington County Jail policies.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) which includes visitation scheduling, user management, and policy management software, must be web-based and allow for the Washington County Jail to administer visitation sessions and visitation operations based on Washington County Jail policies.

3. **Visitation sessions shall connect automatically, without any intervention from the Washington County Jail.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) makes the entire visitation process an automated staff free process. SmartVisit software platform utilizes a robust, powerful web-based Visitation Scheduler feature that automates and streamlines the scheduling and visitation process and minimizes visitation wait times. The user-friendly interface includes conflict checking algorithms to ensure that video visitation stations are available at the visitation times requested. The SmartVisit scheduler can be accessed using an Internet-enabled computer or a visitation kiosk located at the Washington County Jail. This powerful scheduling feature benefits the County in multiple ways, including:

- Reduction in staff burden and stress
- Staff reallocation towards higher-priority responsibilities of safety and security
- Staggered visitations
- Quicker servicing of the public
- Reduction in facility lobby traffic and potential tensions

4. **The system must assign a unique identification number to each inmate and user.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) assigns a unique identification number to each inmate and user.

5. **The inmate interface must have a multi-lingual interface (English and Spanish at a minimum).**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) has a multi-lingual interface and is configured with English and Spanish.

6. **The system must be able to support multiple facilities in multiple locations with multiple housing units and visitation locations.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will support multiple facilities in multiple locations with multiple housing units and visitation locations.

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7. **The system must allow for the Washington County Jail to view up to 12 concurrent live video sessions.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will allow for the Washington County Jail to view up to 12 concurrent live video sessions.

8. **The system must allow the Washington County Jail to automatically or manually rotate between the next set of up to 12 concurrent live video sessions with the ability to terminate a video session for inappropriate or suspicious behavior.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) monitoring application will allow the Washington County Jail to automatically or manually rotate between the next set of up to 12 concurrent live video sessions with the ability to terminate a video session for inappropriate or suspicious behavior.

SmartVisit uses cutting edge content filtering technology to filter out unwanted behavior from the visitation screen. This technology uses facial detection to filter out everything except the user's face. This allows the software to do the babysitting of visitation behavior and frees up staff time for more important duties. SmartVisit makes the entire visitation process an automated staff free process.

9. **The system should provide web-based visitation scheduling for authorized users (Agency staff, attorneys, the public) utilizing any standard web browser.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will provide web-based visitation scheduling for authorized users (Agency staff, attorneys, the public) utilizing any standard web browser.

10. **The system must display pending visits to the Washington County Jail staff and to those incarcerated.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will display pending visits to the Washington County Jail staff and to those incarcerated.

11. **The system must be able to automatically detect if remote visitor's computer system meets minimum requirements for system connectivity.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will automatically detect if remote visitor's computer system meets minimum requirements for system connectivity.

12. **The system must allow family, friends, Attorneys, etc. to easily schedule onsite video visits using a vendor-provided (on vendor's network using vendor cabling and/or connections) onsite terminal, a smartphone or tablet, or web browser.**

Smart Communications has Read, Understands and will comply:

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The proposed SmartVisit Video Visitation System (VVS) will allow family, friends, Attorneys, etc. to easily schedule onsite video visits using a vendor-provided (on Smart Communications network using Smart Communications cabling and/or connections) onsite terminal, a smartphone or tablet, or web browser.

13. **Remote video visitation sessions must be able to be conducted on both Android and Apple smartphones and tablets.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) can be conducted on both Android and Apple smartphones and tablets.

14. **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 scheduling a visitation session.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will 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 scheduling a visitation session.

15. **Visitors must be able to pay for the video visitation session using either a credit card or debit card.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will allow visitors to pay for the video visitation session using either a credit card or debit card.

16. **The system must only display timeslots that meet the Washington County Jail policies.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will only display timeslots that meets Washington County Jail policies.

17. **The system must conduct conflict checking and only display times which are available when visits are being scheduled.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) scheduler will only display times which are available when visits are being scheduled.

18. **The system must allow users to easily change their personal information (i.e., password, address, phone number, etc.).**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will allow users to easily change their personal information (i.e., password, address, phone number, etc.).

19. **The system must send an email to a visitor when a visit is scheduled, modified, or cancelled.**

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Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will send out an email to a visitor when a visit is scheduled, modified, or cancelled.

20. **The system must assign unique visitation identification numbers for every visit for reporting and tracking purposes.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will assign a unique visitation identification number for every visit.

21. **The system must offer customizable set durations (e.g. 20, 30, 40 minutes) for each visit.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will offer customizable set durations (e.g. 20, 30, 40 minutes) for each visit.

22. **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.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) provides a visual warning message to inform the visitor that the session will be ending by providing a visual countdown timer.

23. **The system must provide different levels of permissions to facility staff users based on user type. For example:**

- i. **Administrators: create/manage/edit – users, schedules, visitation rules, download recorded sessions, etc.**
- ii. **Users: create/manage scheduled video visits, live monitoring sessions, approve/deny visitors**
- iii. **Read-only user: can only view scheduled visits**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will provide different levels of permissions to facility staff user based on user type.

24. **The system will require a unique username and password that will allow the facility user access based on their allowed permissions.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will require a unique username and password that will allow facility user accessed based on their allowed permissions.

25. **The system shall provide specific information for tracking inmate and visitor activities and patterns by, at a minimum, the following criteria:**

1. **Inmate ID number;**
2. **Session ID;**
3. **Appointment ID;**

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4. Inmate first/last name;
5. Visitor name;
6. Date and time of visit;
7. Inmate video visitation station; and location/housing unit
8. Daily, weekly and monthly visit statistics.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will provide specific information for tracking inmate and visitor activities and patterns by the criteria listed above.

26. **The system will provide an audit trail/logs of all activity (i.e., user login times and locations, which users have scheduled/modified/cancelled a visit, etc.).**

Smart Communications has Read, Understands and will comply:

Every action performed on proposed SmartVisit Video Visitation System (VVS) application is accurately logged into the system audit log indicating who accessed the system, the time and the changes performed including the data that was modified.

27. **The system will allow for an interface with or data retrieval from the Washington County Jail Jail/Offender/Inmate Management System.**
- i. **The system must use the same inmate identification number as created by the Jail Management System to identify the inmate on the video visitation system.**
 - ii. **The system must automatically cancel a visit if the inmate's visitation eligibility status has changed, the inmate is moved to a location which doesn't allow or doesn't have visitation available or the inmate has been released.**
 - iii. **The system must send an email cancellation notification to the visitor if a visit is cancelled**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will allow for an interface with or data retrieval from the Washington County Jail Jail/Offender/Inmate Management System. The system will use the same inmate identification number as created by the Jail Management System to identify the inmate on the video visitation system. The system will automatically cancel a visit if the inmate's visitation eligibility status has changed, the inmate is moved to a location which doesn't allow or doesn't have visitation available or the inmate has been released. The system will send an email cancellation notification to the visitor if a visit is cancelled.

28. **The system will provide for an Exclusion List which allows the Washington County Jail to set visitor exclusions (i.e., Visitor A is allowed to visit with anyone in the jail EXCLUDING one or more selected inmates) because they are known gang affiliates, contraband smugglers, etc.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will provide for an Exclusion List which allows the Washington County Jail to set visitor exclusions.

29. **The system will provide Cancellation/Interruption capabilities. The Washington County Jail 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 inmate movement and can later be rescheduled.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will provide Cancellation/Interruption capabilities. Washington County Jail staff will 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 inmate movement and can later be rescheduled.

30. The system provides authorized administrative users the ability to do searches and create reports.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) platform provides a broad range of detailed reports. Information from sessions that are complete are archived in a database file that can easily be exported and shared in Microsoft Excel format. Users can view and filter the history log in SmartVisit and export any selection of sessions, or all sessions, to a Microsoft Excel file for archiving, investigative, or administrative purposes.

Following are several of the most commonly used reports:

- **Welcome/Dashboard** – a summary view of the number of visits scheduled each day for the week, units offline, recording space, and a message board
- **Session History Report** – includes information such as visitor name, inmate name, session date, session start and end times, visitor station location, and inmate/pod station location,
- **Daily Visitation Schedules** – by Inmate or Visitor
- **User Activity Reports** – detailing facility staff use of the system, by user

31. The system provides a way to display and filter scheduled visits to Staff so they know where and when an inmate needs to be available for pending video visits.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) displays and filter scheduled visits to Staff so they know where and when an inmate needs to be available for pending video visits

32. The system shall allow for visitation recording.

- i. Visits will be recorded by user type
- ii. Recorded visits will be searchable and viewable
- iii. Recorded visits will be stored for X (configurable) days
- iv. WASHINGTON COUNTY JAIL must be able to lock certain recordings such that they will not be purged as part of the standard retention duration.
- v. Recorded visits must be able to be downloaded into a standard video format (e.g. MP4)
- vi. Recorded visits must be backed up daily to at least two off-site, environmentally controlled data centers.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) allows for recording of video visitation sessions.

- Visits will be recorded by user type
- Recorded visits are searchable and viewable
- Recorded visits will be stored for days specified by Washington County Jail
- Washington County Jail will be able to lock certain recordings such that they will not be purged as part of the standard retention duration.

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- Recorded visits can be able to be downloaded into a standard video format (e.g. MP4)
- Recorded visits are be backed up daily to at least two off-site, environmentally controlled data centers.

33. Authorized personnel must be able to quickly and easily schedule visitation sessions.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will allow authorized personnel to quickly and easily schedule visitation sessions. Authorized personnel can either schedule a visit or use the quick connect feature to schedule a visit.

34. 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 would should be configurable to include at least the following:

1. Inmate is allowed X quantity of on-site visits
2. Inmate is allowed X quantity of remote visits
3. Inmate location A is allowed X quantity of on-site visits
4. Inmate location A is allowed X quantity of remote visits
5. Visitor type A is allowed X quantity of on-site visits
6. Visitor type A is allowed X quantity of remote visits

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) 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. The SmartVisit Video Visitation System (VVS) is callable of configure all rules listed above.

35. The system should allow for promotional rates such as a buy one visit, get one visit at % off, free visit, etc.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) can be configured to allow for promotional programs.

36. 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.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) can communicate with the video hardware at the time of a scheduled visit so that the visitation session will automatically commence without staff involvement.

37. The system must have visitation recording capabilities.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will have visitation recording capabilities.

38. All scheduling of video visitation sessions must be able to be performed through a vendor's custom app, a mobile smartphone or tablet or web browser.

Smart Communications has Read, Understands and will comply:

All scheduling of video visitation of the proposed SmartVisit Video Visitation System (VVS) will be able to be performed through a web browser.

39. **Vendor's VVS must have been successfully installed and functional in at least 100 client facilities, with at least 5 installations being larger than 75 VVS stations and at least 2 installations being larger than 200 VVS stations.**

Smart Communications has Read, Understands and will not comply:

The proposed SmartVisit Video Visitation System (VVS) is installed and operating in 17 different client facilities with the most kiosks deployed at a single facility being 71.

40. **VVS must be successfully installed and functional with correctional agencies having multiple facilities and multiple visitor centers requiring different hours and policies for each facility and visitor center.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) has been successfully installed and functional with correctional agencies having multiple facilities and multiple visitor centers requiring different hours and policies for each facility and visitor center.

41. **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.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will allow for the scheduling and management of on-site and at-home visitation sessions. These sessions have provisions for different types of users including attorneys, County staff, including probation and parole, as well as the public.

42. **The Hosted Video Visitation Solution proposed for the WASHINGTON COUNTY JAIL must meet or exceed the technical requirements outlined in this RFP. The Hosted Video Visitation Solution proposed to meet these technical requirements must be provided to all of the WASHINGTON COUNTY JAIL facilities at no cost to the WASHINGTON COUNTY JAIL including system installation, training, operation and maintenance of the system and its components.**

Smart Communications has Read, Understands and will Comply:

Smart Communications will provide Washington County Jail a fully operational, secure and reliable Video Visitation System (VVS) at no cost to the County. The proposed Video Visitation System include Video Visitation Kiosks and related services that are appropriately restricted, controlled, and recording and monitoring systems are in place that provide for reliable review and/or investigation of inmate communications. This proposed solution will exceed the requirement outlined this Proposal.

Smart Communications will be the single prime contractor with end-to-end responsibility and will provide Washington County Jail a turnkey inmate Video visitation solution that is fully compliant with the County's RFP specifications and requirements. Smart Communications will be responsible for all costs associated with providing the video visitation systems including the purchase of equipment and services, JMS/Commissary interface, installation, licensing, maintenance, training and ongoing operations.

43. **The video visitation system must provide a kiosk functionality that allows for multiple**

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capabilities. These capabilities should be available for use at predetermined scheduled times outlined by Washington County Jail and must be customizable to the exact feature. These functionalities should perform as follows:

- a. Ability to place inmate telephone calls.
- b. Ability to access to a Law Library.
- c. Ability to provide employment information that will allow an inmate to search for jobs upon release.
- d. Ability to upload PDF documents such as an inmate handbook or any other documentation deemed necessary by WASHINGTON COUNTY JAIL.
- e. Ability to upload a Video (MP4) files deemed necessary by WASHINGTON COUNTY JAIL.
- f. Ability to enter a customized digital banner that will allow WASHINGTON COUNTY JAIL facility staff to broadcast concise messages to facility population. This banner should be customizable to exact areas of the facility, such as a particular housing area. The digital banner should rotate between multiple messages and have configuration for the duration it is shown.
- g. Ability to allow a drop down menu from home screen for inmates to access multiple languages.
- h. Ability to allow access to Commissary Ordering for the inmates.
- i. A fully functional Video Visitation Capability fully compliant with the specifications outlined in this RFP.
- j. 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 inmates can order commissary).
- k. Ability to provide a sick call application to submit illnesses.
- l. Inmate Forms & Grievance submission capability that will:
 - i. Allow an inmate to place both anonymous and known grievance requests.
 - ii. Allow authorized facility staff to review and respond to grievances through the Inmate 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 inmates to track and review active and closed grievances through the kiosk.
 - vi. Provide a method for an inmate to appeal a grievance.
 - vii. Ability to keep all forms for the life of the contract – even if an inmate is released.
 - viii. Ability to set a limit on the type of forms submitted per day.
 - ix. The inmate platform on the kiosk must allow the ability for //GOV AGENCY// to present customized terms and conditions as a condition for inmates to accept prior to accessing services on the kiosk.
 - x. If changes are made to the facilities terms and conditions, the inmate platform must allow the ability to force the inmate to re-accept the new terms and conditions.
 - xi. The system must provide an audit log of the Inmate events (accepted or rejected) of the terms and conditions with the ability to export.
- m. Methods to avoid inmate monopolization of terminals:
 - i. 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 inmate 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).
 - ii. The kiosk must allow for the ability to multitask whereas the inmate can perform

multiple functions at the same time. (i.e. An inmate could be on the phone with their loved one while reading the inmate handbook and relaying details of the facility rules to the caller, or placing a commissary order, or submitting a grievance).

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will provide a kiosk functionality that allows for multiple capabilities. These capabilities will be available for use at predetermined scheduled times outlined by Washington County Jail and will be customizable to the exact feature. These functions will perform the following:

- Place inmate telephone calls
- Access to a free Law Library
- Provide employment information that will allow an inmate to search for jobs upon release.
- Upload PDF documents such as an inmate handbook or any other documentation deemed necessary by the Washington County Jail
- Upload a Video (MP4) files deemed necessary by the Washington County Jail
- Enter a customized digital banner that will allow Washington County Jail facility staff to broadcast concise messages to facility population
- Provide a drop-down menu from home screen for inmates to access multiple languages
- Access to Commissary Ordering for the inmates
- A functional Video Visitation Capability fully compliant with the specifications outlined in this RFP
- Applications to be configured to be enabled or disabled for periods of time by housing unit or facility
- Provide a sick call application to submit illnesses
- Provide Inmate Forms & Grievance submission capability
- Methods to avoid inmate monopolization of terminals

Hosted Video Visitation – Hardware Requirements

44. **The terminal must include a detention-grade hardened steel enclosure.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal is designed, engineered and manufactured for corrections environments to guard against inmate abuse and provide a safe and secure device for inmates. The kiosks are tamper-proof and manufactured of high-strength, 12-gauge steel with smooth rounded edges to reduce the risk of inmates harming themselves or other.

45. **Detention grade hardened steel wall mounted enclosure.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal is a detention grade manufactured of high-strength, 12-gauge steel wall mounted enclosure.

46. **The position of the hookswitch must not enable/disable a live visitation session.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal hookswitch will not enable/disable a live visitation session.

47. **The terminal must prevent spills from entering the enclosure.**

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Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal is designed to prevent spills from entering the enclosure.

- 48. The terminal must be able to access the web-based application and be enabled for touch screen inputs.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal will be able to access the web-based application and be enabled for touch screen inputs.

- 49. The terminal shall not have any openings exposed to the user. This includes all wiring and ventilation holes.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal does not have any openings exposed to the user.

- 50. The terminal shall not have any external hinges.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal does not have any external hinges.

- 51. The terminal will have a shatterproof touchscreen LCD display.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal is equipped with a shatterproof touchscreen LCD display.

- 52. The terminal will have a built-in camera.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal will have a built-in camera.

- 53. The terminal will have a detention-grade audio handset.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal will have a detention-grade audio handset.

- 54. The terminal will have the option for one or two handsets or a hands free device.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal can be equipped with one or two handsets or a hands-free device.

- 55. The terminal shall be powered by 110VAC or vendor-provided Power-Over-Ethernet. Any additional power needs will be the responsibility of the vendor.**

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Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal can be powered by 110VAC or Power-Over-Ethernet.

56. **The terminal will utilize standards based videoconferencing CODEC (Encoder/Decoder) based on the H.264 video conferencing compressions.**

Smart Communications has Read, Understands and will Comply:

The proposed SmartVisit Video Visitation System (VVS) terminal will utilize a standards based videoconferencing CODEC (Encoder/Decoder) based on the H.264 video conferencing compressions.

57. **The terminal must have heat syncs and heat vents located in the back of the terminal in order to allow for proper cooling.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal has heat syncs and heat vents located in the back of the terminal in order to allow for proper cooling.

58. **The terminal must have a minimum of two (2) internal magnetic levitation ventilation fans and internal tachometer output to monitor operation.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal two (2) internal magnetic levitation ventilation fans and internal tachometer output to monitor operation.

59. **The terminal shall have a magnetic on/off switch.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal is equipped with magnetic on/off switch.

60. **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.**

Smart Communications has Read, Understands and will comply:

Each of the proposed inmate terminals will connect to the wall with a minimum of four (4) bolts. The terminals will then be secured to the mounting bracket using four (4) security screws.

Hosted Video Visitation – Technical Requirements

61. **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.**

Smart Communications has Read, Understands and will comply:

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The proposed SmartVisit Video Visitation System (VVS) will be a complete TCP/IP-based system. All video and audio streams between the terminals, visitors, and management equipment (servers) will be transmitted over TCP/IP Ethernet.

62. **The system must consist of inmate terminals connected over a 100 Mbps or higher dedicated Ethernet network so that any terminal can be connected to any other terminal.**

Smart Communications has Read, Understands and will comply:

The proposed inmate terminals will connect over a 100 Mbps or higher dedicated Ethernet network so that any terminal can be connected to any other terminal.

63. **The visitor must be able to access the video visitation solution via local area network (LAN) or via a broadband internet connection using an Android or Apple smartphone or tablet, or computer or laptop with web camera.**

Smart Communications has Read, Understands and will comply:

The visitor will be able to access the proposed SmartVisit Video Visitation System (VVS) via local area network (LAN) or via a broadband internet connection using an Android or Apple smartphone or tablet, or computer or laptop with web camera.

64. **The system should utilize:**
- i. **High quality video using low bandwidth.**
 - ii. **Video Standards: H.264**
 - iii. **Video Transmission Speeds: .5Mbps – 6 Mbps**
 - iv. **Wide range of video resolutions and bit rates: CIF (352 x 288 pixels), SIF (352 x 240 pixels), QCIF (176 x 144 pixels), 2CIF (704 X 288), 4CIF (704 X 576), 720P (1280 x 720)**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminals support the following:

- H.264 or VP8 codecs
- High quality video with minimal bandwidth
- Video transmission speeds from 64 Kbps-2Mbps
- Wide resolution range from 352 x 288 pixels to 1280 x 720 pixels
- Support bitrates variable up to 2Mbps, frame rates up to 30 fps,
- Support variable bit rates with maximum bit rate caps to ensure the best quality video for each situation.
- Video streams are encrypted using Secure Real-Time Transfer Protocol (Secure RTP)

65. **The system must be designed for:**
- i. **Up to 30 frames per second of high quality video at 384+ Kbps**
 - ii. **Up to 15 frames per second of high quality video at 64 – 320 Kbps**
 - iii. **Constant or variable bit rate and frame rate**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) is designed to support the following:

- Up to 30 frames per second of high quality video at 384+ Kbps
- Up to 15 frames per second of high quality video at 64 – 320 Kbps

- Constant or variable bit rate and frame rate

66. The system must provide end to end encryption for all video visitations.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) Video streams are encrypted using Secure Real-Time Transfer Protocol (Secure RTP)

C21. Video Visitation System (VVS)

Hosted Video Visitation - Software Requirements

67. Vendor must demonstrate software that has been provided consistently over the past 36 months. Software must be updated on a regularly-scheduled plan at a minimum of three times per year.

Smart Communications has Read, Understands and will comply:

Smart Communications has been providing video visitation services to correctional facilities since 2016. Smart Communications is committed to delivering new technology and system improvements to our clients as they become available. Smart Communications plans for quarterly releases of major applications including a major version update once a year. Hot issues or emergency feature requests are incorporated using the same strict development process and are release as system patches. System patches are delivered where necessary. These system patches are later incorporated into the next quarterly release cycle. System and hardware updates will be provided at no cost to Washington County Jail throughout the term of the Service Contract. The County will also be made aware, of all future and pending upgrades thirty (30) days prior to their implementation.

68. The system, which includes visitation scheduling, user management, and policy management software, must be web-based and allow for the Washington County Jail to administer visitation sessions and visitation operations based on Washington County Jail policies.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) which includes visitation scheduling, user management, and policy management software, must be web-based and allow for the Washington County Jail to administer visitation sessions and visitation operations based on Washington County Jail policies.

69. Visitation sessions shall connect automatically, without any intervention from the Washington County Jail.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) makes the entire visitation process an automated staff free process. SmartVisit software platform utilizes a robust, powerful web-based Visitation Scheduler feature that automates and streamlines the scheduling and visitation process and minimizes visitation wait times. The user-friendly interface includes conflict checking algorithms to ensure that video visitation stations are available at the visitation times requested. The SmartVisit scheduler can be accessed using an Internet-enabled computer or a visitation kiosk located at the Washington County Jail. This powerful scheduling feature benefits the County in multiple ways, including:

- Reduction in staff burden and stress
- Staff reallocation towards higher-priority responsibilities of safety and security

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- Staggered visitations
- Quicker servicing of the public
- Reduction in facility lobby traffic and potential tensions

70. The system must assign a unique identification number to each inmate and user.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) assigns a unique identification number to each inmate and user.

71. The inmate interface must have a multi-lingual interface (English and Spanish at a minimum).

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) has a multi-lingual interface and is configured with English and Spanish.

72. The system must be able to support multiple facilities in multiple locations with multiple housing units and visitation locations.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will support multiple facilities in multiple locations with multiple housing units and visitation locations.

73. The system must allow for the Washington County Jail to view up to 12 concurrent live video sessions.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will allow for the Washington County Jail to view up to 12 concurrent live video sessions.

74. The system must allow the Washington County Jail to automatically or manually rotate between the next set of up to 12 concurrent live video sessions with the ability to terminate a video session for inappropriate or suspicious behavior.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) monitoring application will allow the Washington County Jail to automatically or manually rotate between the next set of up to 12 concurrent live video sessions with the ability to terminate a video session for inappropriate or suspicious behavior.

SmartVisit uses cutting edge content filtering technology to filter out unwanted behavior from the visitation screen. This technology uses facial detection to filter out everything except the user's face. This allows the software to do the babysitting of visitation behavior and frees up staff time for more important duties. SmartVisit makes the entire visitation process an automated staff free process.

75. The system should provide web-based visitation scheduling for authorized users (Agency staff, attorneys, the public) utilizing any standard web browser.

Smart Communications has Read, Understands and will comply:

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The proposed SmartVisit Video Visitation System (VVS) will provide web-based visitation scheduling for authorized users (Agency staff, attorneys, the public) utilizing any standard web browser.

76. **The system must display pending visits to the Washington County Jail staff and to those incarcerated.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will display pending visits to the Washington County Jail staff and to those incarcerated.

77. **The system must be able to automatically detect if remote visitor's computer system meets minimum requirements for system connectivity.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will automatically detect if remote visitor's computer system meets minimum requirements for system connectivity.

78. **The system must allow family, friends, Attorneys, etc. to easily schedule onsite video visits using a vendor-provided (on vendor's network using vendor cabling and/or connections) onsite terminal, a smartphone or tablet, or web browser.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will allow family, friends, Attorneys, etc. to easily schedule onsite video visits using a vendor-provided (on Smart Communications network using Smart Communications cabling and/or connections) onsite terminal, a smartphone or tablet, or web browser.

79. **Remote video visitation sessions must be able to be conducted on both Android and Apple smartphones and tablets.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) can be conducted on both Android and Apple smartphones and tablets.

80. **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 scheduling a visitation session.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will 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 scheduling a visitation session.

81. **Visitors must be able to pay for the video visitation session using either a credit card or debit card.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will allow visitors to pay for the video visitation session using either a credit card or debit card.

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82. **The system must only display timeslots that meet the Washington County Jail policies.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will only display timeslots that meets Washington County Jail policies.

83. **The system must conduct conflict checking and only display times which are available when visits are being scheduled.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) scheduler will only display times which are available when visits are being scheduled.

84. **The system must allow users to easily change their personal information (i.e., password, address, phone number, etc.).**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will allow users to easily change their personal information (i.e., password, address, phone number, etc.).

85. **The system must send an email to a visitor when a visit is scheduled, modified, or cancelled.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will send out an email to a visitor when a visit is scheduled, modified, or cancelled.

86. **The system must assign unique visitation identification numbers for every visit for reporting and tracking purposes.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will assign a unique visitation identification number for every visit.

87. **The system must offer customizable set durations (e.g. 20, 30, 40 minutes) for each visit.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will offer customizable set durations (e.g. 20, 30, 40 minutes) for each visit.

88. **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.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) provides a visual warning message to inform the visitor that the session will be ending by providing a visual countdown timer.

89. **The system must provide different levels of permissions to facility staff users based on user type. For example:**

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- i. **Administrators:** create/manage/edit – users, schedules, visitation rules, download recorded sessions, etc.
- ii. **Users:** create/manage scheduled video visits, live monitoring sessions, approve/deny visitors
- iii. **Read-only user:** can only view scheduled visits

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will provide different levels of permissions to facility staff user based on user type.

90. **The system will require a unique username and password that will allow the facility user access based on their allowed permissions.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will require a unique username and password that will allow facility user accessed based on their allowed permissions.

91. **The system shall provide specific information for tracking inmate and visitor activities and patterns by, at a minimum, the following criteria:**

9. Inmate ID number;
10. Session ID;
11. Appointment ID;
12. Inmate first/last name;
13. Visitor name;
14. Date and time of visit;
15. Inmate video visitation station; and location/housing unit
16. Daily, weekly and monthly visit statistics.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will provide specific information for tracking inmate and visitor activities and patterns by the criteria listed above.

92. **The system will provide an audit trail/logs of all activity (i.e., user login times and locations, which users have scheduled/modified/cancelled a visit, etc.).**

Smart Communications has Read, Understands and will comply:

Every action performed on proposed SmartVisit Video Visitation System (VVS) application is accurately logged into the system audit log indicating who accessed the system, the time and the changes performed including the data that was modified.

93. **The system will allow for an interface with or data retrieval from the Washington County Jail Jail/Offender/Inmate Management System.**

- i. **The system must use the same inmate identification number as created by the Jail Management System to identify the inmate on the video visitation system.**
- ii. **The system must automatically cancel a visit if the inmate's visitation eligibility status has changed, the inmate is moved to a location which doesn't allow or doesn't have visitation available or the inmate has been released.**
- iii. **The system must send an email cancellation notification to the visitor if a visit is cancelled**

Smart Communications has Read, Understands and will comply:

WASHINGTON COUNTY JAIL

RESPONSE TO REQUEST FOR PROPOSAL INMATE TELEPHONE SYSTEM

PHONES TABLETS KIOSKS MAILGUARD® VIDEO VISITATION

The proposed SmartVisit Video Visitation System (VVS) will allow for an interface with or data retrieval from the Washington County Jail Jail/Offender/Inmate Management System. The system will use the same inmate identification number as created by the Jail Management System to identify the inmate on the video visitation system. The system will automatically cancel a visit if the inmate's visitation eligibility status has changed, the inmate is moved to a location which doesn't allow or doesn't have visitation available or the inmate has been released. The system will send an email cancellation notification to the visitor if a visit is cancelled.

94. **The system will provide for an Exclusion List which allows the Washington County Jail to set visitor exclusions (i.e., Visitor A is allowed to visit with anyone in the jail EXCLUDING one or more selected inmates) because they are known gang affiliates, contraband smugglers, etc.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will provide for an Exclusion List which allows the Washington County Jail to set visitor exclusions.

95. **The system will provide Cancellation/Interruption capabilities. The Washington County Jail 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 inmate movement and can later be rescheduled.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will provide Cancellation/Interruption capabilities. Washington County Jail staff will 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 inmate movement and can later be rescheduled.

96. **The system provides authorized administrative users the ability to do searches and create reports.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) platform provides a broad range of detailed reports. Information from sessions that are complete are archived in a database file that can easily be exported and shared in Microsoft Excel format. Users can view and filter the history log in SmartVisit and export any selection of sessions, or all sessions, to a Microsoft Excel file for archiving, investigative, or administrative purposes.

Following are several of the most commonly used reports:

- **Welcome/Dashboard** – a summary view of the number of visits scheduled each day for the week, units offline, recording space, and a message board
- **Session History Report** – includes information such as visitor name, inmate name, session date, session start and end times, visitor station location, and inmate/pod station location,
- **Daily Visitation Schedules** – by Inmate or Visitor
- **User Activity Reports** – detailing facility staff use of the system, by user

97. **The system provides a way to display and filter scheduled visits to Staff so they know where and when an inmate needs to be available for pending video visits.**

Smart Communications has Read, Understands and will comply:

WASHINGTON COUNTY JAIL

RESPONSE TO REQUEST FOR PROPOSAL INMATE TELEPHONE SYSTEM

PHONES TABLETS KIOSKS MAILGUARD[®] VIDEO VISITATION

The proposed SmartVisit Video Visitation System (VVS) displays and filter scheduled visits to Staff so they know where and when an inmate needs to be available for pending video visits

98. **The system shall allow for visitation recording.**
- i. Visits will be recorded by user type
 - ii. Recorded visits will be searchable and viewable
 - iii. Recorded visits will be stored for X (configurable) days
 - iv. WASHINGTON COUNTY JAIL must be able to lock certain recordings such that they will not be purged as part of the standard retention duration.
 - v. Recorded visits must be able to be downloaded into a standard video format (e.g. MP4)
 - vi. Recorded visits must be backed up daily to at least two off-site, environmentally controlled data centers.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) allows for recording of video visitation sessions.

- Visits will be recorded by user type
- Recorded visits are searchable and viewable
- Recorded visits will be stored for days specified by Washington County Jail
- Washington County Jail will be able to lock certain recordings such that they will not be purged as part of the standard retention duration.
- Recorded visits can be able to be downloaded into a standard video format (e.g. MP4)
- Recorded visits are be backed up daily to at least two off-site, environmentally controlled data centers.

99. **Authorized personnel must be able to quickly and easily schedule visitation sessions.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will allow authorized personnel to quickly and easily schedule visitation sessions. Authorized personnel can either schedule a visit or use the quick connect feature to schedule a visit.

100. **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 would should be configurable to include at least the following:**
7. Inmate is allowed X quantity of on-site visits
 8. Inmate is allowed X quantity of remote visits
 9. Inmate location A is allowed X quantity of on-site visits
 10. Inmate location A is allowed X quantity of remote visits
 11. Visitor type A is allowed X quantity of on-site visits
 12. Visitor type A is allowed X quantity of remote visits

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) 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. The SmartVisit Video Visitation System (VVS) is callable of configure all rules listed above.

101. **The system should allow for promotional rates such as a buy one visit, get one visit at % off, free visit, etc.**

WASHINGTON COUNTY JAIL

RESPONSE TO REQUEST FOR PROPOSAL INMATE TELEPHONE SYSTEM

PHONES TABLETS KIOSKS MAILGUARD® VIDEO VISITATION

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) can be configured to allow for promotional programs.

- 102. 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.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) can communicate with the video hardware at the time of a scheduled visit so that the visitation session will automatically commence without staff involvement.

- 103. The system must have visitation recording capabilities.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will have visitation recording capabilities.

- 104. All scheduling of video visitation sessions must be able to be performed through a vendor's custom app, a mobile smartphone or tablet or web browser.**

Smart Communications has Read, Understands and will comply:

All scheduling of video visitation of the proposed SmartVisit Video Visitation System (VVS) will be able to be performed through a web browser.

- 105. Vendor's VVS must have been successfully installed and functional in at least 100 client facilities, with at least 5 installations being larger than 75 VVS stations and at least 2 installations being larger than 200 VVS stations.**

Smart Communications has Read, Understands and will not comply:

The proposed SmartVisit Video Visitation System (VVS) is installed and operating in 17 different client facilities with the most kiosks deployed at a single facility being 71.

- 106. VVS must be successfully installed and functional with correctional agencies having multiple facilities and multiple visitor centers requiring different hours and policies for each facility and visitor center.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) has been successfully installed and functional with correctional agencies having multiple facilities and multiple visitor centers requiring different hours and policies for each facility and visitor center.

- 107. 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.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will allow for the scheduling and management of on-site and at-home visitation sessions. These sessions have provisions for different types of users including attorneys, County staff, including probation and parole, as well as the public.

WASHINGTON COUNTY JAIL

RESPONSE TO REQUEST FOR PROPOSAL INMATE TELEPHONE SYSTEM

PHONES TABLETS KIOSKS MAILGUARD® VIDEO VISITATION

108. **The Hosted Video Visitation Solution proposed for the WASHINGTON COUNTY JAIL must meet or exceed the technical requirements outlined in this RFP. The Hosted Video Visitation Solution proposed to meet these technical requirements must be provided to all of the WASHINGTON COUNTY JAIL facilities at no cost to the WASHINGTON COUNTY JAIL including system installation, training, operation and maintenance of the system and its components.**

Smart Communications has Read, Understands and will Comply:

Smart Communications will provide Washington County Jail a fully operational, secure and reliable Video Visitation System (VVS) at no cost to the County. The proposed Video Visitation System include Video Visitation Kiosks and related services that are appropriately restricted, controlled, and recording and monitoring systems are in place that provide for reliable review and/or investigation of inmate communications. This proposed solution will exceed the requirement outlined this Proposal.

Smart Communications will be the single prime contractor with end-to-end responsibility and will provide Washington County Jail a turnkey inmate Video visitation solution that is fully compliant with the County's RFP specifications and requirements. Smart Communications will be responsible for all costs associated with providing the video visitation systems including the purchase of equipment and services, JMS/Commissary interface, installation, licensing, maintenance, training and ongoing operations.

109. **The video visitation system must provide a kiosk functionality that allows for multiple capabilities. These capabilities should be available for use at predetermined scheduled times outlined by Washington County Jail and must be customizable to the exact feature. These functionalities should perform as follows:**
- n. **Ability to place inmate telephone calls.**
 - o. **Ability to access to a Law Library.**
 - p. **Ability to provide employment information that will allow an inmate to search for jobs upon release.**
 - q. **Ability to upload PDF documents such as an inmate handbook or any other documentation deemed necessary by WASHINGTON COUNTY JAIL.**
 - r. **Ability to upload a Video (MP4) files deemed necessary by WASHINGTON COUNTY JAIL.**
 - s. **Ability to enter a customized digital banner that will allow WASHINGTON COUNTY JAIL facility staff to broadcast concise messages to facility population. This banner should be customizable to exact areas of the facility, such as a particular housing area. The digital banner should rotate between multiple messages and have configuration for the duration it is shown.**
 - t. **Ability to allow a drop down menu from home screen for inmates to access multiple languages.**
 - u. **Ability to allow access to Commissary Ordering for the inmates.**
 - v. **A fully functional Video Visitation Capability fully compliant with the specifications outlined in this RFP.**
 - w. **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 inmates can order commissary).**
 - x. **Ability to provide a sick call application to submit illnesses.**
 - y. **Inmate Forms & Grievance submission capability that will:**
 - i. **Allow an inmate to place both anonymous and known grievance requests.**
 - ii. **Allow authorized facility staff to review and respond to grievances through the Inmate 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 inmates to track and review active and closed grievances through the kiosk.
- vi. Provide a method for an inmate to appeal a grievance.
- vii. Ability to keep all forms for the life of the contract – even if an inmate is released.
- viii. Ability to set a limit on the type of forms submitted per day.
- ix. The inmate platform on the kiosk must allow the ability for //GOVTAGENCY// to present customized terms and conditions as a condition for inmates to accept prior to accessing services on the kiosk.
- x. If changes are made to the facilities terms and conditions, the inmate platform must allow the ability to force the inmate to re-accept the new terms and conditions.
- xi. The system must provide an audit log of the inmate events (accepted or rejected) of the terms and conditions with the ability to export.
- z. Methods to avoid inmate monopolization of terminals:
 - i. 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 inmate 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).
 - ii. The kiosk must allow for the ability to multitask whereas the inmate can perform multiple functions at the same time. (i.e. An inmate could be on the phone with their loved one while reading the inmate handbook and relaying details of the facility rules to the caller, or placing a commissary order, or submitting a grievance).

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will provide a kiosk functionality that allows for multiple capabilities. These capabilities will be available for use at predetermined scheduled times outlined by Washington County Jail and will be customizable to the exact feature. These functions will perform the following:

- Place inmate telephone calls
- Access to a free Law Library
- Provide employment information that will allow an inmate to search for jobs upon release.
- Upload PDF documents such as an inmate handbook or any other documentation deemed necessary by the Washington County Jail
- Upload a Video (MP4) files deemed necessary by the Washington County Jail
- Enter a customized digital banner that will allow Washington County Jail facility staff to broadcast concise messages to facility population
- Provide a drop-down menu from home screen for inmates to access multiple languages
- Access to Commissary Ordering for the inmates
- A functional Video Visitation Capability fully compliant with the specifications outlined in this RFP
- Applications to be configured to be enabled or disabled for periods of time by housing unit or facility
- Provide a sick call application to submit illnesses
- Provide Inmate Forms & Grievance submission capability
- Methods to avoid inmate monopolization of terminals

Hosted Video Visitation – Hardware Requirements

- 110. The terminal must include a detention-grade hardened steel enclosure.

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PHONES TABLETS KIOSKS MAILGUARD® VIDEO VISITATION

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal is designed, engineered and manufactured for corrections environments to guard against inmate abuse and provide a safe and secure device for inmates. The kiosks are tamper-proof and manufactured of high-strength, 12-gauge steel with smooth rounded edges to reduce the risk of inmates harming themselves or other.

111. Detention grade hardened steel wall mounted enclosure.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal is a detention grade manufactured of high-strength, 12-gauge steel wall mounted enclosure.

112. The position of the hookswitch must not enable/disable a live visitation session.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal hookswitch will not enable/disable a live visitation session.

113. The terminal must prevent spills from entering the enclosure.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal is designed to prevent spills from entering the enclosure.

114. The terminal must be able to access the web-based application and be enabled for touch screen inputs.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal will be able to access the web-based application and be enabled for touch screen inputs.

115. The terminal shall not have any openings exposed to the user. This includes all wiring and ventilation holes.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal does not have any openings exposed to the user.

116. The terminal shall not have any external hinges.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal does not have any external hinges.

117. The terminal will have a shatterproof touchscreen LCD display.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal is equipped with a shatterproof touchscreen LCD display.

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118. The terminal will have a built-in camera.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal will have a built-in camera.

119. The terminal will have a detention-grade audio handset.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal will have a detention-grade audio handset.

120. The terminal will have the option for one or two handsets or a hands free device.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal can be equipped with one or two handsets or a hands-free device.

121. The terminal shall be powered by 110VAC or vendor-provided Power-Over-Ethernet. Any additional power needs will be the responsibility of the vendor.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal can be powered by 110VAC or Power-Over-Ethernet.

122. The terminal will utilize standards based videoconferencing CODEC(Encoder/Decoder) based on the H.264 video conferencing compressions.

Smart Communications has Read, Understands and will Comply:

The proposed SmartVisit Video Visitation System (VVS) terminal will utilize a standards based videoconferencing CODEC(Encoder/Decoder) based on the H.264 video conferencing compressions.

123. The terminal must have heat syncs and heat vents located in the back of the terminal in order to allow for proper cooling.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal has heat syncs and heat vents located in the back of the terminal in order to allow for proper cooling.

124. The terminal must have a minimum of two (2) internal magnetic levitation ventilation fans and internal tachometer output to monitor operation.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminal two (2) internal magnetic levitation ventilation fans and internal tachometer output to monitor operation.

125. The terminal shall have a magnetic on/off switch.

Smart Communications has Read, Understands and will comply:

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PHONES TABLETS KIOSKS MAILGUARD[®] VIDEO VISITATION

The proposed SmartVisit Video Visitation System (VVS) terminal is equipped with magnetic on/off switch.

126. **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.**

Smart Communications has Read, Understands and will comply:

Each of the proposed inmate terminals will connect to the wall with a minimum of four (4) bolts. The terminals will then be secured to the mounting bracket using four (4) security screws.

Hosted Video Visitation – Technical Requirements

127. **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.**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) will be a complete TCP/IP-based system. All video and audio streams between the terminals, visitors, and management equipment (servers) will be transmitted over TCP/IP Ethernet.

128. **The system must consist of inmate terminals connected over a 100 Mbps or higher dedicated Ethernet network so that any terminal can be connected to any other terminal.**

Smart Communications has Read, Understands and will comply:

The proposed inmate terminals will connect over a 100 Mbps or higher dedicated Ethernet network so that any terminal can be connected to any other terminal.

129. **The visitor must be able to access the video visitation solution via local area network (LAN) or via a broadband internet connection using an Android or Apple smartphone or tablet, or computer or laptop with web camera.**

Smart Communications has Read, Understands and will comply:

The visitor will be able to access the proposed SmartVisit Video Visitation System (VVS) via local area network (LAN) or via a broadband internet connection using an Android or Apple smartphone or tablet, or computer or laptop with web camera.

130. **The system should utilize:**
- i. **High quality video using low bandwidth.**
 - ii. **Video Standards: H.264**
 - iii. **Video Transmission Speeds: .5Mbps – 6 Mbps**
 - iv. **Wide range of video resolutions and bit rates: CIF (352 x 288 pixels), SIF (352 x 240 pixels), QCIF (176 x 144 pixels), 2CIF (704 X 288), 4CIF (704 X 576), 720P (1280 x 720)**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) terminals support the following:

- H.264 or VP8 codecs
- High quality video with minimal bandwidth

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RESPONSE TO REQUEST FOR PROPOSAL INMATE TELEPHONE SYSTEM

PHONES TABLETS KIOSKS MAILGUARD® VIDEO VISITATION

- Video transmission speeds from 64 Kbps-2Mbps
- Wide resolution range from 352 x 288 pixels to 1280 x 720 pixels
- Support bitrates variable up to 2Mbps, frame rates up to 30 fps,
- Support variable bit rates with maximum bit rate caps to ensure the best quality video for each situation.
- Video streams are encrypted using Secure Real-Time Transfer Protocol (Secure RTP)

131. The system must be designed for:

- Up to 30 frames per second of high quality video at 384+ Kbps**
- Up to 15 frames per second of high quality video at 64 – 320 Kbps**
- Constant or variable bit rate and frame rate**

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) is designed to support the following:

- Up to 30 frames per second of high quality video at 384+ Kbps
- Up to 15 frames per second of high quality video at 64 – 320 Kbps
- Constant or variable bit rate and frame rate

132. The system must provide end to end encryption for all video visitations.

Smart Communications has Read, Understands and will comply:

The proposed SmartVisit Video Visitation System (VVS) Video streams are encrypted using Secure Real-Time Transfer Protocol (Secure RTP)

C22. Correctional Tablets

General Requirements

1. Vendor shall provide a turn-key tablet program for all facilities at no charge.

Smart Communications has Read, Understands and will comply:

Smart Communications will provide our turn-key SmartTablet™ device program for all facilities at no charge.

2. Vendor shall provide a tablet program that is affordable for users.

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ device program is affordable for users as SmartTablet™ devices will be provided for no charge.

3. Vendor shall provide a tablet program that is easy to administer.

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ device program is easy to administer.

4. Vendor shall provide a tablet program that is flexible to accommodate facility specific needs.

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ device program is flexible to accommodate facility specific needs.

5. Vendor shall provide a tablet program that is designed so it is fully utilized by inmates.

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ device program is designed to allow for full utilization by inmates.

6. Vendor shall provide a tablet program that is educational.

Smart Communications has Read, Understands and will comply:

Inmate education has proven to improve inmate behavior and reduce recidivism. That is why Smart Communications has heavily invested in our SmartEd™ & SmartReentry™ modules and will provide your inmates with free access via the provided SmartTablet™ devices. These modules are loaded with free educational, self-help, reentry strategy courses and content, as well as optional court ordered/approved courses. These modules are also customizable which allows dynamic, local content to be uploaded to meet your agency's current and future goals/objectives.

7. Vendor shall provide a tablet program that allows for inexpensive purchases for the users.

Smart Communications has Read, Understands and will partially comply:

Smart Communications SmartTablet™ program is a shared model in which all tablets are free/community based and offer all inmates with equal access to critical content. Smart Communications goal is to optimize the inventory of tablets such that there are not significant quantities of tablets that are underutilized. Smart Communications will work with Washington County Jail to ensure the right balance of adequate inventory meets this goal. Smart Communications approach is to ensure that there is a tablet available for every inmate that request a tablet.

All community tablets are personalized for the inmate simply by entering their credentials (ID and PIN). Once the inmate is logged into the table all their personal preferences and information are loaded into tablet.

8. Vendor shall provide free community tablets that offer equal access to inmates of all critical content. Critical content includes but is not limited to communication tools such as telephone calls ability and an emessaging application, mental health and addiction recovery, religious scriptures and sermons, inmate handbooks and PREA information, job search tools, forms and grievance application, and commissary access all at no charge to the facility.

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ devices offer a common platform to deliver services, including phone services, and applications to the Washington County Jail that include:

- **Inmate Phone Services:** appropriately restricted, controlled, and recording and monitoring systems are in place that provide for reliable review and/or investigation
- **SmartInmate Electronic Messaging System**
- **SmartVisit Onsite and Remote Video Visitation System (VVS)**
- **MailGuard® Postal Mail Elimination System (patented)**
- **SmartRequest™ Digital Request/Grievance/Medical Form Module**
- **Law Library**
- **Inmate Notifications & Announcements**
- **PREA information**
- **Commissary Hosting**
- **SmartEd™ & SmartReentry™:** inmate education, rehabilitation and reentry modules

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- Job Search Tools
- Religious Scriptures & Sermons
- Inmate Handbooks
- SmartEntertainment™ Basic & Premium Modules: streaming music, TV, movies, games and eBooks

9. Vendor shall provide officer tablets that control the inmate tablets at no charge to the facility.

Smart Communications has Read, Understands and comply:

Smart Communications will provide SmartTablet™ devices to administer inmate tablets. These tablets will be provided at no cost to the facility.

10. Vendor should have an automated method of controlling inventory of free community tablets on site to have just enough tablets, with no need to store an abundance of inventory, or to not have enough.

Smart Communications has Read, Understands and will comply:

Smart Communications will provide a pool of spare SmartTablet™ devices to allow for the immediate replacement of any devices that are damaged and become inoperable. Smart Communications would replenish this pool of spare SmartTablet™ devices to ensure an ample supply are always on hand. Smart Communications will provide shipping boxes and pre-printed labels to allow to send back any SmartTablet™ devices that are damaged and become inoperable. Inoperable SmartTablet™ devices received back would be immediately replaced at no charge.

11. Vendor should have an automated method allowing inmates to purchase a subscription and premium content (with no staff involvement).

Smart Communications has Read, Understands and will partially comply:

Smart Communications SmartTablet™ provides a menu that will allow inmates will FREE access to SmartEntertainment™ – Basic content and Premium module content access at a low rate of \$0.01/minute.

12. Vendor should provide as many free community tablets as needed for inmates to access critical content such as communication apps, mental health, education, betterment, religion, facility operation tools such as forms and grievance app, inmate handbook (PDF app), PREA videos (MP4 app).

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ program is a shared model in which all tablets are free/community based and offer all inmates with equal access to critical content. Smart Communications goal is to optimize the inventory of tablets such that there are not significant quantities of tablets that are underutilized. Smart Communications will work with Washington County Jail to ensure adequate inventory is available to meet this goal. Smart Communications approach is to ensure that there is a tablet available for every inmate that request a tablet.

13. Vendor should allow inmates to subscribe and have a personal tablet that has his/her name on the lock screen.

Smart Communications has Read, Understands and will partially comply:

Smart Communications SmartTablet™ program is a shared model in which all tablets are free/community based and offer all inmates with equal access to critical content.

14. Vendor should have different wallpaper colors to easily distinguish free community tablets from personal tablets.

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RESPONSE TO REQUEST FOR PROPOSAL INMATE TELEPHONE SYSTEM

PHONES TABLETS KIOSKS MAILGUARD® VIDEO VISITATION

Smart Communications has Read, Understands and will partially Comply:

Smart Communications SmartTablet™ program is a shared model in which all tablets are free/community based and offer all inmates with equal access to critical content.

15. Vendor should provide an automated method (with no staff involvement) of turning a personal tablet back into a free community tablet when an inmate is released.

Smart Communications has Read, Understands and will partially comply:

Smart Communications SmartTablet™ program is a shared model in which all tablets are free/community based and offer all inmates with equal access to critical content.

16. Free community tablets should not retain any specific inmate data or downloads overnight; each community tablet should be wiped of personal content nightly.

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ program is a shared model in which all tablets are free/community based and will not retain any specific inmate data or downloads. There is no Inmate data stored on tablets, all inmate data is stored in the cloud.

17. Vendor shall provide the facility with a revenue share opportunity.

Smart Communications has Read, Understands and will comply:

Smart Communications will provide Washington County a revenue share opportunity on revenues generated from tablets. For complete details, please refer to "Attachment F: Cost Proposal."

18. Vendor shall provide 3 references where tablets have been implemented for >18 months.

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ devices have been implemented for > 18 months at the following facilities:

Facility Name:	Jones County Jail
Address:	Holmes Hawkins Dr. Gray, GA 31032
Contact Person & Title:	Capt. Guy Mosteller
Telephone Number:	478-808-7111
Email Address:	guy@jcsheriff.com

Facility Name:	Union County Jail
Address:	220 W. Main St. Union, SC 29379
Contact Person & Title:	Sheriff Taylor
Telephone Number:	864-466-6566
Email Address:	sherifftaylor@countyofunion.com

Facility Name:	Charlotte County Jail
Address:	26601 Airport Rd. Punta Gorda, FL 33982
Contact Person & Title:	Lt. Tabatha Carter

PHONES TABLETS KIOSKS MAILGUARD® VIDEO VISITATION

Telephone Number:	941-833-6318
Email Address:	tcarter@ccsofl.net

Technical Requirements

19. Vendor shall provide inmate and officer tablets that are Wi-Fi enabled and connect to vendor-provided secure Wi-Fi.

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ and officer tablets are Wi-Fi enabled and will connect to secure dedicated Wi-Fi network that will be provided by Smart Communications at no cost to the facility.

20. Vendor tablets shall be updated wirelessly in real time.

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ devices will be updated wirelessly in real time.

21. Vendor shall provide tablet warranty and refurbishment to the facility at no cost.

Smart Communications has Read, Understands and will comply:

Smart Communications will provide SmartTablet™ device warranty and refurbishment to the facility at no cost.

22. Vendor shall provide either individual charging unit for each tablet or provide each Housing Unit enough charging carts for safe and secure charging of all the tablets.

Smart Communications has Read, Understands and will comply:

Smart Communications will provide custom, wall mounted, self-service charging stations to charge SmartTablet™ devices. Each charging station charges up to (10) SmartTablet™ devices simultaneously. Zero staff involvement is required to charge a SmartTablet™ device as they are charged wirelessly (without the use of a wire or cable) by inserting the device into any available charging station bank. When inserted, small metallic contacts located on the SmartTablet™ device's enclosure contact the charging pins contained within the charging bank. When contact is made, the charging bank bi-colored LED indicator will turn on to indicate the current charge status of the SmartTablet™ device. The LED will show red, when the SmartTablet™ device's battery is charging. When the SmartTablet™ device's battery is fully charged, the LED will show green.

23. Vendor provided charging carts shall be ruggedized for use in the facility.

Smart Communications has Read, Understands and will comply:

Smart Communications will provide custom, wall mounted, self-service charging stations to charge SmartTablet™ devices. Each charging station charges up to (10) SmartTablet™ devices simultaneously. Zero staff involvement is required to charge a SmartTablet™ device as they are charged wirelessly (without the use of a wire or cable) by inserting the device into any available charging station bank. When inserted, small metallic contacts located on the SmartTablet™ device's enclosure contact the charging pins contained within the charging bank. When contact is made, the charging bank bi-colored LED indicator will turn on to indicate the current charge status of the SmartTablet™ device. The LED will show red, when the SmartTablet™ device's battery is charging. When the SmartTablet™ device's battery is fully charged, the LED will show green.

24. Vendor shall work with commissary company to provide access to order commissary goods including

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vendor approved earbuds via the tablet.

Smart Communications has Read, Understands and will comply:

Smart Communications will integrate the SmartTablet™ devices with incumbent commissary company to provide access to order commissary goods including vendor approved earbuds via the tablet.

25. Vendor inmate tablet shall require an inmate to enter credentials and log in to the tablet before being able to access all applications.

Smart Communications has Read, Understands and will comply:

SmartTablet™ devices will require an inmate to enter credentials and log in to the device before being able to access all applications.

26. Vendor inmate tablet shall display terms and conditions to users the first time they login or for subsequent changes to the terms and conditions.

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ will display terms and conditions to users the first time they login or for subsequent changes to the terms and conditions.

27. Vendor inmate tablet shall provide a configurable option where a tablet that is enabled for inmate log in times out after a period of inactivity.

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ devices will has a configurable option where a tablet that is enabled for inmate log in times out after a period of inactivity.

28. Vendor inmate tablet shall provide a means where the log in for a tablet uses the same credentials inmates use to make phone calls and access other applications.

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ log in uses the same credentials inmates use to make phone calls and access other applications.

29. Vendor inmate tablet shall have options to display all or a subset of the following items on the lock screen display: inmate name, ID number, digital clock, day, month, date, housing information, agency name, barcode and unique identifier for the tablet hardware.

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ devices can be configured to display all or a subset of the following items on the lock screen display: inmate name, ID number, digital clock, day, month, date, housing information, agency name, barcode and unique identifier for the tablet hardware.

Security Requirements

30. Vendor shall provide security measures which prevent inmates from network breach.

Smart Communications has Read, Understands and will comply:

All data exchanged between the Smart Communication systems and users is transmitted using encrypted HTTPS transports. This data is segregated using our own facility identification. Data is not permitted to pass between agencies or departments through system design and control procedures. This data is not available except for users accessing our secure management interface. Direct access to any database or storage is restricted both physically and electronically to only authorized company support personnel. Data is not shared with any third party except by written request of the facility for purposes of official investigations. Physical databases are not accessible externally and are only accessible to limited support staff. Access to data contained on Smart Communications systems relies on user authentication and strong security policies. Users are only permitted to log in during specified working hours typically set to working hours. The primary interface is using secure connections with standard internet browsers.

Furthermore, Smart Communications routinely employs the services of independent 3rd party agencies to audit internal policies and procedures and check both internally and externally the effectiveness of the procedures. Recommendations are incorporated as necessary to maintain the best security in pace with the latest threats.

Smart Communications network security measures have proven to be unbreachable by inmates. This is a claim virtually no other vendor in corrections can claim.

31. Vendor shall provide tablets which have been wiped of any residual operating systems.

Smart Communications has Read, Understands and will comply:

Smart Communications will provide SmartTablet™ devices that have been wiped of any residual operating systems.

32. Vendor shall provide the following security measures to harden the firmware on the tablets:

- a. **Browser, contacts, calendar, native phone and messaging clients have been removed**
- b. **No option for users to change the settings**
- c. **NFC, Bluetooth and Cellular wireless radio has been disabled, except for Wi-Fi**
- d. **Users cannot install and un-install apps**
- e. **Authorized apps are pushed to the tablets through an app state management process**
- f. **No access to the third-party app stores**

Smart Communications has Read, Understands and will comply:

Smart Communications will provide the following security measures to harden the firmware of our SmartTablet devices: Browser, contacts, calendar, native phone and messaging clients have been removed; no option for users to change the settings; NFC, Bluetooth and Cellular wireless radio has been disabled, except for Wi-Fi; users cannot install and un-install apps; authorized apps are pushed to the tablets through an app state management process and no access to the third-party app stores.

33. Vendor's wireless network traffic must be routed through the vendor system with no exception and provide firewall, transparent proxy, DHCP, DNS and routing services for the tablets. All equipment, configuration, and maintenance is to be provided by and the responsibility of the vendor.

Smart Communications has Read, Understands and will comply:

All data exchanged between the Smart Communication systems and users is transmitted using encrypted HTTPS transports. This data is segregated using our own facility identification. Data is not permitted to pass between agencies or departments through system design and control procedures. This data is not available except for users accessing our secure management interface. Direct access to any database or storage is restricted both physically and electronically to only authorized company support personnel. Data is not shared with any third party except by written request of the facility for purposes of official investigations. Physical databases are not accessible externally and are only accessible to limited support staff. Access to data contained on Smart Communications

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systems relies on user authentication and strong security policies. Users are only permitted to log in during specified working hours typically set to working hours. The primary interface is using secure connections with standard internet browsers.

Furthermore, Smart Communications routinely employs the services of independent 3rd party agencies to audit internal policies and procedures and check both internally and externally the effectiveness of the procedures. Recommendations are incorporated as necessary to maintain the best security in pace with the latest threats.

Smart Communications network security measures have proven to be unbreachable by inmates. This is a claim virtually no other vendor in corrections can claim.

All equipment, configuration, and maintenance will be provided by and the responsibility of Smart Communications.

34. Vendor shall furnish a recent independent report from a certified vendor of network and program security that notes no vulnerabilities were found.

Smart Communications has Read, Understands and will comply:

Please refer to *“Attachment C: Independent Network & Program Security Report.”*

35. Vendor shall provide secure Internet Protocol communications by authenticating and encrypting each IP packet of a communication session.

Smart Communications has Read, Understands and will comply:

All data exchanged between the Smart Communication systems and users is transmitted using encrypted HTTPS transports. This data is segregated using owning facility identification.

Tablet Hardware Requirements

36. Vendor inmate tablet hardware should be deployed and in the hands of more than 150,000 inmates currently.

Smart Communications has Read, Understands and will partially comply:

Smart Communications SmartTablet™ devices are deployed and in the hands of over 12,000 inmates.

37. Vendor inmate tablet hardware should NOT have a camera.

Smart Communications has Read, Understands and will partially comply:

Smart Communications SmartTablet™ devices has a camera that will only operate if the SmartVisit Video Visitation System (VVS) is enabled. If SmartVisit VVS is not enabled the camera is inoperable.

38. Vendor inmate tablet hardware should have at least 32 GB of storage.

Smart Communications has Read, Understands and will partially comply:

The proposed SmartTablet devices are equipped with 16 GB hard-drive storage. The hard-drive provides sufficient storage capacity to run all applications and does not provide for any user-specific data storage.

39. Vendor inmate tablet hardware should utilize a barrel charger port for security.

Smart Communications has Read, Understands and will not comply.

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For security purposes and the benefits of wireless charging (ability to charge without the use of a wire or a cable) Smart Communications SmartTablet™ devices have small metallic contacts located on the SmartTablet™ device's enclosure. When these pins come into contact the charging pins contained within the charging the device's battery enters a charge cycle.

40. Vendor inmate tablet hardware should be high strength, impact-resistant security glass with integrated screen protector.

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ devices are equipped with high strength, impact-resistant security glass with integrated screen protector.

41. Vendor inmate tablet hardware should have a clear polycarbonate shock resistant body.

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ is a tablet truly designed for corrections from the ground up. The SmartTablet™ body is fully enclosed in a custom designed shock resistant body in partnership with our private manufacturer. There is nowhere to access the tablet hardware or to hide contraband in the tablet.



42. Vendor earbuds should be clear to minimize contraband.

Smart Communications has Read, Understands and will comply:

Smart Communications will provide clear earbuds to minimize contraband.

43. Vendor earbuds should be certified to support advanced voice biometric audio.

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ earbuds provided will supports advanced voice biometric audio.

44. Vendor tablets shall integrate with current ITS (Inmate Training System), JMS (Jail Management System), or other systems as applicable.

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ devices will integrate with current Inmate Training System, Jail Management System (JMS) or other systems as applicable.

Tablet Application Requirements

45. Vendor tablets shall have a vendor provided app that allows the ability for inmates to place a phone call with all restrictions enabled just as a normal phone call via inmate telephones on the wall.

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ application allows the ability for inmates to place phone calls from the tablet device with all restrictions enabled just as a normal phone call via inmate telephones on the wall. All calls and visits

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will be appropriately restricted, controlled, and recording and monitoring systems are in place that provide for reliable review and/or investigation of inmate calls and other communications.

46. Vendor shall provide an application where inmates may submit forms, requests and grievances electronically.

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ devices will feature our SmartRequest™ Digital Request/Grievance/Medical Form module, the world's first digital inmate request system in corrections! SmartRequest™ is the easiest to use, most customizable and detailed electronic form submission platform in corrections. SmartRequest™ automates the inmate form process and helps eliminate paperwork. Electronic forms are centrally tracked and managed which puts an end to having to shuffle paper forms around the facility. Requests are responded to electronically, even allowing automated standard responses, while showing status to all involved; allowing inmates to get answers quickly. Workflow on the SmartRequest™ system is custom tailored to specific department policies and is easy to customize without vendor assistance. Limitations, timers, forwarding, notes, reassignment, escalating, appeals, JMS integration, automated reporting, (even keyword tracking in requests) and much more are all standard features. Truly the most intelligent digital request system in corrections.

47. Vendors Inmate Tablet Devices have current and minimum capabilities to provide:

- g. Phone calling
- h. Mail/Messaging Application
- i. Job Search Application
- j. Law Library Application (compliant with 1977 Supreme Court Ruling Bounds vs. Smith)
- k. Podcasts
- l. Education
- m. Mental Health Services
- n. Forms and Grievance Application
- o. Documents Viewer Application (Inmate Handbooks, Reentry manuals, etc.)
- p. Videos Applications (PREA and such)
- q. Music
- r. Games
- s. Movies
- t. Reentry Assistance
- u. Religious Application
- v. Spiritual and Self Help Application
- w. FM Receiver

Smart Communications has Read, Understands and will comply:

The proposed SmartTablet devices have current and minimum capabilities to provide: phone calling, mail/messaging application, job search application, law library application (compliant with 1977 Supreme Court Ruling Bounds vs. Smith), podcasts, education, mental health services, forms and grievance application, documents viewer application (Inmate Handbooks, Reentry manuals, etc.), videos applications (PREA and such), music, games, movies, reentry assistance, religious application, spiritual and self-help application and FM Receiver (web-based/streaming).

48. Vendor shall offer a media store where users can make purchases of songs, games, videos.

Smart Communications has Read, Understands and will partially comply:

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The proposed SmartTablet™ will include SmartEntertainment™ - Basic & Premium modules. These modules contain a virtually endless supply of streaming media choices that are regularly updated with fresh, new content. Inmates can stream the latest music, tv series, movies, self-help and educational videos, informational news and entertainment websites, play video games and much more. The SmartEntertainment™ module's management console allows staff to easily control what content is made available to inmates on the SmartTablet™. Inmates are provided with *FREE* access SmartEntertainment™ Basic Module content and Premium Module content access at a low rate of \$0.01/minute.

49. Vendor shall offer a media store where users can rent movies.

Smart Communications has Read, Understands and will partially comply:

The proposed SmartTablet™ will include SmartEntertainment™ - Basic & Premium modules. These modules contain a virtually endless supply of streaming media choices that are regularly updated with fresh, new content. Inmates can stream the latest music, tv series, movies, self-help and educational videos, informational news and entertainment websites, play video games and much more. The SmartEntertainment™ module's management console allows staff to easily control what content is made available to inmates on the SmartTablet™. Inmates are provided with *FREE* access SmartEntertainment™ Basic Module content and Premium Module content access at a low rate of \$0.01/minute.

50. Vendor shall offer a media store where a custom play list can be created for music.

Smart Communications has Read, Understands and will partially comply:

The proposed SmartTablet™ will include SmartEntertainment™ - Basic & Premium modules. These modules contain a virtually endless supply of streaming media choices that are regularly updated with fresh, new content. Inmates can stream the latest music, tv series, movies, self-help and educational videos, informational news and entertainment websites, play video games and much more. The SmartEntertainment™ module's management console allows staff to easily control what content is made available to inmates on the SmartTablet™. Inmates are provided with *FREE* access SmartEntertainment™ Basic Module content and Premium Module content access at a low rate of \$0.01/minute.

51. Vendor shall offer purchases to users via the media store that allow for a low cost single song, album, game, or video one time purchase with unlimited usage.

Smart Communications has Read, Understands and will partially comply:

The proposed SmartTablet™ will include SmartEntertainment™ - Basic & Premium modules. These modules contain a virtually endless supply of streaming media choices that are regularly updated with fresh, new content. Inmates can stream the latest music, tv series, movies, self-help and educational videos, informational news and entertainment websites, play video games and much more. The SmartEntertainment™ module's management console allows staff to easily control what content is made available to inmates on the SmartTablet™. Inmates are provided with *FREE* access SmartEntertainment™ Basic Module content and Premium Module content access at a low rate of \$0.01/minute.

52. Vendor shall allow purchases via the media store to be available to the user even if their subscription lapses for up to 11 months.

Smart Communications has Read, Understands and will partially comply:

The proposed SmartTablet™ will include SmartEntertainment™ - Basic & Premium modules. These modules contain a virtually endless supply of streaming media choices that are regularly updated with fresh, new content. Inmates can stream the latest music, tv series, movies, self-help and educational videos, informational news and

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entertainment websites, play video games and much more. The SmartEntertainment™ module's management console allows staff to easily control what content is made available to inmates on the SmartTablet™. Inmates are provided with *FREE* access SmartEntertainment™ Basic Module content and Premium Module content access at a low rate of \$0.01/minute.

Officer Tablet Requirements

53. Vendor shall provide as many officer tablets as needed.

Smart Communications has Read, Understands and will comply:

Smart Communications will provide as many officer tablets as needed at no cost to the facility.

54. Vendor shall provide a detailed officer user guide directly on the officer tablet for easy reference.

Smart Communications has Read, Understands and will comply:

Smart Communications will provide a detailed officer user guide directly on the officer tablet for easy reference.

55. Vendor shall provide officer tablets that have total control of inmate tablets.

Smart Communications has Read, Understands and will comply:

Smart Communications will provide officer tablets that have total control of inmate tablets ...

56. Vendor has current and minimum capabilities providing officer tablets with real-time:

- a. Behavior Modification Application – ability to modify what applications are available on an individual tablet, group of tablets or all tablets on demand or scheduled for a number of hours/days/weeks/months or until a selected date.**

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ has the ability to modify what applications are available on an individual tablet, group of tablets or all tablets on demand or scheduled for a number of hours/days/weeks/months or until a selected date.

- b. Permissions – so staff can be granted only those permissions critical to their specific job responsibilities**

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ Facility Manager allows for Washington County Jail administrators to assign new users and their permissions. This level of security will have the capability of assigning specific user permissions to each username/password programmed into the system. The system will allow unlimited flexibility allowing each function in the system to be assigned to a specific username and password for different levels of security clearance. Each level can be allowed, not allowed, or allowed access only for a specific schedule of hours of the day and certain days of the week.

- c. Eligibility Status – notification via the JMS or officer input if the inmate is eligible for a tablet**

Smart Communications has Read, Understands and will comply:

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Smart Communications SmartTablet™ application will be notification via the JMS or officer input if the inmate is eligible for a tablet

- d. **Services to allow officer tablets to formulate notifications and communications that can be pushed to one inmate tablet, a group of tablets or all inmate tablets.**

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ application will allow officer tablets to formulate notifications and communications that can be pushed to one inmate tablet, a group of tablets or all inmate tablets.

- e. **Scheduled availability of Applications.**

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ application will allow officer tablets to schedule availability of applications.

- f. **Activation / Deactivation of any or all applications by:**

- i. **Inmate**
- ii. **Groups of inmates**
- iii. **Facility**

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ application will allow officer tablets to activate/deactivate any or all applications based on Inmate, group of Inmates or facility..

57. **Vendor should allow officers with appropriate permissions to easily authorize a replacement tablet via the officer tablet which would allow the inmate to pick up any community tablet and redeem the authorization to make it his personal tablet by simply entering his credentials (ID and PIN).**

Smart Communications has Read, Understands and will comply:

Smart Communications SmartTablet™ program is a shared model in which all tablets are free/community based and offer all inmates with equal access to critical content. Smart Communications goal is to optimize the inventory of tablets such that there are not significant quantities of tablets that are underutilized. Smart Communications will work with Washington County Jail to ensure the right balance of adequate inventory meets this goal. Smart Communications approach is to ensure that there is a tablet available for every inmate that request a tablet.

All community tablets are personalized for the inmate simply by entering their credentials (ID and PIN). Once the inmate is logged into the table all their personal preferences and information are loaded into tablet.

C23. Payment Options & Products

1. **The system shall allow automated operator collect calling.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will provide automated operator, collect, call capabilities and will include all necessary telephone platforms, telephone instruments, and all other equipment necessary to perform the functions and services described in the RFP.

2. **All prepaid calls will be subject to the same restrictions and features as standard inmate- collect**



telephone calls.

Smart Communications has Read, Understands and will comply:

All prepaid calls will be subject to the same restrictions and features as stand inmate-collect telephone calls on the proposed Smart-EVO™ Inmate Telephone System (ITS).

3. **The called party shall be provided an option to request cost of the call prior to accepting the charges.**

Smart Communications has Read, Understands and will comply:

When the called party answers a call placed through the proposed Smart-EVO™ Inmate Telephone System (ITS), they will receive an automated message prior to call acceptance providing the them with their PrePaid account balance and an option to obtain call rate information.

The automated operator will announce, *"To obtain the rate information for this call, dial 3 now"*. If the called party dials "3", the caller will be quoted the per-minute cost of the call. The rate quote is as follows:

"The cost for this call will be {x} dollars and {xx} cents for the first {y} minutes and {x} dollars and {xx} cents for each additional {y} minutes."

4. **The system will allow inmate 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 inmate 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 no less than nine 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.**
 - **Direct Bill**
 - **Money Gram**
 - **Western Union**
 - **Lobby Kiosk**
 - **Booking Kiosk**
 - **AIS**
 - **Instant Pay service**
 - **Customer Service**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will allow family members and friends of an inmate to set-up alternate billing methods directly with the Smart Communications.

A Direct Bill account allows calls received from inmates to be billed directly to the called party monthly. This account is best suited for attorneys, bail bondsmen and friends/family of long-stay inmates. A credit check is required to qualify. A direct bill account can be set up by contacting our Customer Care Representative toll-free by calling 888-843-1972.

|PrePaid Collect: Prepaid Collect (PPC) account provides an option for friends and family members to place money directly on their own personal phone number for inmates to call them. The PPC is most advantageous for the individual receiving the call because they are in direct control of how many calls and how much they



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want to spend in receiving inmate calls. PPC accounts are typically set up when they cannot make collect calls. PPC accounts can be funded either by the following options:

- Contacting a Live, Customer Care Representative 24/7/365 toll-free by calling 888-843-1972
- Visiting our Secure Website: www.GettingInTouch.com
- Utilizing our Interactive Voice Response (IVR) service toll-free by calling 888-843-1972
- On-Site Deposit and/or Booking Kiosk (if installed)
- Money Gram, Western Union, Money Order, and More

| Inmate PIN Debit: Inmate PIN Debit accounts are inmate owned phone accounts that allow inmates to fund phone calls to numbers they want to call. Because the calls are funded by the inmate, there is no cost to the called party. An inmate's PIN Debit account can be funded by friends and family members or the inmate can transfer funds from their commissary account to their PIN Debit account. The inmate initiates the funds transfer from the commissary system and the transfer amount will be deducted from the inmate's trust or commissary account and added to his Inmate PIN Debit account. Unlike PrePaid Collect (PPC) accounts, the inmate owns their PIN Debit account and is not limited to calling only the numbers specified by friends and family members. PIN Debit accounts increase the inmate calling opportunities, thereby increasing revenue and commissions for the County. Family and friends fund Inmate PIN Debit accounts in the same manner as funding a PPC account.

5. **Vendor shall provide the ability for inmate 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.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) SmartConnect feature will provide the ability for inmate 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.

6. **Outline all vendor proposed convenience fees which are passed to family and friends. This includes fees on any products listed in this document.**

Smart Communications has Read, Understands and will comply:

The table below outlines Smart Communications proposed convenience fees which are passed to family and friends:

DEPOSIT FEES	
Deposit Fee Type	Amount Per Deposit
Live Operator	\$5.95
Web	\$3.00
Interactive Voice Response	\$3.00
Lobby Kiosk (if applicable)	\$3.00
Western Union, Money Gram, and Money Order	\$0.00

7. **Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.**

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Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will allow calls to cell phones and have an ability to establish accounts for such customers.

8. **Vendor must have the ability to provide promotional calls to cell phones and text messaging information on how to establish an account.**

Smart Communications has Read, Understands and will comply:

Smart Communications will provide promotional calls to cell phones and text messaging information on how to establish an account. Smart Communications will also provide information at the Washington County Jail on how to establish accounts.

9. **Vendor must allow constituents deposits/payments of non-fixed amounts.**

Smart Communications has Read, Understands and will comply:

Smart Communications will allow constituents deposits/payments of non-fixed amounts.

10. **Vendor must offer an automated promotional program to allow calls to be connected and paid for instantly by non-traditional means when the call would otherwise be blocked due to lack of constituents having a calling account established with the ITSP or not having adequate funds in their account to support an inmate call.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) SmartConnect feature will provide the ability for inmate 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.

C24. 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 inmate.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) Facility Manager provides 24-hour scheduling for each phone in the system. Schedules are for each of the seven days of the week plus holidays. Phones will automatically go in and out of service (shut-off) when configured and will automatically adjust the duration of new calls relative to when the phone goes out of service. Inmates are notified of the permitted duration before placing a call to indicate the pending out of service period.

Call durations can be set by inmate PIN, a specific telephone or a group of telephones. Call durations are set independently for weekdays, weekends and holidays and can be adjusted for local, long distance and international calls. Inmate phone schedules will be designated by the County.

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.**

Smart Communications has Read, Understands and will comply:

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The proposed Smart-EVO™ Inmate Telephone System (ITS) Facility Manager provides administrators with the appropriate permissions to a schedule override task function. This function allows the administrator to enable/disable an individual phone, group of phones or all phones in the facility. When a phone is disabled any calls in progress are terminated immediately. Call detail records will indicate the call was terminated to the phone being disabled. The user audit log will indicate the user that performed the action and which phones were modified

- 3. The system shall be password protected to permit only authorized facility personnel access to the system.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will be password protected to permit only authorized facility personnel access to the system.

- 4. The system must have the capability to enable and disable any phone at the facility from any secured internet capable computer.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will provide the ability to enable and disable any phone at the facility from any secured Internet enabled computer via the Facility Manager application.

- 5. The system must allow officers to check-in from any telephone. Each officer should be provided a unique PIN, as well as a personalized mailbox to record an observation during duty rounds.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) has a feature called Guard PINs that allow officers to check in from any inmate telephone. Officers are each provided a unique PIN and include a personalized mailbox to record an observation during duty rounds.

- 6. 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.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) Facility Manager is configured to provide restrictive access by public and private IP address so that personnel logging in from an IP address not assigned will not be allowed to access the system remotely.

- 7. Must be security controllable by IP address.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) Facility Manager is controllable by IP address.

- 8. Must have security templates that limit access by job role within the department.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) Facility Manager allows for the County's administrator to assign new users and their permissions. This level of security will have the capability of

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assigning specific user permissions to each username/password programmed into the system. The system will allow unlimited flexibility allowing each function in the system to be assigned to a specific username and password for different levels of security clearance. Each level can be allowed, not allowed, or allowed access only for a specific schedule of hours of the day and certain days of the week. Templates can be set up for different roles within the department.

9. **Must be password protected**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will be password protected to permit only authorized facility personnel access to the system.

CUSTOMER SERVICE

D1. Family and Friends Customer Service

1. **Please describe your family and friends customer service operations and services.**

Smart Communications has Read, Understands and will comply:

Friends and family of inmate's who need assistance utilizing or experiences an issue with a Smart Communications solution are serviced by our Customer Care Center. Our Customer Care Center may be reached 24/7/365 by calling our toll-free line 888-843-1972. All calls will be answered by a live, fully trained, U.S. based Customer Care Representative who will happy to provide assistance/support relating to various issues such as: setting up a SmartJailMail.com account, funding PrePaid and Inmate Debit Accounts, billing and refunds and more.

2. **How does your firm provide customer service to inmate family and friends?**

Smart Communications has Read, Understands and will comply:

Please refer to our response to Question #1 above.

3. **Where is your firm's family and friends' customer service center located?**

Smart Communications has Read, Understands and will comply:

Smart Communications does not outsource any of our customer service operations. All customer service is provided by full-time Smart Communications employees at our corporate headquarters located in Seminole, FL.

4. **List and describe the ways inmate family and friends can contact your customer service center?**

Smart Communications has Read, Understands and will comply:

Friends and family of inmate's who need assistance utilizing or experiences an issue with a Smart Communications solution are serviced by our Customer Care Center. Our Customer Care Center may be reached 24/7/365 by calling our toll-free line 888-843-1972.

5. **Do you out source any of your customer service operations? If so, to whom and identify the location of their customer service center?**

Smart Communications has Read, Understands and will comply:

Smart Communications does not outsource any of our customer service operations. All customer service is provided by full-time Smart Communications employees at our corporate headquarters located in Seminole, FL.

- 6. Vendor must provide live domestic CSR & IVR support to the County 24 hours a day, year round, for issues.**

Smart Communications has Read, Understands and will comply:

If your facility experiences a minor maintenance issue, service outage or needs assistance with the use/administration of one of our solutions our Technical Support Call Center (TSCC) is available to help 24/7/365. To provide the best quality of support, our TSCC is staffed exclusively by Smart Communications employees located within the U.S. When facility staff calls our TSCC toll-free their call will be answered by a live, highly-trained Technical Support Specialist who will obtain the specifics and open service request ticket. Each ticket is assigned a priority level (P1, P2, or P3) based upon the percentage of service that is affected. Each priority level is designed to address specific events and have a specific resolution timeframe and escalation procedure.

The Technical Support Specialist takes full ownership of the service request ticket and will make every effort to resolve the service issue remotely and as quickly as possible. If the issue is unable to be fixed remotely within the designated resolution timeframe or it is a P1 service request, a Field Service Technician will be dispatched to your facility. Once the issue is resolved, the Technical Support Specialist will close out the ticket.

- 7. 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.**

Smart Communications has Read, Understands and will comply:

Smart Communications will 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.

D2. Inmate Account Funding

- 1. Vendor shall provide the ability for inmate 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.**

Smart Communications has Read, Understands and will comply:

This is a duplicate question/requirement posed and responded to in C23. Pay Options & Products, Question #5.

- 2. Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.**

Smart Communications has Read, Understands and will comply:

This is a duplicate question/requirement posed and responded to in C23. Pay Options & Products, Question #7.

- 3. Vendor must allow constituents deposits/payments of non-fixed amounts.**

Smart Communications has Read, Understands and will comply:

This is a duplicate question/requirement posed and responded to in C23. Pay Options & Products, Question #9.

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4. **Vendor must apply constituent and inmate electronic deposits/payments to calling accounts in real-time upon receipt of payment.**
Smart Communications has Read, Understands and will comply:
Smart Communications will apply constituent and inmate electronic deposits/payments to calling accounts in real-time upon receipt of payment.
5. **Vendor must offer pre-paid products for constituents and inmates, post-paid constituent accounts.**
Smart Communications has Read, Understands and will comply:
Smart Communications will offer pre-paid products for constituents and inmates, post-paid constituent accounts.
6. **Vendor must offer an inmate-owned debit calling account solution with flexibility to be integrated with numerous commissary providers should Facility change commissary providers.**
Smart Communications has Read, Understands and will comply:
Smart Communications will offer an inmate-owned debit calling account solution with flexibility to be integrated with numerous commissary providers should Facility change commissary providers.
7. **The system will allow inmate 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:**
Smart Communications has Read, Understands and will comply:
This is a duplicate question/requirement posed and responded to in C23. Pay Options & Products, Question #4.
8. **A system that will allow inmate families and friends to set-up an account directly with the vendor.**
Smart Communications has Read, Understands and will comply:
This is a duplicate question/requirement posed and responded to in C23. Pay Options & Products, Question #4.
9. **A system that provides customers to prepay for calls from the facility.**
Smart Communications has Read, Understands and will comply:
This is a duplicate question/requirement posed and responded to in C23. Pay Options & Products, Question #4.
10. **Provider must offer Constituents no less than nine options to accept payments to fund accounts. Options include and are limited to: (Please select the options you currently support)**
 - a. Direct Bill (Vendor agrees to send bills directly)
 - b. Money Gram
 - c. Western Union
 - d. Lobby Kiosk
 - e. Booking Kiosk
 - f. IVR payments supported by calling the facility main number directly
 - g. Payment for an individual call via premium text messaging charge
 - h. Integrated Voice Response funding via a toll free number
 - i. Call center with agents to take funds
 - j. Account funding via text messaging
 - k. Ability to automatically recharge accounts when balances run low

I. Direct trust fund integration for debit calling

Smart Communications has Read, Understands and will comply:

This is a duplicate question/requirement posed and responded to in C23. Pay Options & Products, Question #4.

- 11. **Vendor shall provide the ability for inmate 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.**

Smart Communications has Read, Understands and will comply:

This is a duplicate question/requirement posed and responded to in C23. Pay Options & Products, Question #5.

- 12. **Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.**

Smart Communications has Read, Understands and will comply:

This is a duplicate question/requirement posed and responded to in C23. Pay Options & Products, Question #7.

- 13. **Vendor must allow constituents deposits/payments of non-fixed amounts.**

Smart Communications has Read, Understands and will comply:

This is a duplicate question/requirement posed and responded to in C23. Pay Options & Products, Question #9.

- 14. **Vendor must apply constituent and inmate electronic deposits/payments to calling accounts in real-time upon receipt of payment.**

Smart Communications has Read, Understands and will comply:

This is a duplicate question/requirement posed and responded to in D2. Inmate Account Funding, Question #4.

- 15. **Vendor must offer pre-paid products for constituents and inmates, post-paid constituent accounts**

Smart Communications has Read, Understands and will comply:

This is a duplicate question/requirement posed and responded to in D2. Inmate Account Funding, Question #5

- 16. **Vendor must offer an inmate-owned debit calling account solution with flexibility to be integrated with numerous commissary providers should Facility change commissary providers.**

Smart Communications has Read, Understands and will comply:

This is a duplicate question/requirement posed and responded to in D2. Inmate Account Funding, Question #6.

INSTALLATION AND CUTOVER, MAINTENANCE AND TRAINING

E1. Installation and Cut-Over

- 1. **Vendor will provide inmate phones, remote administration station, the automated inmate call control system and other proposed products and/or features to be completed within sixty (60) days after contract award and full execution.**

Smart Communications has Read, Understands and will comply:

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Smart Communications will provide inmate phones, remote administration station, the automated inmate call control system and other proposed products and/or features to be completed within sixty (60) days after contract award and full execution.

2. **Vendor shall submit a complete and detailed schedule of the time-frame required for installation, utility coordination, training, cut over and testing. 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.**

Smart Communications has Read, Understands and will comply:

For a complete and detailed schedule of the time-frame required for installation, utility coordination, training, cut-over and testing, please refer to **"Attachment D: Implementation Timeline."**

3. **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.**

Smart Communications has Read, Understands and will comply:

If the County's schedule cannot be met within the 60 days stated above, Smart Communications will 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.

4. **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.**

Smart Communications has Read, Understands and will comply:

Any delay in the implementation of Smart Communications schedule that is caused by the County will increase the vendor's time allowance to complete installation, but the Smart Communications will submit a complete and detailed schedule of additional time required.

5. **The risk of loss and or damage will be assumed by the Vendor during shipment, unloading, and installation.**

Smart Communications has Read, Understands and will comply:

The risk of loss and/or damage will be assumed by Smart Communications during shipment, unloading and installation.

6. **The Vendor must have a plan to provide planned technology upgrades. Please describe.**

Smart Communications has Read, Understands and will comply:

Smart Communications is commitment to delivering new technology and system improvements to our clients as they become available. Smart Communications plans for quarterly releases of major applications including a major version update once a year. Hot issues or emergency feature requests are incorporated using the same strict development process and are release as system patches. System patches are delivered where necessary. These system patches are later incorporated into the next quarterly release cycle.

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System and hardware updates will be provided at no cost to the County throughout the term of the service contract. The County will also be made aware of all future and pending upgrades thirty (30) days prior to their implementation through your assigned Account Manager.

At the conclusion of any update, Smart Communications will provide a written notification to the County which will include a summary of what was updated and how such updates will affect the operation of the equipment and/or software.

7. The Vendor must describe their experience with implementing services detailed in the RFP.

Smart Communications has Read, Understands and will comply:

Smart Communications is a true technology company dedicated to the mission of improving the inmate communications landscape by providing faster, more affordable and more intelligent solutions. We embarked on this mission in 2009 by inventing SmartInmate™, the world's first two-way electronic messaging system for inmates. We also pioneered the first digital request/grievance/medical form module for corrections with SmartRequest™, as well as implemented the first facility wide digital law library.

In 2015, we improved the inmate communications landscape once again with our revolutionary and patented MailGuard Postal Mail Elimination® System. We are proud to say that MailGuard® is increasing officer and inmate safety by eliminating dangerous, illegal drugs and biohazards from entering over 100 different correctional facilities nationwide, including the Pennsylvania Dept. of Corrections which houses over 50,000 inmates. Smart Communications is also implementing our services into the Federal Bureau of Prisons with over 180,000 inmates.



In 2018 Smart Communications acquired the first ever and industry leading VoIP call management system specifically designed for corrections. Smart Communications also acquired the executive staff and platform engineers with the industry leading platform. This existing platform has been fully integrated into the Smart Communications platform, creating the new standard in inmate phone calling platforms. The state-of-the-art **Smart-EVO™ Inmate Telephone System (ITS)** is the



industries most advanced calling platform, combining a rich history of dependable applications, with new modern-day industry transforming technology. Smart-EVO™ is the future of inmate calling.

Smart-EVO™ ITS web-based platform delivers all these standard features and more:

- Innovative Fraud Prevention & Detection Features
- Advanced Inmate Calling Controls & Investigative Tools
- Reliable System Performance & Superior Call Quality

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- Standard & Customizable Call Detail Records Reporting Options
- Tablet calling application
- Rugged, Durable & Tamper-Proof Hardware
- Multiple Bill Payment Options
- No Cost Installation & Training
- 24/7/365 Customer Service & Technical Support
- **100% Phone Revenue Commission and Much, Much More!**

Smart Communications is currently the fastest growing communications company in corrections with a 230% annual growth rate. This explosive growth is driven by working with our correctional facility partners and reinvesting millions of dollars of our revenues to research, develop and introduce other technologies to improve communications, enhance safety and streamline facility operations.

VVS-Specific Installation Requirements

1. **The Bidder must work with the Washington County Jail to determine the exact times when Hosted Video Visitation equipment can be replaced to reduce “down time”.**

Smart Communications has Read, Understands and will comply:

Smart Communications will work with the Washington County Jail to determine the exact times when Hosted Video Visitation equipment can be replaced to reduce “down time”.

2. **The Bidder 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 Washington County Jail use. This description must include the Bidder and industry standard methodologies, procedures and protocols consistent with the Hosted Video Visitation Solution proposed for the Washington County Jail. The Bidder must describe what is required of Washington County Jail personnel during this system testing. All hardware, software, software licensing, etc. required to perform this testing must be provided to the Washington County Jail at no cost.**

Smart Communications has Read, Understands and will comply:

Smart Communications uses industry-standard system testing methods to ensure that the Video Visitation Solution and its network services are fully implemented and ready to accept visitation traffic and Washington County Jail.

All video visitation stations go through a burn-in cycle and testing process prior to being shipped to site and being placed in service. These processes ensure that units placed into service are free of defects and are operating properly.

The physical network at Washington County Jail facility will be fully tested and certified prior to being placed into service. This testing and certification ensures that the network cabling will provide the expected transmission speeds and provide a long-term stable operation of the network. The network is tested using certified cable testers that meet Level III requirements set forth by ANSI/TIA-1152-A and IEC 61935-1/Ed.4.

The Video Visitation network will be tested end-to-end using the ITU-T Y.1564 validation tool to ensure that the Ethernet services are configured properly and the network meets the required performance requirements.

Once the network is fully tested, each video visitation kiosk will be tested to ensure the video and call quantity and the kiosk applications performs as specified. The systems monitoring and recording functions will also be tested to ensure proper functionality and quality of recordings and monitoring is at an acceptable level.

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The final test that will be conducted is a system load test which simulates normal operating conditions of the installed Video Visitation Solution to ensure proper performance and that the network can handle the concurrent number of video visitation sessions that were committed to the Washington County Jail.

It is Smart Communications intent to limit the requirement Washington County Jail staff during the turn-up of video visitation system. Smart Communications will require escorts to each video visitation Kiosk for installation, turn-up and testing.

All hardware, software, software licensing, etc... required to perform this testing will be provided to the Washington County Jail at no cost.

- 3. The Bidder 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.**

Smart Communications has Read, Understands and will comply:

Smart Communications will perform a system load test which simulates normal operating conditions of the installed Video Visitation Solution to ensure proper performance and that the network can handle the concurrent number of video visitation sessions that were committed to the Washington County Jail.

- 4. The Bidder must agree, in its response, to the Washington County Jail'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.**

Smart Communications has Read, Understands and will comply:

Smart Communications agrees to Washington County Jail'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.

E2. Service & Maintenance

- 1. Vendor must provide live domestic CSR & IVR support to the County 24 hours a day, year round, for issues.**

Smart Communications has Read, Understands and will comply:

This is a duplicate question/requirement posed and responded to in D1 Family and Friends Customer Service, Question #6.

- 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.**

Smart Communications has Read, Understands and will comply:

This is a duplicate question/requirement posed and responded to in D1 Family and Friends Customer Service, Question #7.

- 3. Vendor must provide constituents full service online support including ability to setup accounts, make payments, access account information, calculate call rates, and resolve issues (including**

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online CSR chat and email support) via company website.

- a. Constituents must have the ability to manage phone services, video visitation services, and email services from one centralized Web-based portal.
- b. Proposer's Website must dynamically display available products to constituents based on previous calling history.
- c. Proposer's Website and constituent portal must be accessible enhanced to support mobile devices such as cell phones and tablets.
- d. Proposer's Website must allow constituents to configure text and email lowbalance notifications.
- e. Proposer's Website must allow constituents to subscribe to text payment services, specifically the ability to fund accounts and pay invoices via text messages.
- f. Proposer's Website must allow constituents to subscribe to automatic payment services, specifically the ability to automatically fund accounts or pay invoices.
- g. Proposer 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.).

Smart Communications has Read, Understands and will comply:

Constituents can access Smart Communications Website www.SmartInmate.com 24/7/365 to setup accounts, make payments, access account information, calculate call rates, and resolve issues. This website support mobile devices such as cell phones and tablets and allows constituents to manage phone services, video visitation services, and electronic messaging services all from one centralized Web-based portal. The website will be configured to allow lowbalance notifications and allow constituents to subscribe to automatic payment services.

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.**

Smart Communications has Read, Understands and will comply:

Smart Communications will respond to all major service outages within two hours. Major outage is defined as 30% or more of the functionality of the system. For complete details, please refer to "*Attachment E: Service Policies & Procedures.*"

5. **Vendor shall provide service policies and procedures as an attachment to this proposal.**

Smart Communications has Read, Understands and will comply:

Please refer to "*Attachment E: Service Policies & Procedures.*"

6. **Describe the maintenance and quality assurance programs for telephones to be installed. The vendor shall only have personnel employed by the inmate telephone provider and no subcontractors shall be utilized.**

Smart Communications has Read, Understands and will comply:

Smart Communications will provide all maintenance, support and repair of all proposed telephones to be installed. New phones will be installed and inspected at the time of installation and on a quarterly basis or more frequent if required, technicians will inspect all phones in the jail to ensure they are in good working order. Inmate telephones will be inspected for physical damage and tested prior to being installed. Each phone will be tested to ensure transmit and receive quality are within specification the volume control, hook switch

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dial keys all work as specified. Each phone will have instruction on placed within instruction window of the phone on how to make phone call.

For additional details, please refer to "*Attachment E: Service Policies & Procedures.*"

7. Detail equipment installation charges, if any.

Smart Communications has Read, Understands and will comply:

Smart Communications will install all equipment at no charge to the County.

8. Describe the maintenance and quality assurance programs for telephones to be installed.

Smart Communications has Read, Understands and will comply:

This is a duplicate question/requirement posed and responded to in E2 Service & Maintenance, Question #6.

9. 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.

Smart Communications Technical Support Center serve as a single point of contact for staff to report problems such as minor maintenance issues and service outages or require assistance with the administrative features of our communications solutions. Our highly trained technical support staff will answer calls 24/7/365 and provide quick problem resolution.

Staff calls are routed directly to a Technical Support Specialist who will obtain the specifics of the service request and open a ticket. Each service request will be assigned one of three (P1, P2, or P3) priority levels based upon the percentage of service that is affected. Each priority level is designed to address specific system events and have a specific resolution timeline and escalation procedure. The service response of each service request is escalated one level when the established time requirement is not met for that priority level.

The Technical Support Specialist will have full ownership of the service request and will make every effort to resolve the service issue remotely within the designated timeframe(s). When required, the Technical Support Specialist will engage our Network Operations Center (NOC) and/or engineering teams to help address/resolve the service issue. If required, a Field Service Technician will be dispatched to assist in resolution of the service issue. Once a service request has been resolved, the Technical Support Specialist will close out the ticket.

For complete details, please refer to "*Attachment E: Service Policies & Procedures.*"

10. Provide a contact person who will be responsible for ongoing account management and support.

Smart Communications has Read, Understands and will comply:

Lauren Kandrac will be assigned as Account Manager for Washington County and will be the contact person who will be responsible for ongoing account management and support the Washington County Jail.

11. System shall have the capability for remote diagnostic to minimize facility visits by vendor. Describe your system diagnostic process and tools.

Smart Communications has Read, Understands and will comply:

Smart Communications 7/24/365 Network Operations Center (NOC) is responsible for maintaining the network infrastructure that supports the hardware and solutions provided to your facility. The NOC continuously monitors the health, security and capacity of all communications equipment, applications and associated

networks to help ensure 99.9% uptime with uninterrupted reliable operations. Proactive monitoring allows Smart Communications to diagnose and resolve issues before they become a problem and affect service.

The NOC provides preventative and ongoing service, maintenance and/or repairs to help minimize the disruption of services. Proactive maintenance and repair are conducted as frequently as is necessary to keep the systems and support components in good operational status. Regular system updates to software and hardware are performed based upon availability of new features, updates of 3rd party content and bug fixes. The NOC will make every attempt to preform service maintenance during our normal maintenance window of 1 am thru 6 am EST. If maintenance requires system downtime your facility will be notified by your Account Manager 24 hours in advance.

E3. Disaster Recovery

1. Describe your disaster recovery system.

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) designed as a fully redundant system allowing multiple instances of core services to be online and actively monitoring each other for operational readiness. Data is dynamically replicated across SQL databases and is available immediately.

Smart Communications operates (2) data centers with the ability to switch traffic automatically using fallback VoIP routing at the facility. Our call centers are housed in mission critical facilities providing redundant power grid service from two geographic sources as well as multiple generator units and a multi-week fuel supply. Telecom and data services are also redundant at each facility minimizing the risk of a total service outage.

2. Vendor shall provide redundant data centers. How many data centers do you have? Describe them.

Smart Communications has Read, Understands and will comply:

Smart Communications Smart-EVO™ Inmate Telephone System and other communications solutions platforms are in fully redundant carrier grade data centers located in Philadelphia, PA and Tampa, FL. The platforms are proactively monitored 24/7/365 and can be remotely assessed for maintenance and repair. The data centers have onsite technical support staff available to provide hands on assistance when needed 24/7. Both data centers are within (30) minutes of our service centers located in Seminole, FL and Pennsauken, NJ.

3. How many staff do you have dedicated to managing and operating your data centers?

Smart Communications has Read, Understands and will comply:

The data centers are managed from our Network Operations Center (NOC) and utilize the data center's onsite technical support staff to provide hands on assistance when needed. Smart Communications has a staff of (4) that work in the NOC and are responsible for managing and operating the data center.

E4. 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.

Smart Communications has Read, Understands and will comply:

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Smart Communications will provide initial installation training to the County staff in system administration, operation, and reporting. Upgrade and refresher training will be provided required for the length of the contract at no cost to the County.

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.**

Smart Communications has Read, Understands and will comply:

Smart Communications will provide comprehensive onsite initial training. Ongoing training can be provided either live onsite or done remotely using Web-casting. The Facility Manager application of the Smart-EVO™ Inmate Telephone System (ITS) also has an online system help application that staff may use.

3. **Describe your training program; include description of course(s) and any applicable documents.**

Smart Communications has Read, Understands and will comply:

Smart Communications will provide comprehensive onsite training to your staff relating to the administration, operation and reporting of the System for no cost. Training is typically provided in (8) hour sessions. Training sessions are designed to focus on the needs of staff based upon their System user/permission level as follows:

- **Staff**
- **Staff Administrator**
- **Investigator**
- **Administrator**

Training session topics will include; but are not limited to:

- **System Overview:**
 - How to access and navigate the System
 - How to login, logout and change System password
 - How to access System help online
- **System Administration**
 - Creating System user accounts and assigning permissions
 - How to administer System passwords
 - How to use System's audio and activity tracking features
- **Inmate Personal Identification Number (PIN) Management:**
 - How add inmates into the System
 - How to add/edit PIN restrictions
 - How to add/edit Personal Allowed Number (PAN) lists
 - How to suspend/deactivate PINs
 - How to setup System alerts
- **Inmate Phone Management:**
 - How to setup inmate phone parameters
 - How to turn on/off inmate phones
 - How to manage phone numbers
 - How to manage restricted and privileged phone numbers
 - How to block/unblock phone numbers
 - How to utilize System's reverse look-up feature

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- **Investigative Features:**
 - How to access and playback recordings
 - How to download recordings for transfer to CD, DVD or other portable media storage devices
 - How to add notes to recordings
 - How to monitor live calls
 - How to setup/manage call watches
 - How to setup/manage customized call detail record reports
- **Reports:**
 - Understanding System reporting capabilities and call detail records
 - How to search call detail records
 - Understanding and utilizing System's standard reports features
 - How to create/manage customized System reports
 - How to download and print System reports
- **Calling Processes:**
 - Placing a call
 - PIN debit calls
 - Collect calls
 - Prepaid collect calls
- **Technical Support Services:**
 - How to report an issue/trouble ticket creation
 - Issue response and resolution times
 - Issue prioritization and escalation levels
 - How to check the status of a trouble ticket

Documentation and training guides will be provided at the time of training. Training will be provided to the satisfaction of your facility. Your facility may also request additional onsite training at no cost at any time during your contract with Smart Communications.

CALL RATES, COMMISSIONS AND FEES

F1. Commissions, Call Rates, and Fees

1 Current WC Jail call rates:

No.	Destination Class	Customer Type	Existing Rates*	
			First Minute	Each Additional Minute
1	Local	Collect/Direct Bill, PrePaid Collect and Inmate Debit	1.82	0.32
2	Instate	Collect/Direct Bill, PrePaid Collect and Inmate Debit	1.82	0.32
3a	Interstate	Collect (Direct Bill)	0.25	0.25
3b	Interstate	Prepaid Collect and Inmate Debit	0.21	0.21

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3. Commissions shall be paid on all calls to the extent allowed by federal and state law.

Smart Communications has Read, Understands and will comply:

Smart Communications will pay commissions on all calls to the extent allowed by federal and state law.

4. The fees charged to users shall not exceed those mandated by applicable tariffs and/or any rules of the Public Utilities Commission and Federal Communication Commission for all services. Vendor's proposal shall specify all fees that will be charged to end users.

Smart Communications has Read, Understands and will comply:

The fees charged by Smart Communications to users shall not exceed those mandated by applicable tariffs and/or any rules of the Public Utilities Commission and Federal Communication Commission for all services.

SMART-EVO™ INMATE TELEPHONE SYSTEM (ITS) FEES	
Fee Name	Amount
Live Operator Transaction Fee	\$5.95
Automated Operator Transaction Fee	\$3.00
Web Transaction Fee	\$3.00
Third Party, MoneyGram & Western Union Transaction Fee	Pass-Through with No Markup

5. One year snapshot of WC Jail inmate phone calls.

Washington County, MN Calls

Aug 1, 2018 - July 31, 2019

Call Category	# of Calls	# of Minutes
LOCAL - Collect*	23,728	156,447
INTRASTATE - Collect*	1,952	15,295
INTERSTATE - Collect*	8,361	72,013
Total	34,041	243,755
*Collect Calls include Advance Connect, Direct Bill, Text2Connect and PayNow Calls		
LOCAL - Debit	20,319	130,831
INTERLATE - Debit	2,180	14,610
INTERSTATE - Debit	39,489	236,310
International - Debit	1	2
Totals	61,989	381,753
Free Calls	2,918	12,201

G1. BILLING

- 1 The system must inform the called party of the call cost prior to acceptance.**

Smart Communications has Read, Understands and will comply:

The proposed Smart-EVO™ Inmate Telephone System (ITS) will inform the called party of the call cost prior to acceptance.

- 2. The vendor shall be responsible for the collection of charges for fraudulent or otherwise uncollectible calls.**

Smart Communications has Read, Understands and will comply:

Smart Communications will be responsible for the collection of charges for fraudulent or otherwise uncollectible calls.

- 3. 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.**

Smart Communications has Read, Understands and will comply:

Smart Communications will be responsible for any and all billing disputes, claims, or liabilities that may arise in regards to its provisions of this contract.

- 4. Vendor billing to called parties must include the vendor information and a toll-free telephone number to resolve billing disputes.**

Smart Communications has Read, Understands and will comply:

Smart Communications billing to called parties will include the vendor information and a toll-free telephone number to resolve billing disputes.

Smart Communications toll-free telephone number to resolve billing disputes is 888-843-1972.

- 5. 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.**

Smart Communications has Read, Understands and will comply:

Billing charges on the proposed Smart-EVO Inmate Telephone System (ITS) will 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. will not be billed.

- 6. Describe the procedure for billing.**

Smart Communications has Read, Understands and will comply:

Call records are generated in real-time and are transferred nightly to our operations center. This is performed automatically by scheduled processes on our servers. Monitoring processes confirm completion of the automatic processes and notify operations personnel in the event of a failed execution. A set of nightly processes generate the necessary files to submit to our contracted clearinghouse. We use many checks and

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verifications early in the calling process to minimize the likelihood of billing rejects. All handling of data processing is handled by our in-house employees up to the point of hand-off to the billing clearinghouse.

The billing clearinghouse will apply required fees (Federal USF) to call records and submit to the billing Local Exchange Carrier (LEC) for billing. The LEC will apply the required taxes to the collect call charges.

ATTACHMENT B: SMART-EVO™ INMATE TELEPHONE SYSTEM (ITS) SAMPLE REPORTS |

The Facility Manager of the Smart-EVO™ Inmate Telephone System (ITS) allows authorized staff to generate a wide variety of statistical reports in real-time including telephone numbers called from a given inmate telephone. These reports provide staff and investigators with a valuable tool to more efficiently manage their communications program, assist with investigations and help promote a safer facility and community.

The Facility Manager provides many built-in standard reports for regular use as well as an extensive Call Detail Record Search and Analysis tool providing virtually unlimited customized reports. In addition, many of the Facility Manager pages allow for local exporting of the data for that page.

The screenshot shows the Facility Manager web application interface. At the top, there is a navigation bar with icons for Home, Search, Mail, Print, Page, Safety, and Tools. The main header is "Facility Manager" with links for "Change Password", "Log Out", "Show Menu", and "Hide Menu".

The left sidebar contains menu items: Call Center, Reports, Administrator, Call Watches, Grievances or Requests, Guard PINS, Mobile Devices, User Manager, User Activity Log, and View & Agree Documents.

The main content area displays a "Welcome" message and a notification: "There are 2 new requests. [Click Here](#)". Below this, there are three columns of links:

- Available Operations**
 - ACCESSGROUPS
 - ACTIVITYLOG
 - CALLWATCH
 - CDRS
 - GLOBAL_EMAIL_ADDRESS
 - GLOBALNUMBERS
 - GUARDPINS
 - INDIGENT
 - INVESTIGATOR
 - KIOSK
 - LCCG
 - MBRSCHEDULES
 - PHONESTATUS
 - PIN_EMAIL_ADDRESS
 - PINDEBIT
 - PINS
 - REPORTS
 - SYSTEMWATCHES
 - USERS
 - VOICEMAIL
- Support**
 - [Recording Playback Instructions](#)
 - [Activty Log](#)
 - [CDR Notes](#)
 - [CDRS](#)
 - [Globals](#)
 - [Member's Tutorial](#)
 - [Phone Status](#)
 - [Pins](#)
 - [TeamViewer 9](#)
 - [User Manager](#)
- Special Features**
 - [Administer PREA](#)

At the bottom of the main content area, there are four links:

- [Click here for Batch Downloader](#) - downloads multiple recordings.
- [Click here for Batch Downloader Instructions](#)
- [Click here for Live Monitoring Install](#)
- [Click here for Live Monitoring Instructions](#)

Standard Reports:

Standard Reports offer various user selectable parameters such as date ranges, single or all pins and filtering as appropriate to each specific report. Standard reports can be downloaded in various formats including Excel, PDF, CSV, HTML, and RTF.

- **Call Summary Report:** Reports the number of calls based upon call type. ***NOTE:*** Report can be filtered/sorted based upon date.
- **Call Summary by Phone:** Reports the number of calls based upon call type per phone.
- **Kiosk Transactions:** Reports a list of all transactions made at the kiosk. ***NOTE:*** Report may be filtered by Product, Payment Type, Inmate or Phone number.
- **Phone Number Search:** Allows user to determine if a phone number is contained in the Global List and/or any inmate PIN phone list.
- **PIN Balance Snapshot:** Reports inmate's PIN balance at the time report was generated. ***NOTE:*** Report can be sorted by PIN or Name.
- **PIN Balance Report:** Reports inmate's PIN balances for a specified time period. ***NOTE:*** Report displays starting balance and ending balance for time period specified.
- **PINs of Special Interest:** Reports PINs that are on a user defined facility watch list.
- **Phone Usage Statistics:** Reports the number of minutes a phone was used for a specified time period. ***NOTE:*** Report includes number of call attempts, connections acceptance and denials.
- **PIN Debit Transaction Report:** Reports any PIN debit transactions for an inmate for a specified time period. ***NOTE:*** Report can include credits/debits, call detail records and message fees. Report may be sorted by date or transaction type.
- **PIN Debit History Report:** Reports any PIN debit transactions for an inmate for a specified time period. ***NOTE:*** Report may not be sorted by date or transaction type.
- **Prepaid Collect (PPC) Report:** Reports all transactions for a PPC number for a specified time period. ***NOTE:*** Report can include call and fees.
- **PIN Debit Sub Ledger Report:** Reports PIN debit transactions by payment type for a specified time period. ***NOTE:*** Report can include debit and credit transaction types.
- **Subsidized Calls Report:** Reports all subsidized (alternate billing) numbers, including: total calls, total charges, time last of call and owner phone number information (if configured).
- **Frequently Dialed Numbers:** Reports a list of phone numbers called over specified period based on a threshold. ***NOTE:*** Report displays phone number, total minutes, number of attempts, connected, accepted and denied. There is a link on this report to allow user to access actual call detail records and pin numbers of who called.
- **Multiple PIN Search:** Reports a list of phone numbers that multiple PIN numbers have called over a specified time period based on a threshold. ***NOTE:*** There is a link on this report to allow user to access actual call detail records and PIN numbers of who called.
- **Hot Number Call Detail Records:** Reports call detail records for all phone numbers called that are contained on hot number/special interest watch list.

Call Analysis / Customized Reports:

The Call Detail Records (CDRs) search page provides an extensive set of parameters to allow users to locate and filter the specific data types. Search criteria can be saved and recalled which is beneficial for repetitive tasks or investigations.

The search can be filtered by the following:

- Facility (for Multi-facility domains)
- One or More Originating Inmate Phones
- Called Number/Multiple Called Numbers (can be entered along with wild card matches)
- Inmate Number (PIN), Inmate Name or DOC Number
- Completed Calls Only
- Specific Call Terminations or Blocking Codes
- Call Type: Collect, Prepaid Collect, PIN Debit, Visitation Phone, Free, etc...
- Recorded Calls Only
- Calls with Three Way Call Attempts Detected
- Calls with Extra DTMF Dialing Detected
- Date Range
- Time Range
- Call Duration

Special Reports:

- Frequently Called Numbers
- Multiple PIN Called Numbers (all numbers called by multiple inmates)
- Hot Number Call Detail Record (CDR)

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Smart-EVO™ ITS Facility Manager Call Search Screen

Call Search		Special Reports	
Facility:	Jones GA	Saved Search Criteria	
Call From:	Any A Block L (478)986-1003 A Block R (478)986-1002 B Block L (478)986-1005 <small>ctrl + click for multiple selections</small>	Special Reports	Cancel
Called Number:		Frequently Dialed Numbers Search	
Inmate Number:		Multiple Pin Search	
Card ID:		Hot Number CDRs	
Name:			
Doc Id:			
Completed Call:	<input checked="" type="checkbox"/> (Check this to select terminate types that are valid completed calls.)		
Terminate Type:	PIN2 Configured PIN2 Not Configured PPC Acct Required PPC Normal PSTN Network Congestion PSTN Network Intercept Remote Block RFID Failed Terminated by Administrator Time Up for Timed Call <small>ctrl + click for multiple selections</small>	Blocking:	Any Admin Block Call Treatment Not Allowed Call type Blocked Called Number Blocked Called Number Disabled Called Number in Use Called Number Max Pegs Called Number Not Found Called Number Time Restricted <small>ctrl + click for multiple selections</small>
Call Type:	Collect Alt. Billing 8 Collect Alt. Billing 9 Commissary Debit Direct Family Connect Incoming Operator Assist Person to Person PIN Debit Call <small>ctrl + click for multiple selections</small>		
Recording:	<input type="checkbox"/> Recorded Calls		
Fraud Detection:	<input type="checkbox"/> Calls with PFE Detection <input type="checkbox"/> Calls with Extra Digit Dialing		
Date Range From:		To:	
Start Time Range From:		To:	
Call Duration Range From:		To:	
Save Criteria Clear Reset Search			

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Smart-EVO™ ITS Facility Manager Call Detail Record Sample

Calls - LAB Domain										
Clear Session Selections Launch Batch Downloader Help Analysis Special Reports Calls Search Print										
Create Download Set Lock/Unlock Selected Recordings Assign Selected Calls To Case										
00:00:00 / 00:00:00										
Displaying 1-100 of 25000 records Page 1 2 3 4 5 6 7 8 9 10										
	Date	Time	Number	Called From	Duration	Call Type	Inmate	\$\$	Terminate	Facility
	01/23/2019	09:26:05	(732)996-8896	[Manual Test] (305)385-0001	00:14	Zero to One	969632 HOUSE,CANDY	\$6.18	Circuit Out-of-Service	SQL SITE 2
	01/22/2019	11:45:04	(732)996-8899	[Manual Test] (305)305-0001	09:10	Zero to One	969632 HOUSE,CANDY	\$14.19	Called Party Hung Up	SQL SITE 2
	01/22/2019	11:41:49	(732)996-8888	[Manual Test] (305)385-0001	00:53	Prepaid	969632 HOUSE,CANDY	\$6.18	Called Party Hung Up	SQL SITE 2
	01/15/2019	15:24:27	(316)202-3278	[Rec No: 4] (856)424-0004	00:27	Zero to One	NO INMATE	\$6.18	Called Party Hung Up	SQL SITE 2
	01/15/2019	15:24:07	(205)220-2234	[Rec No: 5] (856)424-0005	00:48	Zero to One	NO INMATE	\$6.18	Called Party Hung Up	SQL SITE 2
	01/15/2019	15:23:49	(786)203-1444	[Rec No: 2] (856)424-0002	01:07	Zero to One	NO INMATE	\$2.35	Normal Call	SQL SITE 2
	01/15/2019	15:23:25	(316)202-3278	[Rec No: 4] (856)424-0004	00:34	Zero to One	NO INMATE	\$6.18	Normal Call	SQL SITE 2
	01/15/2019	15:22:46	(786)203-1444	[Rec No: 2] (856)424-0002	00:34	Zero to One	NO INMATE	\$2.05	Normal Call	SQL SITE 2
	01/15/2019	15:22:02	(850)450-1444	[Rec No: 3] (856)424-0003	02:53	Province Paid	NO INMATE	\$0.40	Normal Call	SQL SITE 2
	01/15/2019	15:21:44	(786)203-1444	[Rec No: 2] (856)424-0002	00:34	Zero to One	NO INMATE	\$2.05	Normal Call	SQL SITE 2
	01/15/2019	15:21:43	(786)203-5555	[Rec No: 1] (856)424-0001	03:11	Zero to One	NO INMATE	\$2.95	Normal Call	SQL SITE 2
	01/15/2019	15:20:41	(786)203-1444	[Rec No: 2] (856)424-0002	00:34	Zero to One	NO INMATE	\$2.05	Normal Call	SQL SITE 2
	01/15/2019	15:20:40	(786)203-5555	[Rec No: 1] (856)424-0001	00:34	Zero to One	NO INMATE	\$2.05	Normal Call	SQL SITE 2
	01/15/2019	15:17:33	(205)220-2234	[Rec No: 5] (856)424-0005	06:05	Zero to One	NO INMATE	\$11.52	Normal Call	SQL SITE 2
	01/15/2019	15:16:50	(316)202-3278	[Rec No: 4] (856)424-0004	06:06	Zero to One	NO INMATE	\$11.52	Normal Call	SQL SITE 2
	01/15/2019	15:15:28	(850)450-1444	[Rec No: 3] (856)424-0003	06:06	Province Paid	NO INMATE	\$0.40	Normal Call	SQL SITE 2
	01/15/2019	15:15:10	(786)203-1444	[Rec No: 2] (856)424-0002	05:00	Zero to One	NO INMATE	\$3.25	Time Up for Timed Call	SQL SITE 2
	01/15/2019	15:15:09	(786)203-5555	[Rec No: 1] (856)424-0001	05:00	Zero to One	NO INMATE	\$3.25	Time Up for Timed Call	SQL SITE 2
	01/15/2019	15:11:00	(205)220-2234	[Rec No: 5] (856)424-0005	06:05	Zero to One	NO INMATE	\$11.52	Normal Call	SQL SITE 2
	01/15/2019	15:09:58	(205)220-2234	[Rec No: 5] (856)424-0005	00:34	Zero to One	NO INMATE	\$6.18	Normal Call	SQL SITE 2
	01/15/2019	15:09:45		[Rec No: 5]	00:34	Zero to One	NO INMATE	\$6.18	Normal Call	SQL SITE 2

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PHONES TABLETS KIOSKS MAILGUARD® VIDEOD VISITATION

Smart-EVO™ ITS Facility Manager Call Summary - by Call Type Report Sample

Call Summary by Call Type - [REDACTED]

Calls From Dec 1, 2018 To Dec 31, 2018

S001022077

PIN Debit Call

Region	Call Count	Minutes	Average	Total Charges	Average Charge
Local	1,202	9,226	7.68	\$2,214.24	\$1.84
IntraLata IntraState	164	1,330	8.11	\$319.20	\$1.94
InterLata IntraState	404	3,090	7.65	\$741.60	\$1.83
InterLata InterState	226	1,820	8.05	\$509.60	\$2.25
Total for PIN Debit Call	1,996	15,466	7.75	\$3,784.64	\$1.90

Prepaid

Region	Call Count	Minutes	Average	Total Charges	Average Charge
Local	309	2,678	8.67	\$589.16	\$1.90
IntraLata IntraState	265	1,990	7.51	\$855.70	\$3.22
InterLata IntraState	183	1,350	7.38	\$580.50	\$3.17
InterLata InterState	92	777	8.45	\$202.02	\$2.19
Total for Prepaid	849	6,795	8.00	\$2,227.38	\$2.62

Text Message

Region	Call Count	Minutes	Average	Total Charges	Average Charge
International	333	0	0.00	\$83.25	\$0.25
Total for Text Message	333	0	0.00	\$83.25	\$0.25

Text Message Chrg

Region	Call Count	Minutes	Average	Total Charges	Average Charge
International	440	0	0.00	\$110.00	\$0.25
Total for Text Message Chrg	440	0	0.00	\$110.00	\$0.25

Voice Mail Msg Chrg

Region	Call Count	Minutes	Average	Total Charges	Average Charge
International	4	0	0.00	\$4.00	\$1.00
Total for Voice Mail Msg Chrg	4	0	0.00	\$4.00	\$1.00

Colleton SC Totals	3,622	22,261	6.15	\$6,209.27	\$1.71
Grand Totals	3,622	22,261	6.15	\$6,209.27	\$1.71

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PHONES TABLETS KIOSKS MAILGUARD® VIDEO VISITATION

Smart-EVO™ ITS Facility Manager Call Summary - by Call Date Report Sample

Call Summary by Call Type - ~~XXXXXXXXXX~~

Calls From Dec 1, 2018 To Dec 31, 2018

S001022077

PIN Debit Call

Region	Date	Calls	Minutes	Average	Total Charges	Avg Charge
Local	01-Dec-18	23	123	5.35	\$29.52	\$1.28
	02-Dec-18	26	148	5.69	\$35.52	\$1.36
	03-Dec-18	28	205	7.32	\$49.20	\$1.75
	04-Dec-18	27	327	12.11	\$78.48	\$2.90
	05-Dec-18	36	270	7.50	\$64.80	\$1.80
	06-Dec-18	26	169	6.50	\$40.56	\$1.56
	07-Dec-18	16	121	7.56	\$29.04	\$1.81
	08-Dec-18	34	243	7.15	\$58.32	\$1.71
	09-Dec-18	24	290	12.08	\$69.60	\$2.90
	10-Dec-18	41	263	6.41	\$63.12	\$1.53
	11-Dec-18	50	474	9.48	\$113.76	\$2.27
	12-Dec-18	38	195	5.13	\$46.80	\$1.23
	13-Dec-18	66	506	7.67	\$121.44	\$1.84
	14-Dec-18	51	438	8.59	\$105.12	\$2.06
	15-Dec-18	49	424	8.65	\$101.76	\$2.07
	16-Dec-18	45	344	7.64	\$82.56	\$1.83
	17-Dec-18	54	377	6.98	\$90.48	\$1.67
	18-Dec-18	56	484	8.64	\$116.16	\$2.07
	19-Dec-18	41	227	5.54	\$54.48	\$1.32
	20-Dec-18	42	290	6.90	\$69.60	\$1.65
	21-Dec-18	31	210	6.77	\$50.40	\$1.62
	22-Dec-18	31	163	5.26	\$39.12	\$1.26
	23-Dec-18	41	390	9.51	\$93.60	\$2.28
	24-Dec-18	33	267	8.09	\$64.08	\$1.94
	25-Dec-18	43	422	9.81	\$101.28	\$2.35
	26-Dec-18	39	296	7.79	\$71.04	\$1.86
	27-Dec-18	48	411	8.56	\$96.64	\$2.05
	28-Dec-18	41	293	7.15	\$70.32	\$1.71
	29-Dec-18	26	147	5.65	\$35.28	\$1.35
	30-Dec-18	54	372	6.89	\$89.28	\$1.65
	31-Dec-18	43	337	7.84	\$80.88	\$1.88
Sub Total For Local		1,202	9,226	7.68	\$2,214.24	\$1.84
IntraLata IntraState	01-Dec-18	3	9	3.00	\$2.16	\$0.72
	02-Dec-18	1	9	9.00	\$2.16	\$2.16
	03-Dec-18	6	21	3.50	\$5.04	\$0.84
	04-Dec-18	13	78	6.00	\$18.72	\$1.44
	05-Dec-18	10	59	5.90	\$14.16	\$1.41
	06-Dec-18	8	52	6.50	\$12.48	\$1.56

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Smart-EVO™ ITS Facility Manager Call Summary - by Call Type & Phone Report Sample

Call Summary by Call Type and Phone - [REDACTED]

Calls From Dec 1, 2018 To Dec 31, 2018

S001022077

PIN Debit Call

Phone	Call Count	Minutes	Average	Total Charges	Average Charge
Female 1 L	131	701	5.35	\$171.80	\$1.31
GP Middle R	228	1,341	5.88	\$334.88	\$1.46
GP Wall 2 M	232	1,570	6.77	\$395.20	\$1.70
GP Middle L	284	1,614	5.68	\$400.76	\$1.41
Max Upstairs	71	455	6.41	\$115.20	\$1.62
Max Down	126	737	5.85	\$177.84	\$1.41
Female 2 R	52	271	5.21	\$65.32	\$1.25
Mobile	872	8,777	10.07	\$2,123.64	\$2.43
Total for PIN Debit Call	1,996	15,488	7.75	\$3,784.64	\$1.90

Prepaid

Phone	Call Count	Minutes	Average	Total Charges	Average Charge
Female 1 L	101	503	4.98	\$173.08	\$1.71
GP Middle R	107	757	7.07	\$228.83	\$2.13
GP Wall 2 M	101	759	7.51	\$209.87	\$2.07
GP Middle L	121	937	7.74	\$336.65	\$2.78
Max Upstairs	3	34	11.33	\$7.68	\$2.56
Max Down	17	187	11.00	\$60.03	\$3.53
Female 2 R	29	156	5.38	\$47.23	\$1.62
Booking Free	3	13	4.33	\$3.49	\$1.16
Mobile	387	3,449	9.40	\$1,160.54	\$3.16
Total for Prepaid	849	6,795	8.00	\$2,227.38	\$2.62

Colleton SC Totals 2,845 22,261 7.82 \$6,012.02 \$2.11

Grand Totals 2,845 22,261 7.82 \$6,012.02 \$2.11

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Smart-EVO™ ITS Facility Manager Phone Number Report Sample

Phone Number Report	
Phone Number :	(229)759- [] x
Print Format	Search Reset

(229)759-6013 In Global Numbers Table				
Phone Number	Date entered	Status	Description	Facility
(229)759- []	28-Jan-19	restrict	EMERGENCY USE ONLY	[]
1 occurrence in Global Numbers Table				

(229)759-6013 Not Found In Pin Allowed Number List

1 Total Occurrence Found

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Smart-EVO™ ITS Facility Manager Inmate PIN Balance Report Sample |

Inmate Number Balance Report - [REDACTED]

Facility: [REDACTED]

Balances From 12/01/2018 To 12/31/2018

Pin	Name	Entered	Active	Start Balance	End Balance
37980	[REDACTED] N, LOGAN	8/16/18	Yes	\$1.00	\$1.00
13260	[REDACTED] ANI	4/17/18	Yes	\$1.08	\$3.36
37290	[REDACTED] SHAY	7/11/17	Yes	\$50.34	\$14.47
37089	[REDACTED] ROBERT	2/22/18	Yes	\$0.96	\$0.96
37849	[REDACTED] AY	4/15/18	Yes	\$0.05	\$0.05
27154	[REDACTED] DAVID	7/12/18	Yes	\$2.62	\$0.04
33364	[REDACTED] KELSIE	5/14/18	Yes	\$0.00	\$0.00
31304	[REDACTED] N, JEANETTE	1/31/18	Yes	\$0.32	\$0.32
34537	[REDACTED] ALON	12/26/17	Yes	\$9.96	\$0.30
36944	[REDACTED] RADY	4/24/18	Yes	\$0.04	\$0.04
14699	[REDACTED] ENNETH	12/20/17	No	\$0.06	\$0.06
33111	[REDACTED] STIN	3/11/18	Yes	\$0.17	\$0.17
20516	[REDACTED] NNETH	12/20/17	Yes	\$0.00	\$0.00
37610	[REDACTED] NTHONY	3/22/18	Yes	\$0.28	\$0.28
38078	[REDACTED] TROY	8/21/18	Yes	\$0.12	\$0.12
14254	[REDACTED] ASON	7/17/18	Yes	\$1.56	\$0.04
34592	[REDACTED] OHN	12/20/17	No	\$0.23	\$0.23
14253	[REDACTED] DONALD	4/14/18	No	\$0.34	\$0.34
20849	[REDACTED] GHT, STEPHEN	2/5/18	Yes	\$0.00	\$0.00
37038	[REDACTED] JON	12/29/17	Yes	\$8.24	\$8.24
15261	[REDACTED] ARVIN	2/16/18	Yes	\$1.92	\$1.92
14618	[REDACTED] SON	12/20/17	Yes	\$0.20	\$0.20
12570	[REDACTED] ORGE	7/11/17	Yes	\$0.09	\$0.09
38225	[REDACTED] ITH	11/6/18	Yes	\$0.00	\$0.00
21692	[REDACTED] UGLAS	7/13/18	Yes	\$0.00	\$0.00
31847	[REDACTED] ALPH	9/24/18	Yes	\$10.00	\$10.00
17865	[REDACTED] CHRISTOPHER	7/3/18	Yes	\$0.00	\$0.00
27005	[REDACTED] NTHONY	4/5/18	Yes	\$1.72	\$1.72
33798	[REDACTED] ANTONIO	12/20/17	Yes	\$0.00	\$0.00
32455	[REDACTED] ERRICK	12/26/17	No	\$0.00	\$0.00
28377	[REDACTED] ARQUIS	7/11/17	Yes	\$0.03	\$0.03
18136	[REDACTED] CHAEL	1/22/18	No	\$0.00	\$0.00
28568	[REDACTED] EFON	7/30/18	Yes	\$0.00	\$0.00

30 January 2019

WASHINGTON COUNTY JAIL

RESPONSE TO REQUEST FOR PROPOSAL
INMATE TELEPHONE SYSTEM

PHONES TABLETS KIOSKS MAILGUARD® VIDEO VISITATION

Smart-EVO™ ITS Facility Manager Inmate Debit Transaction Report Sample

Inmate Number Debit Transaction Report - [REDACTED]

From 12/01/2018 To 12/31/2018

Pin: [REDACTED]
Exclude Call Records
Include Message Fees

Inmate Number Debit Transaction Report - [REDACTED]

From 12/01/2018 To 12/31/2018

Inmate Number: [REDACTED] DOC Id: [REDACTED] Name: [REDACTED] Current Balance: \$2.51 Facility: [REDACTED]

Date	Time	Transaction	POA	Payment Type	Amount	Notes
12/05/2018	10:04:05 AM	Credit	KIOSK	CASH	\$62.00	af9b6e9b
12/10/2018	05:30:10 PM	Credit	KIOSK	CASH	\$50.00	972fc701
12/16/2018	09:06:56 PM	Credit	McDanielComm	Transfer	\$9.00	WebService Entry
12/16/2018	09:34:10 PM	Credit	KIOSK	CASH	\$30.00	626801f1
12/16/2018	05:42:10 PM	Credit	KIOSK	CASH	\$52.00	8d713ede
12/20/2018	08:32:40 PM	Credit	KIOSK	CASH	\$67.00	baf95686
12/23/2018	02:31:53 PM	Credit	KIOSK	CASH	\$20.00	fc05dcef
12/23/2018	07:20:19 PM	Credit	McDanielComm	Transfer	\$4.00	WebService Entry
12/24/2018	12:17:27 PM	Credit	KIOSK	CASH	\$60.00	ebfbf4d8
12/24/2018	02:40:32 PM	Credit	KIOSK	CREDIT	\$35.00	a1446194
12/27/2018	11:01:05 AM	Credit	KIOSK	CASH	\$27.00	76a30621
12/27/2018	09:12:32 PM	Credit	CustomerCare	CREDIT	\$30.00	62268
12/28/2018	05:22:22 PM	Credit	KIOSK	CASH	\$50.00	b5abbd6d
12/30/2018	03:28:09 PM	Credit	KIOSK	CASH	\$52.00	2ff16662
Total Credits/Debits For [REDACTED]					\$548.00	

Message Fees for [REDACTED]

	Date	Time	Called_Num	Duration	Charge	Ckt Id	Balance	Termination
[i]	12/25/2018	12:21:56	(843)301-0674	00:00	\$72.13	Mobile	\$72.13	Normal Call
[i]	12/25/2018	12:23:39	(843)301-0674	00:00	\$71.88	Mobile	\$71.88	Normal Call
[i]	12/29/2018	13:37:09	(843)301-0674	00:00	\$18.67	Mobile	\$18.67	Normal Call
Total Charges For [REDACTED]					\$162.68			
Transaction Total From 12/01/2018 To 12/31/2018					\$548.00			

Current balances are from when the report was run, 30-Jan-19 12:15 PM

WASHINGTON COUNTY JAIL

RESPONSE TO REQUEST FOR PROPOSAL
INMATE TELEPHONE SYSTEM

PHONES TABLETS KIOSKS MAILGUARD® VIDEOS VISITATION

Smart-EVO™ ITS Facility Manager PIN Debit Transaction w/ Call Records Report Sample

Pin: **17288**
Include Call Records
Include Message Fees

Inmate Number Debit Transaction Report - Phila Nexus From 12/01/2018 To 12/31/2018

Inmate Number: **00000** DOC Id: **00000** Name: **A. BROWN** Current Balance: **\$2.51** Facility: **Colleton**

Date	Time	Transaction	POA	Payment Type	Amount	Notes
12/05/2018	10:04:05 AM	Credit	KIOSK	CASH	\$62.00	af9b6e9b
12/10/2018	05:30:10 PM	Credit	KIOSK	CASH	\$50.00	972fc701
12/16/2018	09:06:56 PM	Credit	McDanielComm	Transfer	\$9.00	WebService Entry
12/16/2018	09:34:10 PM	Credit	KIOSK	CASH	\$30.00	626801f1
12/16/2018	05:42:10 PM	Credit	KIOSK	CASH	\$52.00	8d713ede
12/20/2018	08:32:40 PM	Credit	KIOSK	CASH	\$67.00	baf95686
12/23/2018	02:31:53 PM	Credit	KIOSK	CASH	\$20.00	fc05dccb
12/23/2018	07:20:19 PM	Credit	McDanielComm	Transfer	\$4.00	WebService Entry
12/24/2018	12:17:27 PM	Credit	KIOSK	CASH	\$60.00	ebfbf4d6
12/24/2018	02:40:32 PM	Credit	KIOSK	CREDIT	\$35.00	a1446194
12/27/2018	11:01:05 AM	Credit	KIOSK	CASH	\$27.00	76a30621
12/27/2018	09:12:32 PM	Credit	CustomerCare	CREDIT	\$30.00	62268
12/28/2018	05:22:22 PM	Credit	KIOSK	CASH	\$50.00	b5abbd6d
12/30/2018	03:28:09 PM	Credit	KIOSK	CASH	\$52.00	2ff15662
Total Credits/Debits For					\$548.00	

Call Records & Message Fees for **A. BROWN**

Date	Time	Called_Num	Duration	Charge	Ckt Id	Balance	Termination
12/01/2018	13:46:54	(843)909-XXXX	01:15	(\$0.48)	Mobile	\$49.86	Normal Call
12/01/2018	15:27:37	(843)301-XXXX	59:09	(\$14.40)	Mobile	\$35.46	Normal Call
12/01/2018	16:29:38	(843)301-XXXX	17:36	(\$4.32)	Mobile	\$31.14	Normal Call
12/01/2018	18:18:14	(843)909-XXXX	13:21	(\$3.36)	Mobile	\$27.78	Normal Call
12/03/2018	12:52:46	(843)909-XXXX	17:22	(\$4.32)	Mobile	\$23.46	Normal Call
12/03/2018	16:35:25	(843)301-XXXX	20:42	(\$5.04)	Mobile	\$18.42	Normal Call
12/04/2018	12:19:36	(843)301-XXXX	59:25	(\$14.40)	Mobile	\$4.02	Normal Call
12/04/2018	22:24:19	(843)909-XXXX	14:25	(\$3.60)	Mobile	\$0.42	Normal Call
12/05/2018	08:21:33	(843)909-XXXX	00:26	(\$0.24)	Female 1 L	\$0.18	Normal Call
12/05/2018	11:30:30	(843)909-XXXX	10:11	(\$2.64)	Mobile	\$59.54	Normal Call
12/05/2018	13:08:09	(843)301-XXXX	05:33	(\$1.44)	Mobile	\$58.10	Called Party Hung Up
12/05/2018	14:18:17	(843)301-XXXX	15:39	(\$3.84)	Mobile	\$54.26	Normal Call
12/05/2018	15:27:13	(843)898-XXXX	18:22	(\$4.56)	Mobile	\$49.70	Normal Call
12/06/2018	15:16:45	(843)909-XXXX	11:02	(\$2.88)	Mobile	\$46.82	Called Party Hung Up
12/06/2018	16:11:36	(843)301-XXXX	07:58	(\$1.92)	Mobile	\$44.90	Normal Call
12/06/2018	16:20:43	(843)301-XXXX	48:16	(\$11.76)	Mobile	\$33.14	Normal Call
12/06/2018	18:13:58	(843)898-XXXX	01:32	(\$0.48)	Mobile	\$32.66	Called Party Hung Up
12/07/2018	17:21:43	(843)909-XXXX	15:45	(\$3.84)	Mobile	\$28.82	Normal Call
12/08/2018	07:00:48	(843)909-XXXX	02:11	(\$0.72)	Mobile	\$28.10	Normal Call
12/08/2018	16:28:39	(843)909-XXXX	00:58	(\$0.24)	Mobile	\$27.86	Normal Call

WASHINGTON COUNTY JAIL

RESPONSE TO REQUEST FOR PROPOSAL
INMATE TELEPHONE SYSTEM

PHONES TABLETS KIOSKS MAILGUARD® VIDEO VISITATION

Smart-EVO™ ITS Facility Manager PIN Subledger Report Sample

PIN Debit Subledger Report - [Redacted]

Facility: [Redacted]
Date: 12/01/2018 to 12/31/2018
Order: date

Transactions From Dec 1, 2018 To Dec 31, 2018

S001022077

Name	Pin	Payment	Type	Date	Time	Notes	Amount
[Redacted] QUAN	[Redacted]	Transfer	Credit	12/1/18	07:05:48 AM	WebService	\$4.00
[Redacted] KEEM	[Redacted]	Transfer	Credit	12/1/18	08:58:53 AM	WebService	\$9.00
[Redacted] RON	[Redacted]	Transfer	Credit	12/1/18	09:08:15 AM	WebService	\$5.00
[Redacted] BERT	[Redacted]	Transfer	Credit	12/1/18	01:04:08 PM	WebService	\$5.00
[Redacted] EVEN	[Redacted]	Transfer	Credit	12/1/18	01:14:43 PM	WebService	\$14.00
[Redacted] ALON	[Redacted]	Transfer	Credit	12/1/18	01:27:32 PM	WebService	\$9.00
[Redacted] H.ASHLEY	[Redacted]	Transfer	Credit	12/1/18	02:30:18 PM	WebService	\$4.00
[Redacted] ONATHAN	[Redacted]	Transfer	Credit	12/1/18	02:55:27 PM	WebService	\$4.00
[Redacted] RON	[Redacted]	Transfer	Credit	12/2/18	07:49:40 AM	WebService	\$7.00
[Redacted] BERT	[Redacted]	Transfer	Credit	12/2/18	09:18:50 AM	WebService	\$3.00
[Redacted] ON,VALERIE	[Redacted]	Transfer	Credit	12/2/18	10:03:20 AM	WebService	\$3.00
[Redacted] KASIEM	[Redacted]	CASH	Credit	12/2/18	01:18:49 PM	#4003a94	\$25.00
[Redacted] KEEM	[Redacted]	Transfer	Credit	12/2/18	02:15:10 PM	WebService	\$9.00
[Redacted] ASON	[Redacted]	Transfer	Credit	12/2/18	05:20:07 PM	WebService	\$10.00
[Redacted] BERT	[Redacted]	Transfer	Credit	12/3/18	07:19:35 AM	WebService	\$6.00
[Redacted] ANI	[Redacted]	Transfer	Credit	12/3/18	07:23:03 AM	WebService	\$5.00
[Redacted] H.ASHLEY	[Redacted]	Transfer	Credit	12/3/18	08:59:58 AM	WebService	\$4.00
[Redacted] AMARA	[Redacted]	Transfer	Credit	12/3/18	09:47:48 AM	WebService	\$4.00
[Redacted] SAQUAN	[Redacted]	Transfer	Credit	12/3/18	01:03:37 PM	WebService	\$9.00
[Redacted] H.ASHLEY	[Redacted]	Transfer	Credit	12/3/18	01:04:34 PM	WebService	\$4.00
[Redacted] QUAN	[Redacted]	Transfer	Credit	12/3/18	01:32:44 PM	WebService	\$9.00
[Redacted] KEEM	[Redacted]	Transfer	Credit	12/3/18	01:56:27 PM	WebService	\$19.00
[Redacted] MAINE	[Redacted]	Transfer	Credit	12/3/18	02:52:11 PM	WebService	\$19.00
[Redacted] LER	[Redacted]	Transfer	Credit	12/3/18	08:04:14 PM	WebService	\$4.00
[Redacted] HELDWIN	[Redacted]	Transfer	Credit	12/4/18	07:23:32 AM	WebService	\$5.00
[Redacted] ON,VALERIE	[Redacted]	Transfer	Credit	12/4/18	07:35:20 AM	WebService	\$3.00
[Redacted] WESDAY	[Redacted]	Transfer	Credit	12/4/18	07:59:01 AM	WebService	\$14.00
[Redacted] MAINE	[Redacted]	Transfer	Credit	12/4/18	08:18:08 AM	WebService	\$14.00
[Redacted] ONJAY	[Redacted]	Transfer	Credit	12/4/18	09:25:07 AM	WebService	\$9.00
[Redacted] MICHAEL	[Redacted]	Transfer	Credit	12/4/18	10:12:43 AM	WebService	\$5.00

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WASHINGTON COUNTY JAIL

RESPONSE TO REQUEST FOR PROPOSAL
INMATE TELEPHONE SYSTEM

PHONES TABLETS KIOSKS MAILGUARD® VIDEO VISITATION

Smart-EVO™ ITS Facility Manager Frequently Dialed Numbers Search & Report Sample

Frequently Called Numbers Search: All Facilities		Export	Multiple Pin Search	Calls Search				
From:	Range: 07/31/2019 - (mm/dd/yyyy)	To:	07/31/2019 - (mm/dd/yyyy)	Threshold: 25				
Facility	Number	MM:SS	Minutes	Attempts	Connected	Accepted	Denied CDR Data	PIN List
	(772)216-8228	129:10	316	318	200	281	0 (0%)	0/0

Displaying 1 of 1 records

Frequently Dialed Numbers

Calls From Dec 1, 2018 To Dec 31, 2018 - Threshold 25

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Facility	Phone Number	MM:SS	Minutes	Attempts	Connected	Accepted	Denied
	(843)584-	917:27	1,107	328	264	91	173
	(843)635-	416:02	570	318	180	52	128
	(843)898-	231:29	379	308	285	8	277
	(843)635-	992:33	1,130	235	175	114	61
	(843)209-	721:57	813	223	195	77	118
	(843)554-	527:42	650	222	176	119	57
	(843)563-	259:32	362	187	161	52	109
	(999)333-	80:22	205	182	164	164	0
	(904)497-	135:17	259	166	78	78	0
	(912)346-	193:55	253	159	135	14	121
	(854)333-	394:47	459	155	66	56	10
	(843)621-	211:26	302	155	95	16	79
	(843)298-	731:53	809	152	132	114	18
	(843)542-	213:27	296	152	133	9	124
	(843)542-	1397:44	1,469	135	105	63	42
	(843)922-	518:06	576	133	125	53	72
	1	03:53	105	123	0	0	0
	(843)599-	146:22	206	123	86	13	73
	(843)909-	448:29	507	123	104	76	28
	(843)599-	111:34	181	116	40	29	11
	(843)301-	502:14	556	114	81	19	62
	(843)599-	213:32	284	113	86	35	51
	(843)898-	234:40	286	110	87	28	59
	(843)584-	161:24	226	107	43	3	40
	(843)599-	78:42	127	103	54	3	51
	(843)471-	139:34	185	100	87	15	72

Frequently Dialed Numbers

Printed by [Name]

1

WASHINGTON COUNTY JAIL
 RESPONSE TO REQUEST FOR PROPOSAL
 INMATE TELEPHONE SYSTEM

PHONES TABLETS KIOSKS MAILGUARD® VIDEO VISITATION

Smart-EVO™ ITS Facility Manager Multiple PIN Called Numbers Search & Report Sample

Multiple Pin Called Numbers Search	All Facilities	Export	Frequently Dialed Numbers Search	Calls Search					
Range	07/31/2019	To	07/31/2019	Threshold	2				
Distinct Inmates	Number	MM:SS	Minutes	Attempts	Connected	Accepted	Denied	COR Data	PIN List
13		134:53	332	333	302	302	0 calls		
4		03:25	8	8	2	2	0 calls		
4		03:37	8	5	3	3	0 calls		
4		05:38	9	5	3	3	0 calls		
3		30:47	38	31	4	5	0 calls		
3		05:13	10	10	6	0	6 calls		
3		21:00	28	7	3	3	0 calls		
3		02:30	7	7	1	1	0 calls		
3		04:23	7	4	1	1	0 calls		

Multiple Pin Called Numbers

Calls From Dec 1, 2018 To Dec 31, 2018 - Threshold 20

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Distinct Inmates	Phone Number	MM:SS	Minutes	Attempts	Connected	Accepted	Denied
39	(999)333-	80:22	205	182	164	164	0
38	(843)554-	527:42	650	222	176	119	57
31	(904)497-	135:17	259	166	78	78	0
27	(843)563-	259:32	362	187	161	52	109
24	(843)621-	211:26	302	155	95	16	79
23	(843)542-	165:14	207	75	41	31	10
22	(843)635-	416:02	570	318	180	52	128
21	(843)599-	111:34	181	116	40	29	11
21	0	10:33	76	84	0	0	0
20	(843)405-	229:01	277	93	57	25	32
Grand Totals		2146:43	3,089	1,598	992	566	426

Multiple Pin Called Numbers

Printed by

ATTACHMENT D: IMPLEMENTATION TIMELINE |

IMPLEMENTATION PLAN NARRATIVE |

Smart Communications provide Washington County Jail a fully operational, secure and reliable state of the art inmate communications solution at no cost to the County. Smart Communications will provide all labor, materials, and services requested in this RFP and will be responsible for furnishing, installing, and maintaining the proposed Smart-EVO™ Inmate Telephone System (ITS). Smart Communications has the operating, quality control and assurance procedures in place to ensure a high level of quality services to the Washington County Jail population.

The transition period will begin as soon as the contract is signed and will be completed within 30 days or less. Smart Communications Project Manager will present a preliminary project plan within 5 days after the contract is executed to the Washington County Jail.

The project will be implemented in the following phases and are described in detail below:

1. **Initiation Phase**
2. **Planning Phase**
3. **Execution Phase**
4. **Quality Assurance & Testing Phase**

INITIATION PHASE (1.1.1) |

- **Initial Meeting/Site Survey (1.1.1.1 – 1.1.1.3):** Upon contract award, a Smart Communications Project Manager places introductory/scheduling call to the individual at Washington County Jail that will be overseeing the project. The call results in the scheduling of a date for Smart Communications to conduct an initial on-site planning meeting and site survey of facility. The scheduled on-site planning meeting/site survey between Smart Communications Project Manager/Implementation Support Team and Washington County Jail project overseer and other key staff will be conducted. The discussions during the planning meeting include a re-examination/confirmation of project scope, objectives and requirements, a review of the High Level Implementation Timeline, a review of the facility's existing inmate communications systems and processes, a review of facility's IT requirements (Internet access, operating systems, browsers, firewalls/network security), installation action plan/time schedule and security concerns. The site survey to identify electrical and cabling requirements, network design and installation points for hardware and Jail Management System (JMS)/Commissary systems are reviewed to determine integration requirements will be conducted.

NOTE: The delivery lead time for the broadband circuits necessary to support the hardware to be installed is approx. 2-3 weeks. These circuits need to be in place before installation may proceed. Therefore, to help expedite installation and cut-over time Smart Communications will order the broadband circuits shortly after the completion of the Initiation Phase.

PLANNING PHASE (1.1.1) |

- **Provisioning Design Document (1.1.2.1):** Based information gathered during the Initiation Phase, a Smart Communications Provisioning Manager will create a Provisioning Design Document detailing network design/infrastructure/architecture, hardware details/specifications, voice and data facility details/specifications and resources needed to complete tasks and objectives. This document will also detail revised schedules/timelines and subcontractor information (if required). The information contained in the Provisioning Design Document will include, but not be limited to:

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RESPONSE TO REQUEST FOR PROPOSAL INMATE TELEPHONE SYSTEM

PHONES TABLETS KIOSKS MAILGUARD® VIDEO VISITATION

Site Information Details:

- Site and shipping addresses
- Site and shipping contact name, phone number(s) and e-mail address
- Site entry advanced notification requirements
- Background checks
- Tool checks and escort requirements

Communication Device & Network Infrastructure Details:

- Type of existing phones and new back plate requirements
- Condition of existing facility wiring
- Phone quantity and installation locations
- TTY device quantity and installation locations
- SmartTablet™ quantity and charging station installation location(s)
- SmartKiosk™ quantity and charging station installation location(s)
- Wireless network infrastructure details
- Telephone handset cord length requirements
- Cable/wire length requirements

Telephone Equipment Room Details:

- Room number/location and dimensions
- Location of telephone demark
- Distances between telephone demark and communications equipment installation points
- Inside cable/wire requirements
- Cabinet or rack mount requirements
- Power and surge protection requirements
- Telecom block type and backboard space requirements
- Distances between telecom blocks and communications equipment installation
- HVAC requirements

IT Details:

- IT contact name, phone number(s) and e-mail address
- Facility workstation Internet access, operating system and browser requirements
- Facility firewall and network security requirements

During this phase, Implementation Team Support staff works with incumbent providers to obtain relevant inmate Telephone System (ITS) table and database information to include: global telephone number table (i.e., restricted or allowed global numbers), attorney telephone numbers (to denote non-recordable calls), free telephone number list, live/active Inmate Personal Identification Numbers (PINs), Personal Allowed Numbers (PANs) lists, etc...(1.1.2.2).

The completed Provisioning Design Document is received by the Smart Communications Project Manager. Based upon this information the Project Manager finalizes the Project Plan and submits to Washington County Jail for review/approval (1.1.2.3). Smart Communications initiate the Execution Phase (1.1.3) shortly after the Project Plan has been reviewed and approved by your facility.

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RESPONSE TO REQUEST FOR PROPOSAL INMATE TELEPHONE SYSTEM

PHONES TABLETS KIOSKS MAILGUARD® VIDEO VISITATION

EXECUTION PHASE (1.1.3) |

- After the Project Plan has been approved by Washington County Jail the broadband circuits and the necessary hardware materials (telephone hardware, networking equipment, voice gateways, equipment rack, Uninterruptible Power Supply (UPS), router, switches, cabling, conduit, wiring blocks, etc...) will be ordered and/or built (1.1.3.1). The Execution Phase includes the following tasks as detailed in the "Implementation Timeline":
 - Hardware Materials Receipt, Build, Configuration, Testing & Delivery (1.1.3.2)
 - Jail Management System (JMS) Commissary Interface (1.1.3.3)
 - Systems Configurations (1.1.3.4)
 - Data Conversion & Loading (1.1.3.5)
 - Site Installation (1.1.3.6)
 - On-Site Training (1.1.3.7)
 - Cut-Over/Turn-Up (1.1.3.8)

NOTE: Smart Communications attempts to minimize the involvement of facility staff during Site Installation (1.1.3.6) and On-Site Training (1.1.3.7). However, we will need to establish a primary contact at your facility who will work with your Account Manager to help supervise the processes to reduce installation and cut-over time.

Other responsibilities of the primary point of contact would include:

- Providing our technicians with security clearance and escorts to perform work within the facility
- Helping to ensure that the appropriate facility staff is available to attend systems training sessions that will be conducted by a certified Smart Communications Instructor.

QUALITY ASSURANCE & ACCEPTANCE PHASE (1.1.4) |

- After the Cut-Over/Turn-Up (1.1.3.8) tasks are complete, the 7-day Customer Acceptance Period will commence. During the acceptance period, Washington County Jail's systems are closely monitored remotely by our Network Operations Center (NOC) to ensure functionality and optimal performance. An on-site Smart Communications technician will also be available during the Quality Assurance/Acceptance Phase address any system issues that may arise as well as provide additional support to your facility staff. the site is fully cut-out over to the Smart Communications systems, the 7-day acceptance period will commence. During the acceptance period, your systems are closely monitored remotely by our Network Operations staff to help ensure functionality and optimal performance. An on-site Smart Communications technician will also be available during the acceptance period to address any system issues that may arise as well as provide additional support to your facility staff.

Below is a list of some key system functionality tests that will be verified/confirmed with your facility staff for acceptance:

- Each Smart-EVO™ Inmate Telephone System (ITS) Phone, SmartKiosk™ and/or SmartTablet™ are providing excellent call, audio and/or video quality
- Calls and video visitations are not being lost
- Calls and video visitations time lengths are correct
- Call and video prompts function/display properly in both English and Spanish languages
- Call and video visitation rates are correct and calls and are being rated properly

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- Prepaid payments are credited to accounts properly
- Smart-EVO™ (ITS) Phone, SmartKiosk™ and/or SmartTablet™ scheduling features are functioning properly

IMPLEMENTATION PLAN TIMELINE |

WASHINGTON COUNTY JAIL HIGH LEVEL IMPLEMENTATION PLAN		
Task	Description	Duration
1.1	INSTALLATION & CUT-OVER/TURN-UP AT WASHINGTON COUNTY JAIL	28 days
1.1.1	INITIATION PHASE	1.0625 days
1.1.1.1	Upon contract award, Smart Communications Project Manager places introductory/scheduling call to the individual at Washington County Jail that will be overseeing the project. The call results in the scheduling of a date for Smart Communications to conduct an initial on-site planning meeting and site survey of facility.	0.5 hrs
1.1.1.2	Conduct scheduled on-site planning meeting/site survey between Smart Communications Project Manager/Implementation Support Team and Washington County Jail project overseer and other key staff. The discussions during the planning meeting include a re-examination/confirmation of project scope, objectives and requirements, a review of the High Level Implementation Timeline, a review of the facility's existing inmate communications systems and processes, a review of facility's IT requirements (Internet access, operating systems, browsers, firewalls/network security), installation action plan/time schedule and security concerns.	4.0 hrs
1.1.1.3	Conduct site survey to identify electrical and cabling requirements, network design and installation points for hardware and Jail Management System (JMS)/Commissary systems are reviewed to determine integration requirements.	4.0 hrs
<p>NOTE: The delivery lead time for the broadband circuits necessary to support the hardware to be installed is approx. 2-6 weeks. These circuits need to be in place before installation may proceed. Therefore, to help expedite installation and cut-over time Smart Communications will order the broadband circuits shortly after the completion of the Initiation Phase.</p>		
1.1.2	PLANNING PHASE	4 days
1.1.2.1	Based information gathered during the Initiation Phase, a Smart Communications Provisioning Manager will create a Provisioning Design Document detailing network design/infrastructure/architecture, hardware details/specifications, voice and data facility details/specifications and resources needed to complete tasks and objectives. This document will also detail revised schedules/timelines and subcontractor information (if required).	15 hrs
1.1.2.2	Implementation Team Support Staff Tasks	1 day
1.1.2.2.1	Implementation Team Support staff contacts current service providers to formulate transition plan (data transfer and equipment removal).	1 hr
1.1.2.2.2	Implementation Team Support staff works with incumbent providers to obtain relevant inmate Telephone System (ITS) table and database information to include: global telephone number table (i.e., restricted or allowed global numbers), attorney telephone numbers (to denote non-recordable calls), free telephone number list, live/active Inmate Personal Identification Numbers (PINs), Personal Allowed Numbers (PANs) lists, etc...	3 hrs
1.1.2.2.3	Implementation Team Support staff creates facility specific automated operator announcement and voice prompts.	3 hrs

WASHINGTON COUNTY JAIL

RESPONSE TO REQUEST FOR PROPOSAL INMATE TELEPHONE SYSTEM

PHONES TABLETS KIOSKS MAILGUARD® VIDEO VISITATION

1.1.2.3	Provisioning Design Document is received by Smart Communications Project Manager. Project Manager finalizes Project Plan and submits to Washington County Jail for review/approval.	1 day
1.1.2.3.1	Project Plan: Site Information Details: Shipping address, facility's shipping point of contact details, advanced notification of entry requirements, background checks and tool checks/escort requirements.	2 hrs
1.1.2.3.2	Project Plan: Hardware & Network Infrastructure Details: Facility's existing hardware, condition of existing facility wiring, hardware quantity, installation locations and safety requirements, network infrastructure details, and cable/wire length requirements.	2 hrs
1.1.2.3.3	Project Plan: Telephone Equipment Room Details: Room number/location and dimensions, location of telephone demark, distances between telephone demark and hardware installation points, inside cable/wire requirements, cabinet or rack mount requirements, power and surge protection requirements, telecom block type and backboard space requirements, distances between telecom blocks and hardware installation points and HVAC requirements.	2 hrs
1.1.2.3.4	Project Plan: Installation Schedules & Timelines.	2 hrs
1.1.3	EXECUTION PHASE	24.0625 days
1.1.3.1	After the Project Plan has been approved by the Washington County Jail broadband circuits and the necessary hardware materials (telephone hardware, networking equipment, voice gateways, equipment rack, Uninterruptible Power Supply (UPS), router, switches, cabling, conduit, wiring blocks, etc...) will be ordered and/or built. NOTE: The duration associated with this task only reflects time required to order materials (delivery and/or build lead times are not included in the duration).	8 hrs
1.1.3.2	Hardware Materials Receipt, Build, Configuration, Testing & Delivery	1.5 days
1.1.3.2.1	Assemble, pre-configure and test hardware materials ordered and/or built (1.1.3.1).	8 hrs
1.1.3.2.2	Assembled/configured/tested hardware materials are packaged and shipped to installation site.	4 hrs
1.1.3.3	Jail Management System (JMS) Commissary Interface	8 days
1.1.3.3.1	Review specifications for integration and address all security concerns.	16 hrs
1.1.3.3.2	Design and develop integration interfaces.	40 hrs
1.1.3.3.3	Integration interface Quality Assurance (QA) testing.	8 hrs
1.1.3.4	Systems Configurations	3 days
1.1.3.4.1	Configure Smart-EVO™ Inmate Telephone System (ITS)	2 hrs
1.1.3.4.2	Configure Customer Care Center for friends and family support/payment options and InTouch™ hotline.	2 hrs
1.1.3.4.3	Collect calling set-up with ILD.	2 hrs
1.1.3.4.4	Configure Technical Support Center Ticketing System.	2 hrs
1.1.3.4.5	Configure interfaces with Jail Management System (JMS) and commissary providers.	8 hrs
1.1.3.4.6	Configure system network monitoring and reporting faculties.	8 hrs
1.1.3.5	Data Conversion & Loading	2 days
1.1.3.5.1	Request Inmate Personal Identification Numbers (PINs), Personal Allowed Numbers (PANs) and Account Balances data from current vendors.	1 hr
1.1.3.5.2	Scrub received Inmate PIN, PAN and Account Balance data and load into Smart-EVO™ ITS platform.	14 hrs
1.1.3.5.3	Load facility specific automated operator announcement and voice prompts into Smart-EVO™ ITS platform.	1 hr
1.1.3.6	Site Installation	5 days
1.1.3.6.1	Install cabling and conduit for hardware.	8 hrs
1.1.3.6.2	Test and accept installed broadband data circuit.	1 hr

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PHONES TABLETS KIOSKS MAILGUARD® VIDEO VISITATION

1.1.3.6.3	Install and test networking equipment hardware (equipment rack, router, server, UPS, VoIP Gateways, Terminal Blocks, etc...).	4 hrs
1.1.3.6.4	Install and test inmate telephone hardware.	24 hrs
1.1.3.6.5	System configuration and initial system performance acceptance testing.	3 hrs
1.1.3.7	On-Site Training	3 days
1.1.3.7.1	Comprehensive on-site training is provided to Washington County Jail staff relating to the administration, operation and reporting of the system. Training sessions are designed to focus on the needs of staff based upon their System user/permission level: (1) Staff, (2) Staff Administrator, (3) Investigator and (4) System Administrator. Training session topics include: System Overview, System Administration, Inmate PIN Management, Inmate Phone Management, Investigative Features, Reports, Call Processing and Technical Support Services. Documentation and training guides are provided at the time of training. Training is provided to the satisfaction of the facility and additional on-site training at no cost may be requested any time during the contract.	24 hrs
1.1.3.8	Cut-Over/Turn-Up	0.5 days
1.1.3.8.1	After the Data Conversion & Loading (1.1.3.5) and Site Installation (1.1.3.6) tasks are complete, the inmate telephones are cut-over. The cut-over will take place during of-hours to help minimize service outage risk. Each inmate telephone station is cut-over by a team consisting of two technicians. One technician moves the single wire pair from the incumbent's punch-down block to the Smart-EVO™ ITS punch-down block while the other team member tests the phone to ensure proper functionality.	4 hrs
1.1.4	QUALITY ASSURANCE & ACCEPTANCE PHASE	
1.1.4.1	After the Cut-Over/Turn-Up (1.1.3.8) tasks are complete, the 7-day Customer Acceptance Period will commence. During the acceptance period, Washington County Jail's systems are closely monitored remotely by our Network Operations Center (NOC) to ensure functionality and optimal performance. An on-site Smart Communications technician will also be available during the Quality Assurance/Acceptance Phase address any system issues that may arise as well as provide additional support to your facility staff.	-

ATTACHMENT E: SERVICE POLICIES & PROCEDURES |

Smart Communications has a reputation for providing the highest quality of customer service and technical support to help ensure our solutions are always operating efficiently and effectively. Our service and maintenance programs include the following capabilities and features:



- **Account Manager** will be the lead point of contact for day to day questions relating to the contract, customer support and solutions provided.
- **Technical Support Center** (7/24/365) will serve as a single point of contact for staff to report problems such as minor maintenance issues and service outages or require assistance with the administrative features of our communications solutions.
- **Network Operations Center** (7/24/365) will provide remote network monitoring and diagnostics of the communication solutions provided to proactively identify and resolve problems before they become an issue.
- **Field Services Team** will provide onsite installation, support and repair when needed.
- **Customer Care Center** (7/24/365) will provide assistance/support for inmate's family and friends on payment and services issues.

Account Manager: Smart Communications will assign an Account Manager to your facility for the duration of the contract. The Account Manager will be the lead point of contact for questions relating to the contract, customer support as well solutions provided. The Account Manager will also oversee the implementation process to help ensure timely and successful delivery of solutions according to your facility's needs and objectives with minimal disruption of service.

The Account Manager will be informed of any escalated service issues and will serve as the liaison between your facility and Smart Communications internal teams to help ensure the issues are resolved in a timely and effective manner.

The Account Manager will meet with your facility on an as needed basis, to review the current status of the contract, solutions that are being provided and determine if there are any outstanding issues that need to be addressed. The Account Manager will also advise your facility of any updates or new solutions available as well as review any changes or additional requirements that have arisen. Based on the results of these meetings, the Account Manager will develop an action plan for any new solutions requested by your facility or to address outstanding service issues.

Technical Support Center: Smart Communications Technical Support Center serve as a single point of contact for staff to report problems such as minor maintenance issues and service outages or require assistance with the administrative features of our communications solutions. Our highly trained technical support staff may be reached 24/7/365 toll free at 844-346-0988.

Staff calls are routed directly to a Technical Support Specialist who will obtain the specifics of the service request and open a ticket. Each service request will be assigned one of three (P1, P2, or P3) priority levels based upon the percentage of service that is affected. Each priority level is designed to address specific system events and have a specific resolution timeline and escalation procedure. The service response of each service request is escalated one level when the established time requirement is not met for that priority level.

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RESPONSE TO REQUEST FOR PROPOSAL
INMATE TELEPHONE SYSTEM

PHONES TABLETS KIOSKS MAILGUARD® VIDEO VISITATION

PRIORITY LEVEL	2 HOURS	4 HOURS	8 HOURS	24 HOURS	48 HOURS	72 HOURS
P1	Terry Whiteside VP of Network Operations 856-910-1166 ext. 2112					
P2	Cynthia Hoos Network Operations Manager 856-910-1166 ext. 2578					
P3	Christ Mzhickteno Technical Support Center Manager 844-346-0988 ext. 1006					

Priority Level: P1

% of System/Service Adversely Affected: ≥30%

Target Resolution Time: 4 hours

Client Communications: Smart Communications Technical Support Specialist will notify client when issue is resolved and close service ticket. If a Field Service Technician must be dispatched, the Technical Support Specialist will notify client when technician will arrive on site.

Client Updates: Every 2 hours

Escalation Path: Immediately escalated up to Service Level 3 - VP of Network Operations

Service Level 1 - Technical Support Manager

Service Level 2 - Network Operations Manager

Service Level 3 - VP of Network Operations

Priority Level: P2

% of System/Service Adversely Affected: ≥5% <30%

Target Resolution Time: 24 hours

Client Communications: Smart Communications Technical Support Specialist will notify client when issue is resolved and close service ticket. If a Field Service Technician must be dispatched, the Technical Support Specialist will notify client when technician will arrive on site.

Client Updates: Every 12 hours

Escalation Path: P2 issues not solved within the 24-hour target resolution timeframe are automatically escalated to

Service Level 2 – Network Operations Manager.

Priority Level: P3

% of System/Service Adversely Affected: <5%

Target Resolution Time: 72 hours

Client Communications: Smart Communications Technical Support Specialist will notify client when issue is resolved and close service ticket. If a Field Service Technician must be dispatched, the Technical Support Specialist will notify client when technician will arrive on site.

Client Updates: Every 24 hours

Escalation Path: P3 issues not solved within the 72-hour target resolution timeframe are automatically escalated to

Service Level 1 - Technical Support Manager.

WASHINGTON COUNTY JAIL

RESPONSE TO REQUEST FOR PROPOSAL INMATE TELEPHONE SYSTEM

PHONES TABLETS KIOSKS MAILGUARD[®] VIDEO VISITATION

The Technical Support Specialist will have full ownership of the service request and will make every effort to resolve the service issue remotely within the designated timeframe(s). When required, the Technical Support Specialist will engage our Network Operations Center (NOC) and/or engineering teams to help address/resolve the service issue. If required, a Field Service Technician will be dispatched to assist in resolution of the service issue. Once a service request has been resolved, the Technical Support Specialist will close out the ticket.

Network Operation Center: Smart Communications 7/24/365 Network Operations Center (NOC) is responsible for maintaining the network infrastructure that supports the hardware and solutions provided to your facility. The NOC continuously monitors the health, security and capacity of all communications equipment, applications and associated networks to help ensure 99.9% uptime with uninterrupted reliable operations. Proactive monitoring allows Smart Communications to diagnose and resolve issues before they become a problem and affect service.

The NOC provides preventative and ongoing service, maintenance and/or repairs to help minimize the disruption of services. Proactive maintenance and repair are conducted as frequently as is necessary to keep the systems and support components in good operational status. Regular system updates to software and hardware are performed based upon availability of new features, updates of 3rd party content and bug fixes. The NOC will make every attempt to preform service maintenance during our normal maintenance window of 1 am thru 6 am EST. If maintenance requires system downtime your facility will be notified by your Account Manager 24 hours in advance.

Field Support Technicians: Our service is further enhanced by using certified local and regional technical support personnel. We also maintain a local supply of system components and replacement parts to help minimize service restoration time. Your 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.

Customer Care Center: Friends and family of inmate's who need assistance utilizing or experiences an issue with a Smart Communications solution are serviced by our Customer Care Center. Our Customer Care Center may be reached 24/7/365 by calling our toll-free line 888-843-1972. All calls will be answered by a live, fully trained, U.S. based Customer Service Representative who will happy to provide assistance/support relating to a variety of issues, including:

- Account setup and funding for Family & Friends Prepaid account
- Account setup and funding for Inmates Debit account
- Resolving account-related/billing questions
- Processing refunds
- Resolving call connection or equipment-related issues
- Requesting phone numbers to be blocked

ATTACHMENT F: COST PROPOSAL |

Smart Communications is proud to present our Cost Proposal to the Washington County Jail.

Our Cost Proposal is provided as (2) separate Commission Offers titled:

- **Commission Offer #1**
- **Commission Offer #2**

All Commission Offers are inclusive of the following Smart Communications turn-key solutions:

- **Smart-EVO™ Inmate Telephone System (ITS) with Facility Manager Application, Voicemail Exchange (VMX™), InTouch™ Inmate Hotline and Investigate Interface**
- **SmartVisit Video Visitation System (VVS)**
- **SmartInmate™ Electronic Messaging**
- **SmartTablet™ & SmartKiosk™ Devices**
- **MailGuard® Postal Elimination System (patented)**
- **SmartEntertainment™ Standard & Premium Modules**
- **SmartRequest™ Digital Request, Grievance and Medical Form Module**
- **SmartEd™ & SmartReentry™ Modules**
- **Law Library**
- **Commissary Hosting**

All Smart Communications turn-key solutions are offered at **zero cost** to the Washington County jail including:

- **Hardware & Software Installation, Maintenance and Service**
- **On-Site Staff Training**
- **24/7/365 U.S. Based Technical Support Center**
- **24/7/365 U.S. Based Network Operations Center (NOC)**
- **24/7/365 U.S. Based Customer Care Center**
- **InTouch™ Inmate Hotline**

**ZERO
COST**

Annual Technology Training Summit Cruise |

To ensure that key staff are provided with the latest training and information relating to technology designed to help make correctional facilities safer and more efficient, Smart Communications will provide the Washington County Jail with (3) complimentary rooms (up to 6 registration tickets) to attend our annual Technology Training Summit Cruise; a \$21,000.00+ value! This event sails out of Tampa Bay to the Caribbean each year and includes accredited workshops and training classes along with tours of our patented MailGuard® processing facility and company headquarters.



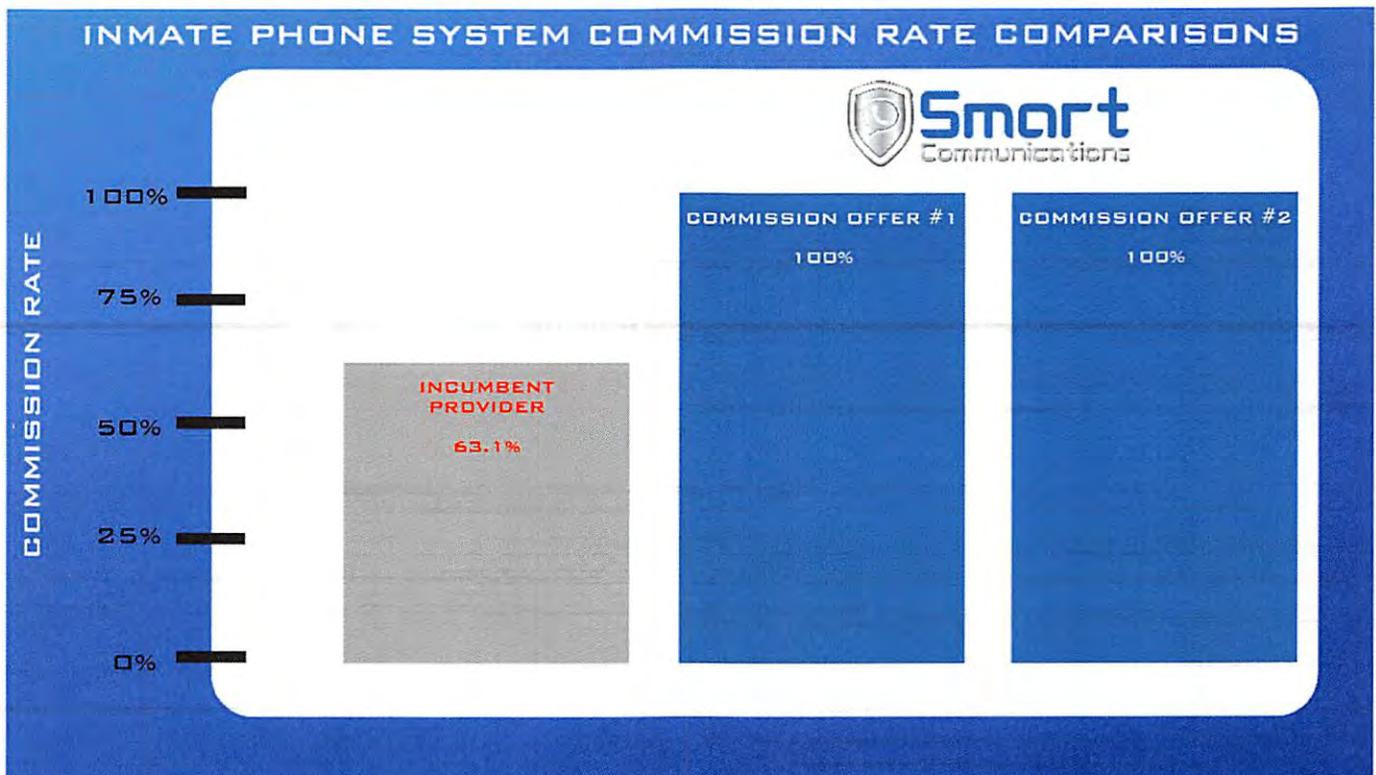
WASHINGTON COUNTY JAIL

RESPONSE TO REQUEST FOR PROPOSAL
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PHONES TABLETS KIOSKS MAILGUARD® VIDEO VISITATION

Smart Communications Fallen Officer Pledge |

Few Sheriffs can think of any news in their profession that is worse than hearing that one of your officers or deputies has died in the line of duty. It is a tragedy that tears at every emotion, yet the affected agency head must still be able to move quickly to assist the officer's immediate family. To assist in these important efforts Smart Communications pledges to donate one full year salary to the family of any Washington County Sheriff's Office who dies in the line of duty. Smart Communications stands by and supports Washington County and its community.



WASHINGTON COUNTY JAIL
 RESPONSE TO REQUEST FOR PROPOSAL
 INMATE TELEPHONE SYSTEM

PHONES TABLETS KIOSKS MAILGUARD® VIDEO VISITATION

Commission Offer Comparison |

	Commission Offer #1	Commission Offer #2
Inmate Telephone System Call Rates	Matches current facility call rates.	Provides substantially lower call rates and includes (2) FREE (15) minute calls for each inmate every week.
Inmate Telephone System Voicemail	\$1.00/voicemail message	100%
Inmate Telephone System Facility Commission Rates	100%	100%
Inmate Remote Video Visitation Rates	\$0.20/minute	\$0.10/minute
Inmate Remote Video Visitation Facility Commission Rates	50%	50%
Inmate Electronic Messaging Service	\$0.50/message and includes (8) FREE messages for each inmate every month.	\$0.50/message and includes (8) FREE messages for each inmate every month.
Inmate Electronic Messaging Service Facility Commission Rates	10%	10%
Inmate Entertainment Services	FREE SmartEntertainment™ - Basic & \$0.01/minute SmartEntertainment™ Premium	FREE SmartEntertainment™ - Basic & \$0.01/minute SmartEntertainment™ Premium
Facility Commission Rate	50%	50%

Commission Offer #1 and #2 are both subject to the following Deposit & Miscellaneous Service Fees:

DEPOSIT & MISCELLANEOUS SERVICE FEES	
Type	Fee
Live Operator Deposit	\$5.95/deposit
Web	\$3.00/deposit
Interactive Voice Response	\$3.00/deposit
Lobby Kiosk (if applicable)	\$3.00/deposit
Photo Messaging	\$1.00/phone message
Voicemail Messaging	\$1.00/voicemail Message

WASHINGTON COUNTY JAIL

RESPONSE TO REQUEST FOR PROPOSAL
INMATE TELEPHONE SYSTEM

PHONES TABLETS KIOSKS MAILGUARD® VIDEO VISITATION

Commission Offer #1 |

INMATE TELEPHONE SYSTEM CALL RATES				
FACILITY COMMISSION RATE: 100%				
Call Type	Rate for First Minute	Rate for Each Additional Minute		
		Collect	PrePaid Collect	PrePaid Debit
Local	\$1.82	\$0.20	\$0.20	\$0.20
IntraState	\$1.82	\$0.21	\$0.21	\$0.21
InterState	\$0.21	\$0.21	\$0.21	\$0.21
International	\$0.50	N/A	\$0.50	\$0.50

Inmates will be charged a rate of \$1.00/voicemail message. The Washington County Jail would receive **100% commissions** on all voicemail revenue.

INMATE REMOTE VIDEO VISITATION SYSTEM SERVICE & FACILITY COMMISSION RATES		
Description	Rate/Minute	Facility Commission Rate
SmartVisit Remote Video Visitation	\$0.20	50%

INMATE ELECTRONIC MESSAGING SERVICE & FACILITY COMMISSION RATES		
Description	Rate/Message	Facility Commission Rate
SmartInmate™ Electronic Messaging	\$0.50	10%

Each inmate would be provided with eight (8) **FREE** SmartInmate™ messages per month. The Washington County Jail would be provided with **10% commissions** on additional messages charged at fifty cents (\$0.50) per message

INMATE ENTERTAINMENT SERVICES & FACILITY COMMISSION RATES		
Description	Rate/Minute	Facility Commission Rate
SmartEntertainment™ - Basic	FREE	N/A
SmartEntertainment™ - Premium	\$0.01	50%

Commission Offer #2 |

INMATE TELEPHONE SYSTEM CALL RATES				
FACILITY COMMISSION RATE: 100%				
Call Type	Rate for First Minute	Rate for Each Additional Minute		
		Collect	PrePaid Collect	PrePaid Debit
Local	\$1.82	\$0.10	\$0.10	\$0.10
IntraState	\$1.82	\$0.10	\$0.10	\$0.10
InterState	\$0.21	\$0.21	\$0.21	\$0.21
International	\$0.50	N/A	\$0.50	\$0.50

Each inmate would be provided with two (2) *FREE* fifteen (15) minute calls per week. Inmates will be charged a rate of \$1.00/voicemail message. The Washington County Jail would receive **100% commissions** on all voicemail revenue.

INMATE REMOTE VIDEO VISITATION SYSTEM SERVICE & FACILITY COMMISSION RATES		
Description	Rate/Minute	Facility Commission Rate
SmartVisit Remote Video Visitation	\$0.10	50%

INMATE ELECTRONIC MESSAGING SERVICE & FACILITY COMMISSION RATES		
Description	Rate/Message	Facility Commission Rate
SmartInmate™ Electronic Messaging	\$0.50	10%

Each inmate would be provided with eight (8) *FREE* SmartInmate™ messages per month. The Washington County Jail would be provided with **10% commissions** on additional messages charged at fifty cents (\$0.50) per message

INMATE ENTERTAINMENT SERVICES & FACILITY COMMISSION RATES		
Description	Rate/Minute	Facility Commission Rate
SmartEntertainment™ - Basic	FREE	N/A
SmartEntertainment™ - Premium	\$0.01	50%

SMART COMMUNICATIONS TURN-KEY SOLUTIONS |

Smart-EVO™ Inmate Telephone System (ITS) w/ Facility Manager Application, Voicemail Exchange (VMX™), InTouch™ Inmate Hotline and Investigate Interface |

The state-of-the-art **Smart-EVO™ Inmate Telephone System (ITS)** with Facility Manager Application, Voicemail Exchange (VMX™), InTouch™ Inmate Hotline and Investigate Interface is the industry's most advanced calling platform, combining a rich history of dependable applications, with new modern-day industry transforming technology. Smart-EVO™ is the future of inmate calling.

Smart-EVO™ ITS web-based platform delivers all these standard features and more:

- Innovative Fraud Prevention & Detection Features
- Advanced Inmate Calling Controls & Investigative Tools
- Reliable System Performance & Superior Call Quality
- Standard & Customizable Call Detail Records Reporting Options
- Tablet calling application
- Rugged, Durable & Tamper-Proof Hardware
- Multiple Bill Payment Options
- No Cost Installation & Training
- 24/7/365 Customer Service & Technical Support



The VMX™ feature allows family or friends to leave a voicemail message directly to schedule a phone call visitation or simply to check in and say “hello.” This eliminates the need of facility staff to receive, manually record and relay these quick messages to inmates. Administrators may also utilize this feature to communicate important messages to all inmates simultaneously.

The InTouch™ Inmate Hotline is a real time saver as it can reduce and even eliminate the need for staff to address inmate telephone call connection, quality or hardware issues. Inmates experiencing a telephone related issue can dial *511 on any inmate phone to speak with a live, Florida-based customer service representative 365 days a year.

The Smart-EVO™ Investigate Interface allows for the creation of new “cases” by system administrators. Once a case is created, users can publish various digital, text searchable case-note assets to the case such as:

- Call Detail Records
- Call Recordings
- Voicemail Messages
- Electronic & Scanned Paper Documents
- Text Data Entries and More

To help keep confidential case information safe, the Smart-EVO™ ITS Investigate Interface also provides investigators with the ability to choose who can access the information stored in case files. Case files marked as “private” are only accessible to the investigator. Case files marked as “shared” are only accessible to select, user-defined facility staff. Case files marked as “public” are accessible to any facility staff member with domain access.

SmartVisit Video Visitation System (VVS) |

SmartVisit provided on the SmartTablet™ or SmartKiosk™ devices, provides the most intelligent video visitation platform in corrections. SmartVisit can allow up to 12 visits simultaneously from one housing unit when utilizing SmartKiosk™ or SmartTablet™ devices. SmartVisit™ also utilizes cutting edge advanced content filtering software to filter out unwanted visitation content to proactively and automatically monitor the visitation sessions for you, so your staff doesn't have to.

SmartVisit provides not only on-site local facility visitation for free, but also remote video visitation from laptop, home PC, mobile tablets, or Smartphones. The SmartVisit is a totally self-service visitation system, eliminating agency staff involvement from the entire visitation process. Inmate visits can be prescheduled appointment based, or inmate-initiated visits can be enabled to allow minute to minute visitation sessions whenever the parties are available. This allows public users to visit whenever it is convenient for them right from their mobile device, maximizing visitation usage and further reducing workload and foot traffic for the agency.

Submitted: 11/27/2018 10:13 AM
Scheduled Start: 11/29/2018 10:00 AM — Actual: 11/29/2018 9:53 AM
Scheduled End: 11/29/2018 10:15 AM — Actual: 11/29/2018 10:08 AM
Scheduled Duration: 15 minutes — Actual: 15:14 minutes
Private Visit: No
Status: **Completed**
Video Server: ar-co-conway-media.smartjailmail.com
Session ID: 5B70E1C3-02CF-D3B6-F08326019B5AC3FD
Link to Video File: [5b70e1c3-02cf-d3b6-f08326019b5ac3fd.mp4](#)
Link to Audio File: [5b70e1c3-02cf-d3b6-f08326019b5ac3fd.mp3](#)

Recorded Video

NOTE: This recording is housed in cloud storage and is available indefinitely.



The SmartVisit utilizes industry exclusive intelligent visitation software to filter out unwanted activity in video visits such as gang signs or nudity, by putting a globe around the users face and graying out all other content. This means no nudity, hand gestures, or background is seen in the video stream as the software follows the users face. This simply results in a face to face virtual visit without the need for staff to baby sit the visit session. SmartVisit is also the lowest cost system at rates as low as only .10 cents per minute, making visiting inmates from home more convenient and a better value than ever. SmartVisit is the inmate visitation system of the future.

SmartInmate™ Electronic Messaging |

This highly intelligent and field proven system allows inmates to stay in contact with their friends and family via a controlled electronic messaging platform like email; but has been specifically designed for use in correctional facilities. SmartInmate™ has many built-in investigative features that makes the system an invaluable intelligence gathering, crime solving and has even proven to be a powerful crime prevention tool. For example, SmartInmate™ can automatically monitor and send instant notifications when messages containing user/investigator defined keywords or names are transmitted, or inmates being shadowed under investigation send or receive messages or connect with a new public user. Furthermore, SmartInmate™ messages are fully keyword searchable. Keywords are highlighted in the search results to allow users/investigators to quickly locate content of interest.



SmartInmate™ also collects statistics, data and information on public users in the community that are in communication with inmates at your agency. Information such as connected inmates, phone numbers, IP-address, E-mail, credit card and bank information, GPS locations, devices used and more.

SmartTablet™ & SmartKiosk™ Devices |

Smart Communications SmartTablet™ custom devices are specifically designed to withstand inmate abuse as well as meet the unique safety and security requirements of correctional facilities. Every aspect our SmartTablet™ including the device's body, battery, screen, camera and custom wireless charging stations were engineered from the ground up in partnership with our private manufacturer in Asia. This makes the SmartTablet™ different from the tablets many of our competitors offer that are nothing more than an off-the-shelf, consumer grade tablet inside a rugged case. Furthermore, SmartTablet™ devices run on Smart Communications proprietary operating system making our devices hack-proof. Off-the-shelf, consumer grade tablets (i.e Samsung) run on publicly available operating systems with common hacking code widely available which are prone for inmates to hack and gain access to the Internet. The SmartTablet™ features a 7.0" 3x thicker Gorilla glass touchscreen LCD and an oversized battery to support 8-12 hour continued use battery life.



WASHINGTON COUNTY JAIL

RESPONSE TO REQUEST FOR PROPOSAL INMATE TELEPHONE SYSTEM

PHONES TABLETS KIOSKS MAILGUARD® VIDEO VISITATION



Our custom designed wireless charging stations hold (10) SmartTablet™ devices each and utilize small metallic contact points on the tablet enclosure and do not require the use of charging cables. The SmartTablet™ device slides into the charging station and the status LED indicator will illuminate red when the device is charging and will turn green when the device is fully charged. The wireless SmartTablet™ is a self-service tablet system requiring zero staff involvement or burden.



Our SmartKiosk™ is a fully integrated inmate communications device providing inmate phone calls, video visitation, messaging MailGuard® as well as value-added applications and services. Like our SmartTablet™ device, our SmartKiosk™ device is specifically designed to withstand inmate abuse as well as meet the unique safety and security requirements of correctional facilities. SmartKiosk™ devices are tamper-proof and manufactured with high-strength, heavy gauge steel and are equipped with an industrial grade phone handset. SmartKiosk™ devices are also equipped with a 17.0" impact resistant touchscreen LCD display and a high-definition IP camera. All SmartKiosk™ functions including volume control are easily accessible and controlled via the touchscreen interface, providing a state-of-the-art inmate environment.

MailGuard® Postal Elimination System (patented) |

The Corrections industry's first and now **protected by Official US Patent US 10,291,617 B2** MailGuard Postal Mail Elimination® System provides a solution to one of corrections' longest running problems and security loopholes— contraband and secret communications in inmate postal mail. MailGuard® keeps your staff and inmate population safe by providing a remote, virtual mailroom that processes and electronically delivers inmate postal mail for digital view on the SmartTablet™ or SmartKiosk™ devices. No labor, no contraband, no cost.



WASHINGTON COUNTY JAIL

RESPONSE TO REQUEST FOR PROPOSAL INMATE TELEPHONE SYSTEM

PHONES TABLETS KIOSKS MAILGUARD® VIDEO VISITATION



Your Inmates' postal mail is sent off-site to our MailGuard® processing center located in Seminole, FL. At the processing center, our highly trained staff utilizes cutting-edge, customized equipment to convert the inmate postal mail into a high-definition, color digital/electronic file format. These digital files are then uploaded to Smart Communications intelligent MailGuard® platform where it is filtered in accordance to your facility's security settings. Once ran through the security filters, the digital files are automatically delivered electronically to the inmates' via SmartTablet™ or SmartKiosk™ devices.

In addition to eliminating the risk of contraband entering your facility via mail as well as providing your facility with a streamlined, labor-free automated means to process inmate postal mail; MailGuard® also serves an invaluable investigative/intelligence gathering tool. Digital mail is database searchable to allow your facility to gain intelligence and eliminate secret communication.

MailGuard® is used in over 100 correctional agencies across the country, ranging in size from 100 inmate county jails, to Pennsylvania State Department of Corrections with 50,000 inmates and the Federal Bureau of Prisons that houses over 180,000 inmates.

Smart Communications MailGuard Postal Mail Elimination® System was invented in 2015 and is protected by U.S. Patent No. 10,291,617, which was issued by the U.S. Patent & Trademark Office on May 14, 2019. Smart Communications MailGuard® technology is also the subject of numerous other pending patent applications.



SmartRequest™ Digital Request, Grievance and Medical Form Module |



Ten years ago, Smart Communications developed and deployed SmartRequest™, the world's first digital inmate request system in corrections! SmartRequest™ is the easiest to use, most customizable and detailed electronic form submission platform in corrections. SmartRequest™ automates the inmate form process and helps eliminate paperwork. Electronic forms are centrally tracked and managed which puts an end to having to shuffle paper forms around the facility. Requests are responded to electronically, even allowing automated standard responses, while showing status to all involved; allowing inmates to get answers quickly. Workflow on the SmartRequest™ system is custom tailored to specific department policies and is easy to customize without vendor assistance. Limitations, timers, forwarding, notes, reassignment, escalating, appeals, JMS integration, automated reporting, (even keyword tracking in requests) and much more are all standard features. Truly the most intelligent digital request system in corrections.

SmartEd™ & SmartReentry™ Modules |



Inmate education has proven to improve inmate behavior and reduce recidivism. That is why Smart Communications has heavily invested in our SmartEd™ & SmartReentry™ modules and will provide your inmates with free access. These modules are loaded with free educational, self-help, reentry strategy courses and content, as well as optional court ordered/approved courses. These modules are also customizable which allows dynamic, local content to be uploaded to meet your agency's current and future goals/objectives.

Law Library |



Inmates will be provided with self-service access to a digital Law Library from every SmartKiosk™ and/or SmartTablet™ device. The Law Library will provide inmates with the ability to access, retrieve, and print selected current electronic legal research information, including case law, and case reporters. This legal research is designed for inmates and will contain State and Federal cases, statutes and court rules and Shepard's Citations Services for State and Federal. The content of the Law Library is kept current with real time updates, meeting the legal needs and requirements of inmates. All inmate Law Library access time is logged and retained in our system, providing proof of access to reduce legal disputes.

Commissary Hosting |



Smart Communications will host your existing commissary vendor's menu of the on our hardware. We are currently integrated with all major commissary vendors as well as many regional vendors.