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COVER LETTER / EXECUTIVE SUMMARY

On behalf of NCIC Correctional Services (“NCIC”), I am pleased to present Scotts Bluff County Detention Center (“SBCDC”) our complete response to **Request for Proposal for Inmate Communication Service**. NCIC has thoroughly reviewed, understands, and complies with all aspects and provisions of this RFP. Provided throughout this proposal is detailed information regarding how NCIC aims to provide reliable service to SBCDC. This proposal will remain open and valid for at least 180 days from the close date, if not longer. The information contained in this proposal or any part thereof, including any exhibits, schedules, and other documents and instruments delivered or to be delivered to the County, is true, accurate, and complete. This proposal includes all the information necessary to ensure that the statements therein do not in whole or in part mislead the County as to any material facts.

NCIC is a trusted provider of communication services across the United States and 9 other countries, providing a range of value-adding technologies and tailored service to more than 900 separate correctional facilities, including County Jails, US Military Prisons, Bureau of Indian Affairs Prisons, Private Prisons, Police Departments, and Juvenile facilities. NCIC is extremely proud of the work we have done, and continue to do, in the law enforcement community, where we support the daily operations of law enforcement, and provide quality service for inmates, friends, and family members, all while providing a vital service at the industry’s lowest rates. NCIC provides a comprehensive suite of investigative and communications technologies for correctional agencies and the constituents they serve, including:

- ❖ Inmate Telephone Systems
- ❖ Video Visitation Systems
- ❖ Digital Mail Service
- ❖ Voice Biometrics, Voice Transcriptions, and Keyword Alerts
- ❖ Multi-functional Inmate Kiosks
- ❖ Educational Tablets equipped with Communications
- ❖ NCIC’s “Schoolhouse” Learning Management System Educational Platform
- ❖ Secure Voicemail for Inmates
- ❖ Voice transcription and Keyword Alerts
- ❖ Digital Law Library (at no cost or commission deduction)
- ❖ Free access to our new 988 Suicide and Mental Health Crisis Hotline

NCIC also enjoys the benefits of being the largest employee-owned communications provider in the United States – we are not beholden to the demands of Private Equity groups and offshore interests; our shareholders are our facility customers and constituents they serve, as well as our own employees.

NCIC’s overall proposal for SBCDC revolves around increasing connectivity between inmates and their loved ones, leading security and investigative technology and a sturdy, **transparent** compensation offer that will provide a trustworthy method of forecasting the monthly earnings related to the Inmate Communications Agreement. NCIC is proposing a completely **no-cost, revenue-generating** proposal for SBCDC. Here is a snapshot of what we’re offering, which we will expand upon in the pages that follow:

- ✓ Replace all existing Inmate Telephones, Kiosks, and Tablets with brand new NCIC equipment (and add more, if needed);
- ✓ Provide, **from day one of operation**, the industry-leading NCIC Correctional Tablet, which is fully equipped with the NCIC InTouch suite of applications (Phone Calling, Tickets, Video Visitation, Messaging, etc.) and NCIC’s “Learn to Earn” educational / entertainment program...**at a 1:1 inmate – tablet ratio**;



- ✓ Significantly reduce the current rates being charged for phone calls, video visitation and messaging, as well as eliminate the majority of the back-end fees being charged;
- ✓ **Bring all Inmate Communications services under ONE provider, ushering in significant benefits for the Agency, inmates and their friends and families;**
- ✓ Provide a far superior, *guaranteed* monthly revenue-share to SBCDC County based on 100% of the revenue-generating services at the Facility, and;
- ✓ Provide all needed Inmate Communications hardware and infrastructure, including phones, kiosks, tablets, tablet charge carts, wireless access points and network equipment at NO COST;
- ✓ Unsurpassed responsiveness for Facility Maintenance, bolstered by our long-standing relationship with Robinson Electric based in Gering, and;
- ✓ Offer a level of support that our competitors cannot come close to matching, for facility staff, inmates and their friends and families. No “honeymoon period!”

Over the past month, NCIC has been in settlement discussions with the FCC in order to resolve our Petition for Reconsideration of the recent FCC Rate Ruling. NCIC filed our petition due to the FCC failing to enforce the past 12 years of rulings and denying consideration of the Safety and Security Costs (site commissions) dictated in the Martha Wright-Reed Act. NCIC's settlement offer is being considered the industry benchmark for rate caps and per-minute commission amounts. The National Sheriff's Association has filed comments in support of NCIC's Petition. On April 14th, the FCC filed their pleadings in the appeals and petitions in the various courts, which is indicative of considering the settlement offers provided. NCIC received a copy of the FCC's filings on April 15th and the FCC seems to be going through the steps of a defense; however, in our meetings over the past month we had been informed by FCC staff that they understand their liabilities and weaknesses in these appeals, so NCIC feels these court proceedings should play out within the next two months. If the FCC denies NCIC's Petition for Reconsideration, this ruling will open a window for NCIC to file an appeal based on our arguments. The following is a link to the copy of the settlement NCIC provided to the FCC: <https://www.fcc.gov/ecfs/document/10306758903027/1>. As you review NCIC's financial offer, you will note there are 2 options: one that complies with the 2024 FCC Rulemaking, and one based on NCIC's Settlement Proposal to the FCC.

In closing, as you review this proposal, we hope that you will become aware of NCIC's qualifications and commitment to SBCDC as your ideal inmate communications partner. Should NCIC become the trusted provider of inmate communications for Scotts Bluff County Detention Center, the Sheriff's Office and the broader community, your account will be managed collaboratively by Craig Storer, Director of Marketing and Bill Rounds, Field Service and Support, whose efforts will be supported by NCIC's experienced team of administrative, support, networking, IT, and field technician personnel.

Sincerely,



Craig Storer
Craig.Storer@ncic.com
Mobile: 903-699-2505

COMPANY INFORMATION

Network Communications International Corporation dba NCIC Correctional Services is Texas-owned with a corporation date of August 29, 1996, and is the longest running telecommunications carrier in the incarcerated telephone industry. Company principals William Pope and Jay Walters offer more than 55 years of combined experience in the communications industry. NCIC is headquartered in Longview, Texas with satellite offices in Alabama, California, Iowa, Georgia, Minnesota, Missouri, North Carolina, Wisconsin, Mexico, El Salvador, Ecuador, Panama, and Honduras. In the event an inmate from Scotts Bluff County is transferred to any facility serviced by NCIC, all associated data could be accessible to the County, if needed for investigation purposes.

NCIC has over 157 employees including full-time field technicians, with approximately \$90 Million dollars in revenue per year. In total, our platforms manage and record in excess of 700,000 secure phone calls, video visits, and text messages per day. NCIC is the *only* large communications provider for incarcerated persons in the U.S. that has not been sued for overcharging inmates and friends and family on calling rates and fees. Furthermore, NCIC has had no contract terminated for any reason in the last five years. NCIC is a trusted provider of communications services in the United States and nine other countries, providing a range of value-adding technologies and tailored service to more than 900 separate correctional facilities, including County Jails, US Military Prisons, Bureau of Indian Affairs Prisons, Police Departments, Private Prisons, and Juvenile facilities. NCIC is extremely proud of our continued accomplishments in the law enforcement community, supporting the daily operations of law enforcement, providing quality service for inmates and friends and family members, all while providing a generous return to our facility partners.

NCIC enjoys the reputation of operating with complete transparency in all dealings and understands that a reasonable profit is attainable while providing fair calling rates and fees. NCIC also enjoys the benefits of being the largest employee-owned incarcerated communications provider in the United States – not beholden to the demands of private equity groups and offshore interests - shareholders are our facility customers and the constituents served. All aspects of NCIC's proposed Communications Systems are offered at no cost.

NCIC provides a comprehensive suite of investigative and communications technologies for correctional agencies and the constituents served, including Incarcerated Telephone Systems (ITS), Video Visitation Systems (VVS), call transcription services, voice biometrics, multi-functional Kiosks, Mail Scanning Solutions, Tablets, grievance services, educational and rehabilitative courses, and more. All proposed communication software included in our response was developed in-house by NCIC over the years – we are not proposing to re-sell communications software from a 3rd-party provider. Part of what makes NCIC's system unique is that a lot of the features have been developed based on communication with our Facility partners and tailored to meet their requirements and needs.

NCIC works closely with each facility partner to establish the best communication modules and applications for the inmate population along with customized reporting for facility administration covering revenue generation, completion of inmate calls, video visitation sessions, etc. NCIC's proposed solution is a fully turnkey, integrated communications platform and service solution which includes all technologies and network requirements requested in the County's RFP.

NCIC understands that vendor relationships in the correctional industry are defined by the quality and reliability of ongoing facility support. NCIC is proposing 24/7/365 facility and customer support, regular preventative maintenance visits, and an escalation path for any unresolved issues that include all key NCIC personnel. NCIC's technicians will be responsible for installing all communications equipment at the County, as well as continuous maintenance, for the life of the Agreement. Additionally, Friends and Families of inmates will enjoy a superior level of Customer Support, with around-the-clock access to a live representative for answering questions and addressing concerns.

NCIC will assign Mr. Craig Storer as the primary point of contact for Scotts Bluff County during the entire Contract term. Mr. Storer will oversee final Contract documentation and ongoing Contract management, act as primary liaison with the appropriate County and Facility personnel, manage the implementation of all services, ongoing maintenance and oversight and management of the day-to-day operations to include direction of NCIC's overall team.

NCIC has provided responses delineating our proposal to accomplish meeting the County's needs and providing a communications service that is unmatched by other service providers.

Technical And Feature Overview

NCIC is proposing a fully turnkey, integrated communications platform and service solution which includes all technologies owned, operated and supported by NCIC, as well as network requirements requested in the County's RFP. Part of what makes NCIC's system unique is that a lot of the features have been developed based on communication with our Facility partners and tailored to meet their requirements and needs. NCIC reinvests approximately 20% of our annual revenues in new product development. Furthermore, NCIC has committed over \$2 million in patent development and licensing, and over \$1.5 million in successful patent defenses ending NCIC's dependence on third-party providers of these technologies which may not meet NCIC's required standard of service delivery.

NCIC has been providing secure phone service in correctional facilities since 1998 and redesigned our proposed platform in 2007 to focus exclusively on jails and prisons along with the technology and infrastructure to provide a secure 100% VoIP network. Originally a wholesale network provider facilitating our technology and services to our independent inmate telephone providers, NCIC quickly grew and evolved into the third largest inmate communications provider in operation, but unlike the other inmate phone providers in the industry, the company not owned by private equity firms with a confusing myriad of multinational ownership. NCIC has remained an employee-owned operation, granting us the flexibility to invest in technology and product development as we see fit.

NCIC's InTouch Suite and Tablet System are the newest platforms, having been first rolled out in 2019 and now in over 200 detention facilities, that provides both on and off-site video visitation, inmate messaging, unlimited customizable inmate requests (grievances, PREA, medical, dental, general requests, ICE requests, religious, maintenance, etc.), along with links to various services, such as educational content, rehabilitative programs, commissary, Immigration Information Websites, Consular websites, Veteran Services, approved videos, inmate information, and access to inmate documents / handbooks.

More recently, NCIC has begun newer technological advancements to further improve our Schoolhouse software created as a means for NCIC to give back to the inmates at the correctional agencies we service by providing FREE educational and rehabilitative resources. The goal of the program is to offer a model that does not monetize on the incarcerated population, but helps place focus on weaknesses, reprogram both conscious and subconscious minds, and help reconnect with family and prepare for re-entry back into society. Our program allows students to earn progress points to access free entertainment content (TV shows, news, weather, movies, streaming radio, and books).

NCIC has thoroughly outlined our approach to fulfilling each requirement for the Inmate Communications Suite and its related features. Additionally, details are provided regarding the Implementation Plan and Schedule.

REFERENCES

List three (3) references where your company holds current contracts with comparable services. Provide company name & address, contact name(s) and telephone number. List all facilities with current contracts in Nebraska.

Facility Name:	Lancaster County Youth Services
Facility Address:	1200 Radcliff St. Lincoln NE. 68512
Contact/Title:	Brad Alexander, Director
Telephone Number(s):	402-441-7090
Email Address:	balexander@lancaster.ne.gov
Agreement Effective Date:	September 15, 2020
Average Daily Population:	38 (40 Capacity)
Services Provided:	Telephones / Video Visitation / Tablets

Facility Name:	Nebraska Department of Health and Human Services Lincoln Children & Family Youth Rehabilitation & Treatment Center
Facility Address:	1200 Radcliff St. Lincoln NE. 68512
Contact/Title:	Sara Brownell, Facility Administrator
Telephone Number(s):	402-471-1030
Email Address:	Sarah.brownell@nebraska.gov
Agreement Effective Date:	September 15, 2020
Average Daily Population:	35 (40 Capacity)
Services Provided:	Telephones

Facility Name:	Natrona County Detention Center
Facility Address:	1100 Bruce Lane, Casper, WY
Contact/Title:	Corey Davison, Lieutenant
Telephone Number(s):	(307) 235-9524
Email Address:	cdavison@natronacounty-wy.gov
Agreement Effective Date:	240
Average Daily Population:	03/01/2024
Services Provided:	Phones / Kiosks / Tablets

FINANCIAL PROPOSAL

Option 1 - Rates, Fees, & Revenue-Share (Reflects 2024 FCC Ruling – Pending Appeal)

CORRECTIONAL TELEPHONE SERVICE				
Call Type	Prepaid Collect		Debit	
	Connection Fee	Per Minute	Connection Fee	Per Minute
<u>ALL CALLS</u> within the United States	\$0.00	\$0.09	\$0.00	\$0.09
Mexico / Canada	\$0.00	\$0.35	\$0.00	\$0.35
Cuba	\$0.00	\$0.75	\$0.00	\$0.75
Other International	\$0.00	\$0.35	\$0.00	\$0.35
Inbound Voicemail	\$1.50 (up to 3-Minutes duration)			
Revenue Share	“Cost Recovery” of \$0.02 Per Minute for Safety & Security (in compliance with the 2024 FCC ruling)			
VIDEO VISITATION and SECURE MESSAGING				
Charge / Fee Name		Amount		
Remote (Off-Site) Video Visitation – Per Minute Rate		\$0.14		
On-Site Video Visitation – Per Minute Rate		\$0.00		
Secure Messaging – Rates		Text Messages - \$0.25 Picture Attachments - \$0.35 Video Messages (30 Seconds) - \$0.35 GIFs - \$0.05		
Remote Video Visitation Commission		“Cost Recovery” of \$0.02 Per Minute for Safety & Security (in compliance with the 2024FCC ruling)		
Secure Messaging Commission		25% of Gross Messaging Revenue		
PREMIUM CONTENT ON TABLETS				
Premium Content – Per Minute Rate		\$0.025 - \$0.05 Per Minute		
Premium Content Commission		10% Commission of Generated Revenue		
CORRECTIONAL COMMUNICATION SYSTEM – TRANSACTION FEES				
Charge / Fee Name		Amount		
Live Operator Transaction Fee		\$0.00		
Automated Operator (IVR) Transaction Fee:		\$0.00		
Web Transaction Fee:		\$0.00		

Option 2 – Rates, Fees, & Revenue-Share (Reflects NCIC’s Pending Settlement Proposal with the FCC)

CORRECTIONAL TELEPHONE SERVICE				
Call Type	Prepaid Collect		Debit	
	Connection Fee	Per Minute	Connection Fee	Per Minute
<u>ALL CALLS</u> within the United States	\$0.00	\$0.21	\$0.00	\$0.21
Mexico / Canada	\$0.00	\$0.35	\$0.00	\$0.35
Cuba	\$0.00	\$0.75	\$0.00	\$0.75
Other International	\$0.00	\$0.35	\$0.00	\$0.35
Inbound Voicemail	\$1.50 (up to 3-Minutes duration)			
Revenue Share	“Cost Recovery Rate” (Commission) of \$0.11 per Minute (all calls)			
VIDEO VISITATION and SECURE MESSAGING				
Charge / Fee Name		Amount		
Remote (Off-Site) Video Visitation – Per Minute Rate		\$0.30		
On-Site Video Visitation – Per Minute Rate		\$0.00		
Secure Messaging – Rates		Text Messages - \$0.25 Picture Attachments - \$0.35 Video Messages (30 Seconds) - \$0.35 GIFs - \$0.05		
Remote Video Visitation Commission		“Cost Recovery Rate” (Commission) of \$0.11 per Minute		
Secure Messaging Commission		25% of Gross Messaging Revenue		
PREMIUM CONTENT ON TABLETS				
Premium Content – Per Minute Rate		\$0.02 - \$0.04 Per Minute		
Premium Content Commission		10% on all Generated Revenue		
MINIMUM MONTHLY GUARANTEE (“MMG”)				
NCIC is proposing a Minimum Monthly Guarantee (“MMG”) of \$65.00 per Inmate, in commissions back to Scotts Bluff County. For each month under the Agreement, the greater of the two amounts: the Cost Recovery Rates <u>OR</u> MMG of \$65.00 per Inmate, whichever is greater, will be the applicable commission payment to the County. The MMG will be calculated based on the ADP each month.				
For perspective and based on NCIC’s analysis of the recent Commission Statements provided by SBCDC’s current Provider, the Average Monthly Commission per Inmate has been \$55.77.				
TRAINING AND TRANSITION COST RECOVERY GRANT				
\$20,000.00 (One Time Payment)				
CORRECTIONAL COMMUNICATION SYSTEM – TRANSACTION FEES				
Charge / Fee Name		Amount		
Live Operator Transaction Fee		\$5.95		
Automated Operator (IVR) Transaction Fee:		\$3.00		
Web Transaction Fee:		\$3.00		

TELEPHONE SERVICE VALUE ADDING FEATURES

Voice Biometrics, Call Transcription & Investigative Keyword Alerts:	Workforce multiplier for Investigators by helping identify all Inmates through generated voice prints and decreasing workload when searching for particular names, specific drugs, weapons, and an unlimited selection of keywords via manual or automated searches and alerts.
Suicide & Crisis Lifeline Access:	The Facility will have the ability to provide the inmate population with FREE unlimited access to the 988 suicide and mental health crisis hotline directly through the phones, in order to help individuals struggling with these issues while incarcerated.

KIOSK / TABLET VALUE ADDING FEATURES

Learn2 Earn Educational Platform Via Tablets & Kiosks:	Facility savings of up to <u>\$21,400.00 per month</u> based on an ADP of 214 with NCIC covering the cost of \$100 a month per Inmate by providing up to 8 hours per day of <u>free</u> Educational and Entertainment content, requiring less supervision <u>NCIC is proposing a 1:1 tablet to Inmate ratio throughout the life of the Agreement</u>
Video Relay Services:	Ensuring hearing-impaired individuals have the most effective means of communicating with outside visitors, eliminating the need for TTY devices. <u>Value of \$2,500 per month.</u>
Offsite Digital Mail:	<u>Facility savings of \$2,140.00 a month</u> based on an ADP of 214 with NCIC covering the cost of \$10.00 a month per Inmate. Our Mail Processing solution is owned and operated by NCIC. This product saves countless hours of manpower and liabilities.
Commissary Ordering:	This feature streamlines operations by requiring less kiosks in living areas and eliminating any paper ordering.
Law Library:	<u>Facility savings of up to \$160.50 a month</u> based on an ADP of 214, with NCIC covering the cost of \$0.75 a month per Inmate, eliminating the need for a physical law library.
Inmate Forms & Documents:	Saves employee time at booking and during rounds by posting Jail Rules and Inmate Documents on the Kiosks and Tablets for Inmates to reference, as needed.
Internal Communications System with Grievances, Inmate Requests, & Medical Requests:	Workforce multiplier by eliminating paper or verbal requests and allows Inmates to submit vital information from the kiosk or tablet, as needed. Inmate-to-staff messaging history is maintained on the system for the life of the contract minimizing potential litigation.
Free Podcasts	Podcasts by former felons, religious groups focusing on the reduction of recidivism and increased morale of IP population saving the Facility thousands of dollars each month.
Free Library	Library of over 2,000 E-Books available at no cost to Inmates or facility.

ANALYSIS of INCUMBENT INMATE COMMUNICATIONS PROVIDER PERFORMANCE

Provided below is an analysis of recent performance from the incumbent Provider for SBCDC: ICSolutions.

Traffic Month	Average Daily Population	Phones		Video Visitation		Tablets		Total (All Services)		Per-Inmate, Per-Month Averages	
		Revenue	Commission	Revenue	Commission	Revenue	Commission	Revenue	Commission	Revenue	Commission
September 2024	188	\$12,994.40	\$8,849.19	\$225.00	\$112.50	\$5,943.60	\$1,485.90	\$19,163.00	\$10,447.59	\$101.93	\$55.57
October 2024	177	\$12,419.95	\$8,457.99	\$217.50	\$108.75	\$5,104.70	\$1,276.18	\$17,742.15	\$9,842.91	\$100.24	\$55.61
November 2024	186	\$12,974.54	\$8,835.66	\$232.50	\$116.25	\$5,952.10	\$1,488.03	\$19,159.14	\$10,439.94	\$103.01	\$56.13
Monthly Averages	184	\$12,796.30	\$8,714.28	\$225.00	\$112.50	\$5,666.80	\$1,416.70	\$18,688.10	\$10,243.48	\$101.73	\$55.77

- This analysis is based on the Revenue / Commission Statements from the incumbent Provider (ICSolutions), for the traffic months of September 2024 – November 2024.
- The analysis covers all revenue-generating services under the current Agreement including Phones, Video Visitation, and Tablet services.
- Telephone calls are currently being charged at a rate of \$0.21/Minute for all Domestic calls.
- Per-Inmate calculations are based on the Average Daily Population (“ADP”) for each Traffic Month.
- The incumbent Provider is reporting Average Monthly Revenue per Inmate of **\$101.73** and Average Monthly Commission per Inmate of **\$55.77**, encompassing all services.
- The primary factor hindering revenue (and commission) generation at Scotts Bluff County is the fact that there are actually 2 distinct providers operating under the same Agreement (ICSolutions is using GTL / ViaPath for all Tablet-based services). ICSolutions and ViaPath are actually competitors. Not only does this result in confusion and frustration among facility staff, inmates, and their friends / families in dealing with separate Providers, it also means there are funding fees being pilfered off in both directions (ICSolutions and ViaPath). This “fee harvesting” affects not only the ability for SBCDC inmates to connect with loved ones, **but it also affects the monthly commissions coming back to the County.**
- Another factor affecting revenue generation at SBCDC is the fact that ViaPath tablets need to be “mounted” in order to allow Video Visitation (due to the lack of sturdy Facial Detection / Blur Background software), reducing Video Visitation revenue as it does not allow inmates to conduct visits while sitting at a table or lying in their bunks.

TECHNOLOGY and OTHER SERVICES

NCIC's proposed investigative software, and technologies have been thoughtfully developed in-house over the years as intuitive, web-based solutions designed to deliver an exceptional user experience. NCIC delivers a fully integrated portfolio of advanced investigative and communication solutions tailored to the unique needs of correctional agencies and the communities they serve. Our offerings include secure Inmate Telephone and Video Visitation Systems, digital e-messaging, cutting-edge voice biometrics, automated call transcription, and versatile, multi-functional kiosks. We also provide secure mail scanning solutions, inmate tablets equipped with educational and rehabilitative programming, as well as digital tools for grievances and facility communications. Each solution is thoughtfully designed to enhance security, streamline facility operations, and support positive outcomes for incarcerated individuals.

Setting NCIC apart is our commitment to innovation driven by real-world input—many of our most powerful features in the platform were created in direct response to feedback from our Facility partners. This collaborative approach has allowed us to continually refine and tailor our solutions to meet the evolving needs of correctional facilities. Ensuring our technology remains at the forefront of the industry, NCIC performs system upgrades on a quarterly basis. These enhancements not only introduce new features and capabilities but also improve system performance, security, and usability—providing our partners with a reliable, future-ready platform that evolves alongside their operational needs.

More recently as part of our Schoolhouse System, NCIC developed our own re-entry program called Rising Stars: Pathway to Re-Entry. The Rising Stars Program is a transformative 130-hour journey crafted for students who are rebuilding their lives and looking for a fresh start. This program is designed to provide the tools, skills, and support needed to navigate the challenges of reintegration, empowering participants to break the cycle of recidivism. Through a combination of educational opportunities and personal development, we aim to inspire hope, foster resilience, and help individuals realize their full potential as they embark on a new chapter of their lives. This is more than a program; it is a lifeline for a brighter future.

Shown throughout our response are details of our technology offerings, each carefully designed to enhance operational efficiency, security, and overall user experience within correctional facilities. From advanced investigative tools and secure communication platforms to rehabilitative resources and intuitive user interfaces, our solutions are built to meet the evolving demands of modern correctional environments.

Onsite Legal Digital Mail Management

(Available at no cost to Scotts Bluff County)

NCIC offers facilities a secure and efficient solution for processing confidential and legal mail. Designed as a self-managed option for correctional agencies, the all-inclusive mail scanning and shredding system is fully portable and includes a personal computer. This setup enables facility staff to allow inmates to open confidential mail and securely scan to the inmate accounts, ensuring complete confidentiality. Accessing confidential mail within the system requires inmates to create a password as well as selecting and answering a set of security questions. Inmates can reset the password when forgotten by correctly answering all security questions which maintains a secure and controlled authentication process. For added privacy, confidential mail is not accessible through the InTouch platform by administrative users or NCIC personnel. While the system logs the date and time of scanning, the actual content remains proprietary to the intended recipient, ensuring the highest level of security and privacy for inmate correspondence.



Schoolhouse - Included in NCIC's Overall Offer for SBCDC



SCHOOLHOUSE

HOW IT WORKS THE RISE METHOD

The RISE Method by NCIC merges learning with rewards, granting students Entertainment Time for every minute spent on coursework. Redeemable on the platform, this time opens access to a variety of approved content like TV, movies, and radio. This strategy enhances student engagement and motivation, fostering active involvement in their education.



SCHOOLHOUSE
Powered by 

WHAT WE OFFER?

NCIC's Schoolhouse platform brings together an extensive collection of over 1,000 hours of classes and videos, organized into key courses such as:

- Parenting
- Anger Management
- Addiction Awareness and Control
- Managing Anxieties
- Substance Abuse
- Communication Skills
- Building Confidence
- Time Management
- Computer Skills
- Work Skills
- Religious Programming
- Language Programs
- Math Skills
- Reading Comprehension
- Recharge for Reentry program, facilitating meaningful communication between residents, their families, and friends
- Arts and Music for Therapeutic Purposes

WHAT IS IT?

With NCIC's Schoolhouse system, individuals can embark on a path of personal growth and development while earning rewards for their academic accomplishments. We aim to empower individuals to gain knowledge, cultivate new skills, and lay the groundwork for promising futures outside of incarceration, all while effectively reducing reoffending rates within our communities.

Prepare for a seamless educational experience with NCIC's Learning Management System (LMS). Not only does it grant agencies the flexibility to upload their own classes and content via URL links or SCORM files, but it also seamlessly integrates them into the RISE Method, providing students with unparalleled opportunities to unlock rewards and seize additional learning prospects. This groundbreaking approach not only encourages Learner engagement with educational content, but also serves as a motivational tool, inspiring active participation in their own transformative learning journey.

607 East Whaley Street Longview, Texas 75601 | 903.757.4455 | schoolhouse@ncic.com

NCIC can assist the County with acquiring the following third-party technologies



Hunter™

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Government & Defense installations / Financial institutions / Anti-terrorism operations



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Sturdy, lightweight and corrosion resistant casing



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Provider of secure critical systems & services worldwide since 2007

Key Features	
RANGE OF DETECTION	Up to 330 feet outdoors* Up to 150 feet indoors*
FREQUENCY RANGE	600 MHz to 4 GHz
RECEIVING MODES	Cellular, FDD and TDD
DYNAMIC RANGE	60 dBm
SENSITIVITY	-80 dBm
BANDWIDTH RESOLUTION	4 MHz
MAXIMUM SIGNAL INPUT	+10 dBm
ANTENNA	Built-in, omnidirectional broadband antenna
POWER REQUIREMENTS	5V / 2A
BATTERY	Rechargeable Lithium-ion Run Time: 6 hours Charging time: 3 hours from empty Can be used on AC power for continuous operation
ENCLOSURE DIMENSIONS	Width: 3.1" Height: 4.7" Depth: 1.3"
ENCLOSURE TYPE	ABS with soft plastic grip
WEIGHT	6.5oz
PORTS	2.1mm round barrel plug for DC power
SOFTWARE UPDATES	Wirelessly updated using PC
INCLUDED ACCESSORIES	Power supply with charging cable Belt attachable holster
WARRANTY	1 year



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Prisons & Correctional facilities / Young offenders & Secure training centres / Nuclear plants
Government & Defense installations / Financial institutions / Anti-terrorism operations



The new generation of compact, covert cell phone detection technology



LONG BATTERY LIFE
Rechargeable battery with up to 6 hours continuous use



EASY TO USE
Locate cell phones with signal strength indicator and variable vibration



EFFICIENT
Optimize staff time through intelligent searches

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Provider of secure critical systems & services worldwide since 2007

Key Features	
DISPLAY AND CONTROLS	2.8 inch, 320x240 touch screen • Signal level meter with configurable threshold • Controls for sensitivity, brightness, audio and vibration control • Battery indicator • Screen lock button • Battery info and settings for region, attenuation and frequency band selection
ALERTS	On-screen signal level meter for cellphone alert, showing 20 individual levels Speaker for sound alert, with on/off control Vibration motor for haptic feedback, with on/off control Battery indicator shown on screen
RANGE OF DETECTION	Up to 330 feet outdoors, 150 feet indoors Range can differ depending on target signal strength and external factors such as physical environment
FREQUENCY RANGE	600 MHz to 4 GHz. Coverage of all cell phone bands, 2G, 3G, 4G and 5G
RECEIVING MODES	Cellular, FDD and TDD
DYNAMIC RANGE	60 dBm
SENSITIVITY	-80 dBm
BANDWIDTH RESOLUTION	4 MHz
MAXIMUM SIGNAL INPUT	+10 dBm
ANTENNA	Built-in, omnidirectional broadband antenna
POWER REQUIREMENTS	5V / 2A
BATTERY	Rechargeable Lithium-ion Run Time: 6 hours Charging time: 3 hours from empty Can be used on AC power for continuous operation
ENCLOSURE DIMENSIONS	Width: 3.1" Height: 4.7" Depth: 1.3"
ENCLOSURE TYPE	ABS with soft plastic grip
WEIGHT	6.5oz
PORTS	2.1mm round barrel plug for DC power
SOFTWARE UPDATES	Wirelessly updated using PC
INCLUDED ACCESSORIES	Power supply with charging cable Belt attachable holster
WARRANTY	1 year

EXCEPTIONS and DEVIATIONS

Provide a statement expressing understanding and willingness to comply with all provisions of the RFP. If there are provisions of the RFP that the Bidder is unwilling or unable to comply with, the vendor shall identify the paragraph number, list the provision in its entirety, and provide the reason for non-compliance. If there are provisions of the RFP for which the Bidder would like to propose an alternate solution, the Bidder shall identify and list the provision in its entirety and provide the alternative solution.

NCIC fully understands and is willing to comply with all the provisions outlined in the RFP. NCIC has thoroughly reviewed the document and has no exceptions or areas of non-compliance to disclose.

NCIC is committed to maintaining full transparency and ensuring all terms and conditions are met in accordance with the expectations of Scotts Bluff County.

**SCOTTS BLUFF COUNTY
REQUEST FOR PROPOSAL (RFP)
INMATE COMMUNICATION SERVICE**

Scotts Bluff County will receive sealed proposals to provide Inmate Telephone, Video Visitation, Tablet, and Mail Scan Services to the Scotts Bluff County Detention Center (SBCDC) at 2522 7th St, Gering, NE 69341. Bidders are invited to submit proposals.

All interested Bidders are asked to submit a notice to participate in the bid process by March 15, 2025, to Vonnie Cotant at vonnie.cotant@scottsbluffcountyne.gov.

All interested Bidders will be offered an opportunity to attend a pre-bid site tour on March 18th, 2025, at 10:00 AM MST at the Scotts Bluff County Detention Center. Bidders will meet in the lobby of the building. A Q&A with facility staff will follow the site tour. Any interested Bidders may schedule by appointment an opportunity to offer a product demonstration on either March 19 or March 20, 2025.

Scotts Bluff County reserves the right to reject any or all bids, as deemed by the County Board of Commissioners in the Board's sole discretion to be in the best interest of the County of Scotts Bluff. Proposals must be received no later than 5:00 PM MST on Thursday May 1, 2025, in order to be considered. All proposals shall remain sealed until opened and reviewed by the SBCDC internal review committee.

All proposals and further inquiries regarding this RFP will be directed to:

Vonnie Cotant
Program Director
2522 7th Street Gering, NE 69341
308-633-1846
vonnie.cotant@scottsbluffcountyne.gov

1.0 SCHEDULE OF EVENTS

The following is the County's best estimate of the schedule of events. County reserves the right to revise the Schedule of Events. Unless otherwise specified, all times are provided in Mountain Standard Time (MST).

Release of RFP	February 3, 2025
<u>Notice of Intent to Participate:</u>	
Submitted to vonnie.cotant@scottsbluffcountyne.gov	5:00PM March 15, 2025
Site Tour/Q&A	10:00AM March 18, 2025
Product Demonstration by Appointment	March 19 and 20, 2025
Follow up written questions from Site Tour/Q&A	5:00PM April 1, 2025
Final Proposals Due	5:00PM May 1, 2025

 **RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.**

2.0 INSTRUCTIONS TO BIDDERS

The following instructions, as well as any addendum issued, shall be followed in the submission of any and all proposals. Bidders are requested to study carefully and conform to these "Instructions to Bidders" in order that their proposals are regular, complete, and acceptable.

1. All prospective Bidders are asked to notify Scotts Bluff County Detention of their intent to submit a bid electronically to Vonnie Cotant by March 15, 2025:
yonnie.cotant@scottsbuffcountyne.gov
2. All prospective Bidders may attend a site tour and Q & A on March 18, 2025, at 10:00 AM at the Scotts Bluff County Detention Center, 2522 7th St, Gering, NE 69341. The site tour will allow bidders to view the location/installation and have their questions addressed. It is strongly recommended that bidders review this RFP prior to the tour.
3. Bidders shall hold their price firm and subject to acceptance by Scotts Bluff County for a period of at least 90 business days from the date of the proposal closing, unless otherwise indicated in their proposal.
4. All responses must be submitted in a sealed envelope, mailed, and/or delivered to:
Vonnie Cotant, Program Director
2522 7th Street, Gering, NE 69341

Proposals sent by facsimile or e-mailed will not be accepted. Responses received at any other location other than the aforementioned will not be considered.

5. Bidders must provide one original and 4 exact complete copies of the Proposal.
6. Sealed proposals must be received no later than 5:00 PM on Thursday May 1, 2025, in order to be considered. Proposals will be reviewed by the SBCDC internal review committee and referred to the Scotts Bluff County Board of Commissioners on June 9, 2025.
7. It is the sole responsibility of the Bidder to ensure timely delivery of the proposal prior to the due date and time. Delays caused by any delivery service, including the U.S. Postal Service will not be grounds for an extension of the RFP due date and time. Proposals received after the due date and time will be rejected and shall not be considered. Postmarks will not be considered.
 - a. The outside of the envelope/box shall plainly identify the proposal by: "Inmate Communication Proposal".
 - b. The Bidder must respond to all requirements of the Request for Proposal. Failure to address each requirement will render the proposal non-responsive.
 - c. All costs associated with relating to the preparation and submission of the Bidder Proposal shall be the responsibility of the Bidder.
 - d. Bidder proprietary and/or confidential information must be clearly marked and identified as such. If such proprietary and/or confidential information is a trade secret(s), such trade secret(s) will be subject to disclosure as is required by applicable state public disclosure and open records laws. Bidder shall not intentionally mark any portion of its proposal as "proprietary" or "confidential" that it does not have a good faith belief to be proprietary or confidential or in any other way to attempt to prohibit compliance with public record disclosure requirements. Should Bidder's information, which is marked as proprietary or confidential, be requested as part of a public information act request, County may notify Bidder in writing before such information is release as required by the applicable act or law. Bidder agrees, at its expense, to defend and hold harmless County from claims involving infringement of any intellectual property.
 - e. All Bidders must complete the attached "Summary of Foreign Adversary Contracting Prohibition Act" with their initial proposal.

 **NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.**

3. INTRODUCTION

1. Request for Proposals (RFP)

Scotts Bluff County (The County) is seeking proposals for Inmate Telephone, Visitation Services, and Inmate Tablets for the Scotts Bluff County Detention Center (SBCDC).

2. County

Scotts Bluff County, Nebraska is located in the city of Gering.

SBCDC has an average daily population of 214 detainees (averaged from 11/1/23 to 11/1/24) with a max capacity of 286 beds. Note: Historical data is provided for illustrative purposes only and there is no way meant to imply or guarantee any minimum quantities

SBCDC currently has 29 wall-mounted phones and no telephone devices for the deaf (TDD), 34 video visitation kiosks in the housing units, and 6 stations in the lobby for public use. 1 additional kiosk is available in the lobby to the public to allow them to create visitor accounts on site. Detainees have the ability to pay for telephone services through the current provider Inmate Calling Solutions ("Current Services"). The video visitation stations allow for on-site, non-contact visits at no cost and video visitation through the internet for a fee to the visitor.

3. Site Tour/Q&A

All prospective firms interested in bidding may attend a pre-bid site tour at SBCDC, 2522 7th Street Gering, NE 69341 to view the location/installation and have their questions addressed. Date and time of the tour is specified on the bid invitation.

 **NCIC RESPONSE:** HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.

4. SCOPE OF WORK

INTENT

It is the intent of these specifications, terms, and conditions to locate qualified vendors who are interested and capable of providing inmate telephone service (ITS) including telephones, tablets, and video visitation utilizing state-of-the-art technology and equipment for detainees in custody at the correctional facility managed by the SBCDC.

The selected Bidder shall provide the services in County facilities at no cost to SBCDC or the County. All costs for the services shall be the responsibility of the Bidder including but not limited to equipment, installation, connectivity, maintenance, storage, hardware, software, security, training, and any other implementation services necessary to furnish County with state-of-the-art technology and equipment to meet the specifications herein. One of the key objectives of the services will be to enable detainees to communicate with family, friends, and others in the community, while also controlling inmate telephone usage and limiting the use of telephones for illicit activity. A necessary part of the service, by using current technology, is to ensure the safety and security of staff, inmates, and the public.

The County intends to award a three (3) year contract (with additional one-year renewal options) to the most responsible bidder whose response meets or exceeds the County's requirements. The RFP includes descriptions of specific functionality of the equipment and services that are required; however, vendors may propose advanced technologies and different services as long as they meet the requirements set forth in the RFP. Proposals must clearly explain how any alternatives meet or exceeds the RFP requirements and how the alternatives will achieve the same goals.

It is the intent of the County to have this Contract begin with a transition period of at least **60 days** prior to the termination of the current service. The transition period is to allow the successful bidder to establish the infrastructure and training required to operate the ITS to ensure an orderly transition with the least impact on facility operations.

 **NCIC RESPONSE:** HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.

5.0 BIDDER INFORMATION

1. Bidder must supply the following in their proposal:

- a. Documentation that all necessary requirements of the Nebraska Public Service Commission and the Federal Communications Commission (FCC) are met. All proposals must be submitted in a per minute breakdown, generic data plan proposals will not be considered so the facility may review proposals in accordance with current FCC guidelines.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC is proud of our reputation as a conservative, low-cost provider of Inmate Communications and has never been a party to legal proceedings related to overcharging inmates or Friends and Families on calling rates and ancillary fees. NCIC has provided the appropriate documentation in Tab 10 – NCIC Certifications.

- b. If the Bidder has operated under a different name, affiliate, or other services under a subsidiary in the past 3 years, provide names, dates, addresses and state where incorporated.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC has not operated under a different name or affiliate in the past 3 years.

- c. If Bidder is for sale or is considering an acquisition or merger in the next 12 months, provide information about the acquiring company or the company to be acquired and information regarding the state of negotiations.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC is a privately held company and has never participated in a sale, acquisition, or merger. The company has had the same ownership for 30 years. However, NCIC has acquired three small competitors and wholesale customers over the past 10 years. In 2016, NCIC acquired all Texas contracts of Louisiana-based Infinity Networks due to some financial struggles. In 2020, NCIC acquired most of the contracts of California-based Legacy Inmate Communications (Legacy Long Distance) upon their exit of the inmate telephone industry. In 2023, NCIC acquired Iowa-Based Telespan Communications as the owner wished to retire and discontinue full-time work.

- d. The names, years of service, qualifications, phone numbers, and email addresses for the Bidder's main point(s) of contact for the Facility.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC will assign Mr. Bill Rounds and Mr. Craig Storer as the main points of contact for Scotts Bluff County. Bill and Craig will oversee final Contract documentation and ongoing Contract management, act as primary liaison with the appropriate County and Facility personnel, manage the implementation of all services, ongoing maintenance, and oversight and management of day-to-day operations to include direction of NCIC's overall team.

Contact: Mr. Bill Rounds, Field Representative
Email: bill.rounds@ncic.com
Office: 903-757-4455 / Cell: 816-651-5936

Contact: Mr. Craig Storer, Director of Marketing
Email: craig.storer@ncic.com
Office: 903-757-4455 / Cell: 903-699-2505

- e. Provide information regarding Bidder's process for handling end-user customer service matters and outline the customer service process.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC directly handles any customer complaints, in-house. NCIC enjoys the lowest rate of customer complaints in the industry, due to our use of low calling rates and minimal fees. In every instance of displacing a competitor in a facility, the number of complaints received by the Facility is drastically reduced. Any complaints received are handled professionally and diligently.

NCIC's US-based Call Center is staffed on a 24/7/365 basis with bilingual operators capable of assisting family/friends and staff. Family/friends are provided with a customer service toll-free number (800-943-2189) as the caller ID on all inmate calls, so family members can easily contact us for further questions about their accounts, balances, recharges and/or refunds. This feature makes it easier for the Called Party to contact NCIC Customer Support to set up or manage pre-paid accounts or service questions.

NCIC also has a webpage (www.ncic.com) for account funding and management with low, defined fees to establish accounts, which can be accessed through any mobile device as well. NCIC proudly operates the most customer-friendly Call Center in the inmate telephone industry, recognizing that satisfied friends and family results in more completed calls, higher Gross Revenue, and minimal complaints to the correctional agency. Our customer service can be customized to provide family and friends with push notifications of important information regarding their communication services and accounts.



NCIC'S Support Team
is available
24 HOURS a day
7 DAYS a week
365 DAYS a year

Round-the-clock help is available for both Facilities and Families and our support team is **always** located right here in the US.

*We make it easy to reach a **live operator!***

Facility Support: 888-686-3699 or support@ncic.com
Friends & Family Support: 800-943-2189

- f. A synopsis of any litigation(s) within the last 5 years where Bidder or Bidder's Communication Services is a party. Include venue, case number, style of case, and status/outcomes of negotiations.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC currently has the following active litigation. Notably, NCIC has never been sued by an incarcerated individual, their family members, or any advocacy organization representing incarcerated persons. We view this as a significant differentiator and a testament to our ethical practices, especially when compared to several competitors in the industry who face ongoing litigation related to excessive calling rates, hidden fees, and other abusive practices. Our clean record in this regard underscores our commitment to transparency, fairness, and responsible service delivery.

2024

- NCIC filed a Petition for Reconsideration of the most recent FCC ruling in October 2024, in an effort to support the interests not only of incarcerated individuals and their families, but also the correctional agencies. Currently in settlement discussions.
- Reliance Telephone of Grand Forks vs Yankton County, SD & NCIC Inmate Communications – Contract dispute where a jail cancelled agreement with Reliance due to overcharging inmates and family. Still active.

2023

- McCullar vs Cleveland County Justice Center & NCIC Inmate Communications – Sued because McCullar did not receive two pieces of legal mail. Dismissed by the court.

6.0 BIDDER QUALIFICATIONS

Bidders must be able to safely and securely provide Inmate Telephone System Services (ITS or Services), Visitation Services, and Tablet Services. Services must include the ability for collect calls, prepaid calls, and payment of calls by the inmate through a Payment Platform and online visitation through fee collected online from the visitor. Bidder must be a reputable, qualified firm experienced in providing inmate telephone services in a corrections environment. Due to the complex nature and security concerns of corrections facilities, Bidder's must meet the following minimum qualifications:

1. Bidder shall be regularly and continuously engaged in the business of providing and administering inmate telephone service and installation for the past five (5) years to a minimum of three (3) city, county, state, or federal facilities. Experience must be demonstrated by references provided by Bidder at the time of the bid, all references must be individuals working directly with or managing the day-to-day operations of the ITS.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC is a trusted provider of inmate communications services in the United States and 9 other countries, providing a range of value-adding technologies and tailored service to more than 900 separate correctional facilities, including County Jails, Police Departments, Private Prisons, Rehabilitative Centers, and Juvenile facilities. While Nebraska is yet to be an established territory for NCIC, we do have several solid references in the State (smaller facilities). Additionally, in neighboring Wyoming, NCIC proudly services 13 of the 23 County, Sheriff's Offices, and Detention Centers, including many on the eastern side of the State. NCIC encourages Scotts Bluff County to contact the following references.

Customer Name:	Laramie County Detention Facility
Facility Address:	1910 Pioneer Ave, Cheyenne, WY 82001
Contact Person and Title:	Brian Kozak, Sheriff
Telephone Number(s):	307 633-4700
Email Address:	brian.kozak@laramiecountyywy.gov
ADP:	220
Agreement Effective Date:	03/01/2024
Services Provided:	Phones / Kiosks / Tablets

Customer Name:	Campbell County Detention Facility
Facility Address:	600 W Boxelder Rd, Gillette, WY 82718
Contact Person and Title:	Kevin Theis, Detention Captain
Telephone Number(s):	307 687-6138
Email Address:	kevin.theis@campbellcountyywy.gov
ADP:	130
Agreement Effective Date:	10/01/2023
Services Provided:	Phones / Kiosks / Tablets

Customer Name:	Yellowstone County Detention Facility
Facility Address:	3165 King Avenue E, Billings, MT 59101
Contact Person and Title:	Dan Rickett, Lieutenant
Telephone Number(s):	406 256-2753
Email Address:	drickett@yellowstonecountymt.gov
ADP:	530
Agreement Effective Date:	10/27/2022
Services Provided:	Phones / Kiosks / Tablets

Customer Name:	Lewis and Clark County Detention Center
Facility Address:	221 Breckenridge St. Helena, MT 59601
Contact Person and Title:	Troy Christensen, Detention Commander
Telephone Number(s):	406-447-8246
Email Address:	tchristensen@lccountymt.gov
ADP:	160
Agreement Effective Date:	05/01/2023
Services Provided:	Phones / Kiosks / Tablets

Customer Name:	Valley County Jail
Facility Address:	501 Court Square, Suite 10, Glasgow, MT
Contact Person and Title:	Tom Boyer, Sheriff
Telephone Number(s):	406-228-4333
Email Address:	rboyer@valleycountymt.gov
ADP:	25
Agreement Effective Date:	10/1/2022
# of Inmate Telephones / VVS:	Phones / Kiosks / Tablets

Customer Name:	Sherburne County Jail
Facility Address:	13880 Business Center Dr. NW, Elk River, MN
Contact Person and Title:	Dave Isais, Jail Administrator
Telephone Number(s):	763-765-3802
Email Address:	dave.isais@co.sherburne.mn.us
ADP:	450
Agreement Effective Date:	03/12/2021
# of Inmate Telephones / VVS:	Phones / Kiosks / Tablets

Customer Name:	Minnehaha County Jail
Facility Address:	305 W 4 th St, Sioux Falls, SD
Contact Person and Title:	Mike Mattson, Warden
Telephone Number(s):	605-367-4321
Email Address:	mmattson@minnehahacounty.org
ADP:	550
Agreement Effective Date:	07/15/2022
# of Inmate Telephones / VVS:	Phones / Kiosks / Tablets

Customer Name:	Platte County Sheriff's Office
Facility Address:	850 Maple St, Wheatland, WY
Contact Person and Title:	David Russell, Sheriff
Telephone Number(s):	307-322-2331
Email Address:	drussell@plattecountywyoming.com
ADP:	90
Agreement Effective Date:	01/01/2021
# of Inmate Telephones / VVS:	Phones / Kiosks / Tablets

2. Bidder shall have at least one (1) contract for the provision of ITS for systems with video visitation that are currently installed, functioning, and operational in at least one (1) corrections facility. Experience must be demonstrated by references provided by Bidder at the time of the bid.

 **RESPONSE: READ, AGREE, AND WILL COMPLY.**

Customer Name:	Laramie County Detention Facility
Facility Address:	1910 Pioneer Ave, Cheyenne, WY 82001
Contact Person and Title:	Brian Kozak, Sheriff
Telephone Number(s):	307 633-4700
Email Address:	brian.kozak@laramiecountywy.gov
ADP:	220
Agreement Effective Date:	03/01/2024
Services Provided:	Phones / Kiosks / Tablets

3. Bidder shall have at least one (1) contract for the provision of inmate tablet services for systems with video visitation and educational programs that are currently installed, functioning, and operational in at least one (1) corrections facility. Experience must be demonstrated by references provided by Bidder at the time of the bid.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

Customer Name:	Laramie County Detention Facility
Facility Address:	1910 Pioneer Ave, Cheyenne, WY 82001
Contact Person and Title:	Brian Kozak, Sheriff
Telephone Number(s):	307 633-4700
Email Address:	brian.kozak@laramiecountyywy.gov
ADP:	220
Agreement Effective Date:	03/01/2024
Services Provided:	Phones / Kiosks / Tablets

Customer Name:	Yellowstone County Detention Facility
Facility Address:	3165 King Avenue E, Billings, MT 59101
Contact Person and Title:	Dan Rickett, Lieutenant
Telephone Number(s):	406 256-2753
Email Address:	drickett@yellowstonecountymt.gov
ADP:	530
Agreement Effective Date:	10/27/2022
Services Provided:	Phones / Kiosks / Tablets

4. Bidder's organization must have qualified, trained, and certified staff dedicated to the sole purpose of supporting the telephone, tablet, and video visitation system installed including, but not limited to, service technicians and technical support for the life of the contract awarded pursuant to this RFP.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC employs highly qualified, trained, and certified professionals covering all areas of our operations providing staff and personnel of the same high standard throughout the duration of the contract, as well as any extensions or new contracts to Scotts Bluff County facilities.

5. Bidder must possess complete and valid right to all software and to provide or license it to the County.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

All proposed communication software included in this response was developed in-house by NCIC over our years in the industry – we are not proposing to re-sell communications software from a third-party provider. NCIC's systems are unique due to many features being developed based on constant communication with our Facility partners and tailored to meet their requirements and needs.

6. Bidder's employees, agents, and subcontractors entering the facilities other than the initial site tour, must submit to and pass a security and background check performed by SBCDC and will be subject to jail security procedures while on-site under the supervision of the Project Manager and all County Staff.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC fully agrees to comply with the background process established by Scotts Bluff County regarding our employees, agents, and subcontractors, as well as all Jail security procedures required.

7. Any Bidder awarded a contract as a result of this RFP is solely responsible for all costs related to any and all claims, lawsuits, and other proceedings related to the Services including, but not limited to, payment of all expenses and costs of investigation, reasonable attorney fees, expert witness fees, damages, and other litigation-related expenses.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC will assume responsibility regarding the operations of the proposed services in the event claims arise related to the proposed system and shall hold harmless the County officers, agents, and employees against any loss or expense throughout the duration of the Agreement.

8. Bidder shall possess, at the time the proposal is submitted and through the term of the contract, all permits, licenses, and professional credentials necessary to supply products to perform services as specified under this RFP.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC shall readily maintain all permits, licenses and professional credentials at the time of submittal throughout the full term of the contract and any extensions.

9. Inmate records are of a confidential nature. The Bidder's employees shall be allowed access to these records in whatever form maintained only as needed for their duties related to the contract and in accordance with the rules established by County. The Bidders shall honor all of the County's and SBCDC policies and procedures for safeguarding the confidentiality of such records.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

Call recordings within the system are securely encrypted with the appropriate, unique checksum value, date, and time stamped, and stored along with the call data associated with that specific call. Every time a call recording is listened to, downloaded, copied, or emailed, this information and a timestamp of the event is appended to the call record. This new information, which is kept for investigative and audit purposes, is attached to the existing file; however, the original file is never overwritten or edited.

Data is stored in a minimum of 2 separate locations and encrypted using a proprietary encryption code. All records and system data are backed up in real-time and are immediately copied to NCICloud for off-site redundancy. Access to NCICloud services is limited to vetted account holders that must be held by our IT directors.

10. Bidder's employees shall maintain confidentiality of any and all information related to inmates, facility operations, or facility employees. Sharing any such information outside of the facility, whether verbally, in writing, or on social media, for purposes other than to further facility operations with someone not authorized to have that information, may be grounds for immediate exclusion from the facility.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

Due to the correctional industry standards regarding confidentiality, NCIC employees fully adhere to these requirements in order to consistently support the proposed system while also supporting the chain of evidence ensuring our data and recordings withstand the highest degree of judicial scrutiny. In the event any such information is shared outside the facility, immediate exclusion from the facility shall be implemented, with possible dismissal.

7.0 SPECIFIC REQUIREMENTS

The following are the minimum requirements for the services, including equipment, to be provided. Advanced or alternative technology that provides at least the levels of the specific functionality of the equipment and services described may be proposed with a description of how the alternative(s) meets or exceeds the specified requirements. All services are to be provided at no cost to the County.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC Correctional Services intends to provide Scotts Bluff with a comprehensive, turn-key suite of investigative and communications technologies which meet or exceed the requirements of the County, offering the perfect blend of functionality and profitability.

1. Inmate Telephone System:
 - a. **General.** Bidder shall provide a comprehensive complete ITS Package.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC will provide our all-encompassing Inmate Telephone System (ITS) including all related software, hardware and network components, customer and facility support, and ongoing maintenance. The system remains highly configurable and customizable based on the specific requirements and needs of the County.

1. The ITS telecommunications network package must have reliability, stability, and ease of use.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

The proposed system is known for its reliability and stability, and is a fully integrated, custom-designed system comprised of both onsite and offsite network components to provide the utmost in network redundancy and higher security than standard cloud-based systems. All components for placing calls / video sessions, live monitoring, recording, and data collections are in high security, fully redundant locations in Texas, with near real-time back up on NCICloud storage, designed using CEPH server clusters in a minimum of two, diverse locations.

NCIC is the carrier of record; however, AT&T and Level 3 are utilized as underlying providers for terminating calls domestically. NCIC has its own network for terminating international calls and the proposed platform consistently maintains a network uptime of 99.99% due to our unique network architecture. Additionally, each device endpoint is

verified using Crowdstrike and when approved, will be managed by our communications platforms which are designed to host the most sensitive data, and address the most stringent security and PCI compliance requirements. All data is stored in a minimum of 2 separate locations and encrypted using a proprietary encryption code. All records and system data are backed up in real-time and are immediately copied to NCICloud for off-site redundancy. Access to NCICloud services is limited to vetted account holders that must be held by our IT directors.

The proposed system is the most user-friendly inmate telephone platform in the industry, well-known for requiring minimal training for Users to be able to interact with the system effectively.

2. Bidder is responsible for paying for and installing all physical plant requirements (power, UPS, security, data, cabling, physical space, HVAC, Internet/Wi-Fi, etc.) unless otherwise specified in writing by County.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC will be completely responsible for any additional work and/or costs associated with equipment and all ongoing maintenance of these technologies and services. Scotts Bluff will not incur any costs or charges related to the proposed system.

3. Bidder is responsible for all costs associated with its system including, but not limited to, payment of County costs associated with developing and maintaining the software interface between the Inmate commissary account software and ITS, and obtaining, developing, and implementing the interface requirements to implement the ITS and associated services (i.e., PINs, Payment platform, etc.). Any cabling, wiring, or conduit installed becomes property of the County at termination of the contract, unless County specifically requests that the Bidder remove any or all of the installed cable wiring or conduit, which shall be done at the Bidder's expense.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

In the event additional cabling, wiring, conduit, equipment, etc. is needed, NCIC will assume all costs. At no time will the County be responsible for costs associated with any aspect of the proposed systems, including the development and maintenance of current or future required interfaces. NCIC is proposing to provide a completely no-cost, revenue-generating arrangement.

4. Bidder's employees, agents, and subcontractors working at the corrections facilities must pass and maintain, to the satisfaction of SBCDC, a security and background check performed by SBCDC ("Clearance"). They will be required to produce a valid driver's license, social security card, or US passport as proof of identification.
 - a. Failure to pass, divulge information, or comply with the clearance process will prohibit an individual from entering SBCDC facilities on behalf of or to perform work for Bidder.
 - b. If clearance is refused on any individual, Bidder will be notified, and Bidder shall provide a replacement suitable to SBCDC.

 **NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.**

NCIC fully agrees to comply with the background process established by the County regarding our employees, agents, and subcontractors, as well as all Jail security

procedures required.

NCIC is equipped with well-trained and appropriately certified technical personnel (directly employed by NCIC – not subcontractors) who will be responsible for planning and executing the installation of technologies, as well as managing the ongoing maintenance and support of all systems. All NCIC personnel involved in the provision of services will pass and maintain security, background and any other clearances as required.

- b. **Back up and Disaster Plans.** Bidder must have a detailed back-up or redundancy plan, as well as a disaster recovery plan. Contractors must have clear processes, policies, and procedures for continuation of the Services consistent with all requirements in the RFP preceding and/or following a natural or human-induced disaster. These should be included in the proposal.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

The system is a fully integrated, custom-designed system comprised of both onsite and offsite network components to provide the utmost in network redundancy and higher security than standard cloud-based systems. All components for placing calls / video sessions, live monitoring, recording, and data collections are in high security, fully redundant locations in Texas, with near real-time back up on NCICloud storage, designed using CEPH server clusters in a minimum of two, diverse locations. NCIC's robust approach to managing our overall network infrastructure has allowed us to achieve close to 100% system uptime.

NCIC is the carrier of record; however, AT&T and Level 3 are utilized as underlying providers for terminating calls domestically. NCIC has its own network for terminating international calls and the ICE platform consistently maintains a network uptime of 99.99% due to our unique network architecture. Additionally, each device endpoint is verified using Crowdstrike and when approved, will be managed by our communications platforms which are designed to host the most sensitive data, and address the most stringent security and PCI compliance requirements. All data is stored in a minimum of 2 separate locations and encrypted using a proprietary encryption code. All records and system data are backed up in real-time and are immediately copied to NCICloud for off-site redundancy. Access to NCICloud services is limited to vetted account holders that must be held by our IT directors.

Our co-location facility with Equinix (www.equinix.com/data-centers/) handles up to 100% of our live data traffic in the case of an outage at our primary facility in Longview, Texas. On an average day, our network operates at 25% of capacity, running on 1 Gig of bandwidth with 4 separate bandwidth providers (AT&T, CenturyLink, Cogent and Conterra Networks). In 2016, a major network upgrade was initiated, mainly in anticipation of the FCC rate ruling which did cause an increase in our call counts by about 40% over the following two years. NCIC chose the two diverse Texas locations due to central locations in the US because of the major fiber hubs and lack of weather disturbances, earthquakes, or potential terrorist activity.

There are 6 levels of disaster recovery to guarantee Tier 1 carrier-grade services (99.99+% uptime):

1. Our core strength is running the platform on a RAID 6 array of asterisk (Dell PowerEdge)

servers. Our primary site utilizes over 40 separate switching and database servers just for handling call and video visitation traffic. Separate and diverse bandwidth providers are utilized to ensure network redundancy. AT&T is our primary and Conterra (formerly Network Communications) is our secondary provider, for a total of over 1 Gig of bandwidth. Each server runs on its own separate UPS/Battery backup which is, in turn, connected to a Blue Star 150kVA generator with two diverse natural gas providers for fueling. This new generator also includes remote monitoring features to keep operations staff informed of its status 24x7x365. Our Longview, TX data center has 3 separate air-conditioning units to ensure optimal temperatures year-round.

2. Our secondary site, co-located with Equinix, offers a virtual mirror of our primary Facility, utilizing 21 separate switch servers and capable of carrying 100% of our data network load. Cogent is utilized as the bandwidth provider allowing a 4th diverse bandwidth provider with another 300megs of bandwidth. Two Dell PowerVault servers are utilized for the database which allows real-time back-up between the primary and secondary facilities. Equinix offers auxiliary generators and multiple air-conditioning units.
3. For secure, tamper-resistant call recording storage, a minimum of 2 separate locations and encrypted using a proprietary encryption code located throughout the USA to provide encrypted storage of call recordings and call detail for up to 5 years. All records and system data are backed up in real-time and immediately copied to NCICloud for off-site redundancy. Access to NCICloud services is limited to vetted account holders that must be held by our IT directors. Our services offer PCI compliance standards, CPNI Compliance, along with their CJIS Compliance, ensuring the utmost security covering our customers and their data.
4. Four separate outbound providers are utilized to terminate our calls, allowing us network redundancy in the case of regional network interruptions. NCIC utilizes AT&T and Level 3 as primary, Network IP and First Data Communications as our secondary providers. THINQ is utilized to manage the dynamic routing between AT&T and Level 3 communications, meaning network routing can be changed within seconds, in the case of a regional outage by any of our providers. Our fourth provider is our own proprietary, international networks built out in Latin America.
5. SolarWinds/Orion Network Management interface allows us real-time network monitoring with alerts to our Network Operations Center indicating bandwidth outages at specific jails within 5 minutes of interruption.
6. In response to the possibility of having to shut down our call center during the Pandemic in March of 2020, NCIC developed a web-based call center platform whereby our customer service representatives can work remotely limiting any impact of natural disasters that may impact our physical call center in Longview, Texas. Also, the system could actively be used during a severe winter storm in January 2022, whereby secure laptops and noise-cancelling headsets were issued to our call center staff, first conducting a speed and network quality test, then creating a Virtual Private Network into our redundant call center platforms located in Longview, Texas and secondary location were able to continue operation for approximately 12 hours.

Our primary data center, located in downtown Longview, Texas, is on the same power grid as our main hospital, Christus Good Shepherd Medical Center and strategically situated in an area with rolling terrain, not susceptible to flooding. Longview rarely has extreme weather, such as tornados, hurricanes, snow/ice storms, or earthquakes, etc. allowing employees to continually work through extreme weather or natural disasters.

c. **Integration**

1. The ITS shall have the capability to accurately import or reproduce the current call list, which includes blocked, confidential, pre-programmed, and others identified by SBCDC. Bidder must successfully complete importation of the current call list prior to the ITS becoming operational.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC will provide the same configuration for importation of noted items above, and any additional items identified by the County. Typically, during installation, the implementation team works closely with the County and Facility staff to ensure all required lists are carefully imported, including Blocked/restricted, numbers, Attorney/Do No Record numbers, Speed Dials, Free Calls, etc.

2. Bidder shall adapt its system to the SBCDC Personal Identification (PINS) for each detainee generated by the Jail Management System (Central Square).

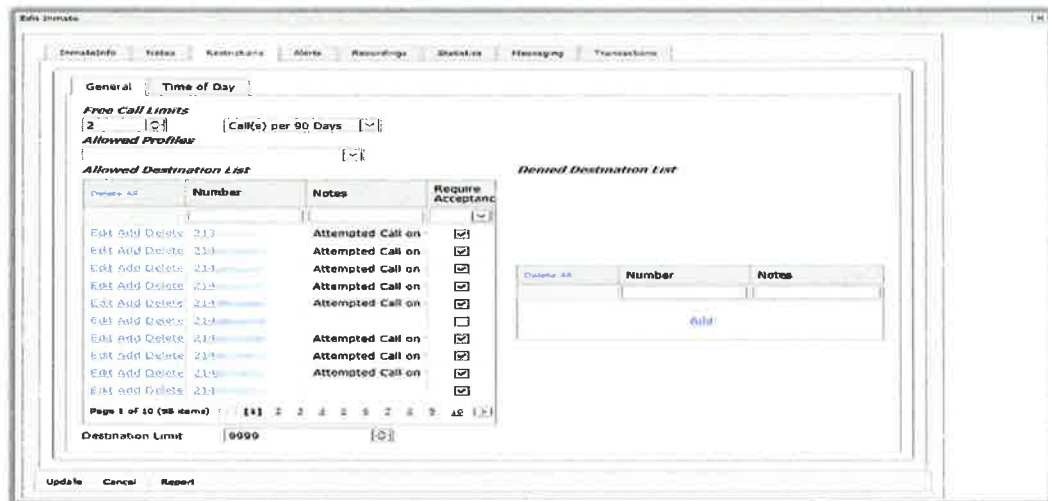
 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

NCIC's easy to use PIN feature is successfully interfaced with Central Square, the current JMS provider, allowing for collect, debit, pre-paid, pre-paid card, authorized free and speed dial calling. The proposed system provides for inmate records and associated details to be automatically loaded when interfaced with most JMS/Booking systems via a simple XML interface. Once the file is imported (default import frequency is 15 minutes, but can be more frequent if required), and upon the first call attempt, the system prompts the inmate to enter a secure 4-digit PIN2 (commonly referred to as "Passcode,") to supplement their PIN number. This eliminates the burden of manual entry by staff.

NCIC's devoted Interface team has a vast amount of experience in working with JMS providers to achieve real-time transfers of inmate data to ensure Facility staff are not burdened by manual data entry associated with the ITS. Some of the available manners in which NCIC is able to accept inmate PIN information are listed below:

- ✓ JMS or Commissary system generates and sends to the ITS an inmate ID. The ITS stores the inmate ID and generates an additional unique identifier to be added to the inmate ID. The combination of the inmate ID and the additional unique identifier shall be the PIN;
- ✓ JMS or Commissary system generates and sends to the ITS an inmate ID along with additional inmate data. The ITS stores the inmate ID and utilizes the additional inmate data to create the complete PIN;
- ✓ JMS or Commissary system generates and sends the complete PIN to the ITS. The ITS stores the complete PIN;
- ✓ The ITS, without an interface with the JMS or Commissary system, auto-generates the complete PIN;
- ✓ The ITS accepts a manually entered PIN.

The platform includes inmate Personal Allowed Numbers (PAN) lists which are self-building for each inmate, meaning every time an allowed number is dialed, it is automatically added to the PAN list for that inmate. The number of allowed destination phone numbers on each inmate's PAN list is based on the needs of Scotts Bluff, NCIC usually recommends no more than 20 (although the default is 9,999 – unlimited). Numbers can be manually added to or removed from inmate PAN lists by authorized County users or NCIC customer support. Any blocked numbers associated with an inmate are displayed in the same area as allowed numbers are stored – see sample screen shot that follows:



The screenshot shows a web application window titled 'Edit Inmate'. It has a navigation bar with tabs: Demographics, Notes, Restrictions, Alerts, Recordings, Statistics, Messaging, and Transactions. The 'General' tab is active, showing 'Time of Day' and 'Free Call Limits' (2 calls per 90 days). Below this is the 'Allowed Profiles' section. The main area is divided into two tables: 'Allowed Destination List' and 'Denied Destination List'. The 'Allowed Destination List' table has columns for 'Number', 'Notes', and 'Require Acceptance'. It lists 10 numbers (213, 214, 215, 216, 217, 218, 219, 220, 221, 222) with 'Attempted Call on' in the notes and 'Require Acceptance' checked for all. The 'Denied Destination List' table is empty. At the bottom, there is a 'Destination Limit' set to 9999 and buttons for 'Update', 'Cancel', and 'Report'.

3. Bidder shall integrate with the current contracted Commissary Provider (Keefe Commissary Network) to ensure smooth operations amongst systems.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC has multiple interfaces developed with Keefe Commissary Network and other major Commissary companies, allowing inmate information to be imported on a real-time basis and funds to be moved back and forth from the trust account to the inmate communications account, which promotes maximum usage. All features of the interface will be automated, eliminating any need for Facility staff intervention in managing accounts. Inmates will be able to access the commissary ordering system to check account balances and make orders.

4. Bidder shall provide a web-based platform to allow County personnel access to the system from any portal. Bidder shall not limit the number of logins assigned to County personnel, nor charge for licenses to access the web-based platform. Proposals should include a description of how access will be provided and any levels of administration access, for eg. passwords and levels of customized access, such as for blocking phone numbers and making administrative changes. This platform will also allow access by law enforcement agencies to access recordings of both phone calls and visits using analytics.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC's proposed system is a fully centralized, web-based platform written using the newest technology in web tools. The system is compatible with any Windows-based computer and various web browsers including Internet Explorer, Chrome

(recommended), Safari and Firefox. All functions of the system are accessible 24/7/365 via any internet-enabled computer, tablet or smart-phone allowing authorized users access throughout the platform based on their level of access authorization. The system provides multi-tiered security access levels based on the County's specific needs.

Authorized personnel will have a secure user login and password allowing them to remotely access the system based on the individual level of user access. Administrators can perform all functions of the system, including live monitoring, listening to recorded calls, blocking/ unblocking numbers, terminating calls, PIN administration, call history or any other function needed in real-time. All page views and modifications to the database are logged to provide an audit trail in our User Logging report. With these checks in place, any views or changes are logged with the user's login information, timestamp and their location allowing the change to be tracked back to the user – in case any actions taken need to be reversed. All information is stored in multiple geographically separate, redundant locations to ensure 100% reliability.



5. All moves, add-on changes to and new installs of the equipment, hardware, software (collectively, Modifications) that occur during the contract term, will be the sole responsibility of the Bidder. All Modifications must be pre-approved and in writing by County. The Bidder will then proceed with the Modifications at their own cost.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC commits to providing any additional or updated equipment, as needed, at any time during the Contract term and at no cost.

6. The ITS shall have or develop the capability to conform with all elements of Neb. Rev. Stat. § 47-101.01, Telephone services for inmates and to Nebraska Jail Standards. Among those requirements, the ITS shall have the capability to effectively allow detainees to contact their attorney without charge and without monitoring or recording.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

Free call configurations available within the proposed system are extremely granular and customizable, and can be based on individual inmate telephones, specific destination phone numbers, specific inmate PIN, and can further be controlled by time-of-day allowances. Free call allowances are based on the requirements / preferences of the County. Attorney numbers are stored in our database.

The call duration of any destination number can be set to allow a specified call length, thus additional call time can be easily added for certain attorneys. There is no limit on the number of attorney numbers that can be added to the system or the duration of the calls. Attorney calls are not monitored or recorded.

7. In addition to detainees housed for SBCDC, also houses for other counties, Immigration and Customs Enforcement, United States Marshall Service, Federal Bureau of Prisons, Nebraska Department of Correctional Services, and Nebraska Parole Board. The Bidder's

shall abide by all regulations, requirements, and contracts of these agencies and any other agencies the County may contract with and cooperate with all audits and inspections.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC will abide by all regulations, requirements, and contracts of listed agencies and additional contracted agencies as well as cooperate with audits and inspections.

d. **Schedule**

1. Bidder shall plan, finance, and implement the integration and testing of all required equipment and software relative to the new ITS, with minimal impact on the normal daily operation of the existing inmate telephone system.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

The proposed system will be implemented, integrated, and tested through remote access and via our technical support staff.

2. Bidder shall submit a detailed schedule for SBCDC for approval that includes plans and schedules for installation and operation of telephones, tablets, and video visitation. The schedule shall be prepared and implemented to minimize impact to facility operations.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC will provide a detailed schedule regarding installation and operation for transitioning. NCIC will work closely with the appropriate County and Facility personnel to schedule and manage the introduction of additional equipment and services as needed. A high-level overview is provided on the following pages depicting NCIC's standard installation approach. NCIC is confident the installation process for new services can be completed seamlessly ensuring efficient installation.

NCIC intends to provide Scotts Bluff County with a comprehensive, turn-key Correctional Inmate Communication service which meets or exceeds the requirements of the Jail, offering the perfect blend of functionality and profitability. NCIC's recommended approach and work plan transitioning correctional agencies from one inmate communications provider to another does not need to be a difficult process as long as the incoming vendor carefully plans to address the many moving pieces associated with the transition. While shown as the recommended approach, NCIC is aware of the need to provide flexibility and welcomes suggestions and/or options that are best suited for the Jail Officials and Personnel. A high-level overview is provided detailing NCIC's intended approach for a seamless transition of services and a detailed walk-thru is encouraged with Jail Officials and, if awarded, NCIC's installation team to provide the most efficient approach that will minimize down time.

Pre-Installation Preparations

NCIC will deploy resources to meet with appropriate Jail and Facility personnel to confirm requirements and establish the most efficient channels of communication. Equipment ordering will be completed (after confirming counts of all required hardware), a thorough Site Survey will be conducted prior to any work commencing. Communication will be initiated with all involved stakeholders, including the outgoing provider (for access to critical system data such as blocked / Do Not Record numbers, etc.), as well as third-party providers for which an Interface may be required (e.g., JMS / Commissary providers).

Installation and Cutover Activities

NCIC's experienced Field Technicians employ a carefully developed methodology for switching services from an outgoing provider to NCIC. Often referred to as a 'side by side' approach, technicians will 'Pre-wire' the new platform laterally to the existing platform so that the systems run concurrently (very briefly), which provides a flawless cutover. Once all newly installed inmate phone / kiosk hardware has been properly tested, NCIC's network equipment will be activated, bringing the NCIC system online. Labeling of all equipment is conducted by NCIC's on-site technicians (working collaboratively with NCIC's Network Operations Center) so that all equipment can be properly identified by Facility personnel within the web-based platform. Working directly with NCIC personnel at our Longview, TX headquarters also allows for confirming the accuracy of call branding / automated greetings, calling rates and other required features (e.g., blocked call files, 'Do Not Record' numbers, Commissary / PREA / Crime Tip Speed Dials, etc.). NCIC's technicians will carefully handle all removed / outgoing equipment, which is typically stored neatly somewhere on-site, awaiting retrieval by the outgoing provider. If needed, NCIC will facilitate removal of the outgoing equipment.

NCIC recommends conducting comprehensive on-site training (or virtual, if preferred) that runs in parallel with the transition activities. Complete training will be provided (over as many sessions as needed) covering all installed systems and accommodating different shifts, as required.

Post Cutover / Project Closeout

Prior to NCIC's technicians leaving the project site, a thorough Acceptance Testing process is conducted, typically involving a facility walk-through with Jail Officials and personnel, additional testing of equipment (test calls / visits), providing any applicable project or system-related documentation and finally, transitioning to the 'Ongoing Management' stage.

NCIC will initiate a full walk-through and project start date within 30 days from notice of award. Please refer to the following pages for NCIC's Sample Installation Plans which is fully customizable to meet specific needs of County facilities.

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INSTALLATION / IMPLEMENTATION PLAN

Inmate Telephone, Video Visitation, and Tablets

Project Phase	Timeline	Description
Pre-Installation Phase (Phones)	Week 1 (Days 1-2)	<p>During Pre-Installation <u>Inmate Telephone</u> Phase, NCIC's Project Team will:</p> <ul style="list-style-type: none"> • Meet with Customer to confirm the overall project scope, project schedule and acceptance criteria; • Order equipment including but not limited to circuits, network equipment, system software, inmate phones and related equipment such as TTY/VRS devices; • Confirm project team members and define roles and responsibilities; • Identify team members requiring onsite access – complete background / security clearance forms and any other Customer requirements to obtain facility access; and • Conduct site survey at each location identifying existing equipment locations, confirming installation requirements including number of inmate phones, infrastructure requirements, demarcation points, equipment room(s), cut-off switches. (Each facility location where equipment will be installed will be a task on the project plan.) • Request exports of critical lists from the outgoing / incumbent Inmate Phone Provider (such as attorney numbers, blocked numbers, free calls) and have such lists 'scrubbed' by NCIC personnel to ensure they are suitable for importing into the NCIC system. • Initiate the business relationship and dialogue with critical third-parties such as the Facility's JMS and / or Commissary providers, in order to implement the critical interfaces.
Pre-Installation Phase (Video Visitation)	Week 1 (Day 3)	<p>During Pre-Installation <u>Video Visitation</u> Phase, NCIC's Project Team will:</p> <ul style="list-style-type: none"> • Meet with Customer to confirm the overall project scope, project schedule and acceptance criteria, conduct a supplemental Site Survey; • Order equipment including but not limited to circuits, network equipment, system software, video visitation kiosks and related equipment; • Confirm project team members and define roles and responsibilities; • Identify team members requiring onsite access – complete background / security clearance forms and any other Customer requirements to obtain facility access; and • Conduct site survey at each location identifying existing equipment locations, confirming installation requirements including number of video visitation kiosks (inmate-side and public-side), infrastructure requirements, equipment room(s), cut-off switches. (Each facility location where equipment will be installed will be a task on the project plan). • Confirm scheduling requirements for video visitation for all User Groups. • Confirm the required functionality of the multi-functional video visitation kiosks, covering the following possible services: <ul style="list-style-type: none"> o On-site video visitation o Off-site ('remote') video visitation o Grievances o Medical Requests o Inmate Ticketing o Jail Handbook o Inmate Messaging o PREA Notifications o Suicide Notifications o Commissary Ordering o Links to other 3rd Party Services • Initiate the business relationship and dialogue with critical third parties such as the Facility's JMS and / or Commissary providers, in order to implement the critical interfaces.
Pre-Installation Phase (Tablets)	Week 1 (Days 4-5)	<p>During the Pre-Installation <u>Tablet</u> Phase, NCIC's Project Team will:</p> <ul style="list-style-type: none"> • Meet with Customer to confirm the overall project scope, project schedule and acceptance criteria, conduct a supplemental Site Survey; • Order equipment including but not limited to wireless access points, network equipment, system software, inmate tablets, and charging stations; • Confirm project team members and define roles and responsibilities; • Identify team members requiring onsite access – complete background / security clearance forms and any other Customer requirements to obtain facility access; and • Conduct site survey at each location identifying existing equipment locations, confirming installation requirements including number of inmate tablets, charging stations, infrastructure requirements, equipment room(s), charging stations. (Each facility location where equipment will be installed will be a task on the project plan). • Initiate the business relationship and dialogue with critical third-parties such as the Facility's JMS and / or Commissary providers, in order to implement the critical interfaces. • Conduct Pre-Installation Configuration; • Confirm Requirements and Features with Customer; • Conduct Initial Software Demo Training.

Project Phase	Timeline	Description
Installation, Cut-Over & Acceptance (Phones)	Week 2 (Day 1)	<p>During Installation & Cut-Over <u>Inmate Telephone</u> Phase, NCIC's Project Team will:</p> <ul style="list-style-type: none"> • Account setup and configuration completed including setup and configuration of the inmate phones to test for required features and functionality; • 'Pre-wire' the new platform laterally to the existing platform so that the systems run concurrently (very briefly), which provides a flawless cutover. The new platform running in parallel with the existing platform; • Reduces risks and major problems from occurring post-cutover; • Leads to a seamless post-cutover testing; and • Provides a mitigation step to ensure target completion date is met • Inspect and test all installed inmate telephones. Phones are tested from the phone room before rolling the system out to the general inmate population at each facility; • This approach ensures that the system is working correctly, avoiding downtime once the inmate phones are cut over to the new platform. • All connectivity to the Local Exchange carrier / bandwidth provider is verified before any changes are made to what is currently being used; • With the use of state-of-the-art equipment, NCIC's Network Operations Center ('NOC') remotely tests the NCIC network before the installation technicians convert over to the new platform. • Remote testing ensures all phones and equipment are operating to specifications. • Phone labeling and testing (including a test call back to the NOC for each individual phone) is conducted prior to switching of the physical phones; • New inmate telephones are installed in the housing areas (and all required locations) and the old phones are boxed up and neatly stored in a designated area of the facility awaiting the outgoing provider's retrieval. If preferred, NCIC will remove the outgoing / old equipment at our sole expense. <p>Cut-over & Customer Acceptance Phase (<u>Inmate Telephones</u>), which includes:</p> <ul style="list-style-type: none"> • Flash cutover to the NCIC Inmate Telephone System, which is coordinated with facility personnel (and executed at the facility's preferred time of day) to ensure minimal downtime; • Testing of each inmate telephone – once the new phones have been converted to the new system, the installation technicians will walk all locations and test each phone to ensure all equipment is working at optimal levels; • If any issues are identified (e.g., no dial tone, no key tone) they are resolved during this phase. • Testing of branding / automated greetings, calling rates, and other required features (e.g., blocked call files, 'Do Not Record' numbers, Commissary / PREA / Crime Tip Speed Dials, etc.); Comprehensive, on-site training which is scheduled in advance and ensures coverage of all required facility personnel and different shifts, if applicable. • Joint facility Walk-Thru, System Acceptance Testing, Final Documentation

<p>Installation, Cut-Over & Acceptance (Video Visitation)</p>	<p>Week 2 (Days 2-3)</p>	<p>During Installation & Cut-Over <u>Video Visitation</u> Phase, NCIC's Project Team will:</p> <ul style="list-style-type: none"> •Configure and test network; •Account setup and configuration completed including setup and configuration of the inmate phones to test for required features and functionality; •Inspect and test all video visitation kiosks. Enable all required features in accordance with Customer requirements and contract. •Confirm visitation rules and User Access requirements with Customer, test configuration and User Access. •Request required data from the incumbent system (where applicable). Review, 'scrub' and migrate from current system. •Develop and test the required interfaces with 3rd Party providers such as JMS and Commissary. •QA testing on delivered equipment. •Test all installed Network Circuits; •Equipment setup and powered; •Installation of inmate-side and public-side video visitation kiosks including installing any new cabling, QA testing; •Installation and setup of Computer Workstations and Administrative Software in designated areas; •Confirm that inmate information and other critical elements of the integrations are accurate and working; •ID all kiosk ports and create equipment inventory listing. •User Acceptance testing •Comprehensive, on-site training which is scheduled in advance and ensures coverage of all required facility personnel and different shifts, if applicable. <p>Cut-over phase & Customer Acceptance Phase (<u>Video Visitation</u>), which includes:</p> <ul style="list-style-type: none"> •Monitoring initial video visitation sessions for any issues, ensuring quality connectivity and accuracy of scheduling software; •Miscellaneous support activities (e.g. ensuring NCIC video visitation information is on the County / Sheriff's web pages, providing informative posters / flyers / brochures for Friends and Families of inmates, providing NCIC Escalation List etc.); •Post-Installation report; •Final project documentation is completed; Project Plan is updated and closed out; •Inmate facility Walk-Thru, System Acceptance Testing, Final Documentation
<p>Installation, Cut-Over & Acceptance (Tablets)</p>	<p>Week 2 (Days 4-5)</p>	<p>During Installation & Cut-Over <u>Tablet</u> Phase, NCIC's Project Team will:</p> <ul style="list-style-type: none"> •Configure and test network; •Account setup and configuration completed including setup and configuration of the inmate tablets to test for required features and functionality; •Inspect and test all inmate tablets. Enable all required features in accordance with Customer requirements and contract. •Confirm User Access requirements and User Roles with Customer, test configuration and User Access. •Develop and test the required interfaces with 3rd Party providers such as JMS and Commissary. •QA testing on delivered equipment. •Implement System Configurations; •Initiate Facility Training; •Test all installed Network Circuits; •Equipment setup and powered; •Installation of charging stations and wireless content servers including installing any new cabling, QA testing; •Installation and setup of Computer Workstations and Administrative Software in designated areas; •Confirm that inmate information and other critical elements of the integrations are accurate and working; •ID all Inmate Tablets and create equipment inventory listing. •Additional On-site Software Training <p>Cut-over phase & Customer Acceptance Phase (Tablets), which includes:</p> <ul style="list-style-type: none"> •Monitoring initial Education and Entertainment Content interaction for any issues, ensuring quality connectivity and charging consistency; •Miscellaneous support activities (e.g. ensuring NCIC Inmate Tablet information is on the County / Sheriff's web pages, providing informative posters / flyers / brochures for Staff and Inmates, providing NCIC Escalation List etc.); •Post-Installation report; •Inmate facility Walk-Thru, System Acceptance Testing, Final Documentation

3. The ITS shall become fully operational upon the successful completion of all system integration testing and acceptance by the County, including review and approval by the County. System integration and acceptance test criteria should include:
 - a. Telephones: All telephones shall be tested and verified as operational and without deficiencies.
 - b. Video Visitation: All stations shall be tested and verified as operational and without deficiencies.
 - c. Administrative Functions: There shall be a test run of administrative functions, including SBCDC passwords and access, the Payment Platform, reports, and analytical and query tools.
 - d. Phone Numbers: A test to verify that the current call list, including blocked, confidential, pre-programmed, and others, as identified by SBCDC, is fully imported and functional.

NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.

NCIC follows an extremely rigorous Acceptance Testing process, which includes review and approval by the appropriate County / Facility personnel. All installed devices and stations will be assessed and “checked off” for full functionality and quality, and any additional devices shall be thoroughly tested prior to full acceptance.

8.0 PAYMENT, CHARGES, AND BILLING

- A. Payment Platform. Proposals must include a proposed Payment Platform with a discussion of what it will include and how it will interface with the County and systems of other vendors. The proposal should explain how the inmates will access the Payment Platform, and how funds in and out of the Payment Platform will be tracked for the inmate. Bidder Payment Platform must meet the following minimum criteria:
 1. Efficiently interact with the commissary vendor to allow inmates to use funds in their commissary account to pay for telephone services.
 2. Ability to efficiently and immediately transfer money from the detainee's trust fund/commissary account to the Bidder's Payment Platform.
 3. Accept funds for detainees, including funds from family and friends, for placement in an account established and operated by Bidder for use by an inmate.

NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.

NCIC will provide facilities with multiple options to assist with inmate calling. The proposed system offers automated collect, pre-paid collect, and debit calls. The pre-paid collect application supports prepaid collect international calls to any country, in addition to domestic calling. Calls to Canada, Mexico and Puerto Rico, a majority of international calling, can be processed as automated collect calls; all other countries require prepayment. The system is the only one in the industry that allows traditional collect calling to these countries.



NCIC will provide end-users with a variety of options by which to make pre-payments for their communication needs. NCIC offers a user-friendly website that allows friends and family members to deposit funds onto an inmate's account or establish a Secure Collect account which allows the inmates to only call certain numbers designated by the friend / family member. The funds added to an inmate's personal debit account can then be utilized by the inmate for phone time. Pre-payments can also be made over the phone while speaking with a live representative.

Account Funding Options
Prepaid Collect and Direct Billing/Postpaid



Available Usage Balance in the Prepaid Account is refundable upon request by the called party. Refunds may only be credited back to the same card the transaction was completed on. Refunds are also available via a check mailed to the billing address associated with the card. Refunds are typically processed within twenty-four (24) hours, and NCIC never charges a fee for refunds.

4. Bidder shall have a mechanism in place for immediately releasing any funds in a detainee's Payment Platform Account to be paid to the detainee immediately upon receipt of notification that the detainee is being released. Any funds remaining in an inmate's account shall be fully refunded to the inmate and shall not be transferable to any inmate remaining in custody.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

As it relates to inmate refunds, debit balances are normally automatically credited back to the commissary or trust account upon release. The commissary provider only needs to send over a release notification, and the remaining balance is transferred into the commissary account. This process is the most efficient and convenient for the facility.

NCIC also has a webpage (www.ncic.com) for account funding and management with low, defined fees to establish accounts, which can be accessed through any mobile device as well. NCIC proudly operates the most customer-friendly Call Center in the inmate telephone industry, recognizing that satisfied friends and family results in more completed calls, higher Gross Revenue, and minimal complaints to the correctional agency. Our customer service can be customized to provide family and friends with push notifications of important information regarding their communication services and accounts.

B. Billing

1. Bidder is responsible for the billing and collection of all inmates calls in accordance with the contract. Bidder is responsible for revising and updating billing and collection practices to comply with changes in state and federal laws and regulations and with court orders and decisions. Bidder will comply with Neb. Rev. Stat. § 47-101.01 and Nebraska Jail Standards as it applies to phone rates and commissions.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC maintains full responsibility for the billing and collection of inmate calls in accordance with FCC, CPUC, state, and federal laws and regulations. NCIC continues to be fully compliant with current regulations, laws, court orders and decisions.

2. Proposals must clearly provide the payment options for all users, including for collect, prepaid, and Payment Platform calls.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC offers automated collect, pre-paid collect, pre-paid card, debit, authorized free, and speed dial calls. Certain Free calls are also allowed, based on the preferences of the County. The pre-paid collect application supports prepaid collect international calls to any country, in addition to domestic calling. Calls to Canada, Mexico and Puerto Rico, a majority of international calling, can be processed as automated collect calls; all other countries require prepayment. The proposed system is the only one in the industry that allows traditional collect calling to these countries. Called parties have the option to bill calls per the following:

- Pre-Paid Collect
- Bank Card – All major credit cards including (Visa/MasterCard, Amex, etc.)
- Valid Pre-Paid Debit Card
- MoneyGram and Western Union
- International Collect to Mexico, Canada and Puerto Rico.

Friends and Family of inmates have options for depositing funds onto their pre-paid collect account or to an inmate's debit calling account. In addition to the user-friendly deposit website (www.ncic.com), friends and family can call our customer support line (800-943-2189), to manage accounts using a LIVE Operator, or an automated IVR.

The proposed system is designed to offer the maximum amount of billing options for inmates to complete calls. Upon attempting a phone call, inmates are presented with the full range of available billing options, as well as an *accurate, easy-to-understand* rate quote for all available Call Types and Bill Types. NCIC interfaces (at our own cost) with all major JMS and Commissary companies to allow for seamless transfer of inmate data and funds.

3. The County will not be responsible for an uncollectible charge, including, but not limited to, incomplete calls and bad debt on collect calls.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

The County will not be responsible for any costs (or commission deductions) associated with uncollectible charges, bad debt, etc. Since the vast majority (more than 98%) of NCIC's call traffic continues to be completed in pre-paid format with minimal exposure to such risks.

4. Bidder shall not bill detainee's for incomplete calls (e.g., network intercept recordings, busy signals, no-answers, etc.).

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC has never applied any deductions or adjustments for bad debt, fraudulent calling activity, unbillable calls, etc. The proposed system uses a sophisticated answer detection algorithm which can distinguish between standard and artificial telephone tones, standard SIT tones, busy signals and even answering machines/voicemail to ensure accurate call answering, prevent erroneous billing and subsequent complaints. This technology ensures customers who actively accept a call are connected and billed.

5. All billing must be directed to the inmates or third parties, such as family members, without involvement of the County.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

At no time will there be any required involvement by the County, relative to the billing of any calls.

9.0 TELEPHONE CALLS

- A. Telephones must include, at minimum, all of the following features:

1. Calling:

- a. Permit one-way outgoing calls that are prepaid, billed to the Payment Platform, or charged to the called party.
- b. Permit collect calls.
- c. Provide automated operator telephone system for all calls.

NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.

The proposed system only allows for outgoing phone calls to be placed and prevents inmate telephones from receiving incoming calls. The proposed system offers automated collect, pre-paid collect, and debit calls. The pre-paid collect application supports prepaid collect international calls to any country, in addition to domestic calling. Calls to Canada, Mexico and Puerto Rico, a majority of international calling, can be processed as automated collect calls; all other countries require prepayment.

- d. The automated operator shall be designed for use by the hearing impaired and in accordance with all applicable laws. There must be provisions for the deaf which comply with Americans with Disabilities Act (ADA), and Telephone Devices for the Deaf (TDD) regulations and standards. Bidder shall provide fixed and mobile TDD Telephones based on the needs of SBCDC, as determined by the County.


















NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC will provide TDD / TTY units which fully meet ADA standards. The proposed Ultratec Superprint 4425 TTY includes sophisticated capabilities and features direct connect with two built-in telephone jacks and advanced calling features like auto-busy redial, three-way calling, and TTD transfer. Call progress indicates whether the phone being called is ringing or busy. Auto-Answer takes messages when the recipient is unavailable. Configurations can also be applied to TTY/TDD calls in the same manner as the inmate telephone. Please refer to the following specification sheet.

ULTRATEC 4425 TTY DEVICE

NCIC is capable of providing TTY devices for hearing impaired persons, to ensure communication capabilities are still available. It features direct connection capabilities with two built-in telephone jacks and advanced calling features like auto-busy redial, three way calling, and TDD transfer. Call progress announcements indicate whether the phone being called is ringing or busy. The Auto-Answer feature takes messages for when the recipient is unavailable.

Specifications

-  Built-in 24 character printer
-  Three selectable print sizes
-  32 K memory
-  Memos you can name for easy recall and sending
-  Keyboards and memory dialing
-  Call progress (display shows whether line is ringing or busy in direct connect)
-  Tone-and-pulse dial (including *, # and hook flash)
-  Auto-answer (direct connect)
-  Remote message retrieval
-  Auto ID
-  Time and date
-  TTY voice announcer
-  User-programmable relay voice announcer
-  20 character vacuum fluorescent display
-  Rechargeable batteries
-  Optional ASCII code
-  Optional large visual display port (includes ASCII)



In addition to providing TDD/TTY devices, NCIC offers cutting-edge Video Relay Service (VRS) which is quickly becoming the preference for deaf/hearing-impaired inmates. VRS acts as a video visitation service for deaf/hearing-impaired inmates allowing for face-to-face interactions between inmates and outside party. NCIC can provide VRS at no cost to the County. Following is a screenshot depicting VRS functionality:

Screenshot – VRS Application in Use



- e. Provide international call services throughout Canada, Mexico, South America, and to overseas destinations.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

The proposed system provides all requirements applicable to all calls placed through the system, including local, long distance, interstate and international calling throughout Canada, Mexico, South America, overseas, etc.

- f. Provide call services to County approved numbers such as the Prison Rape Elimination Act representatives, Probation, Public Defenders' Office, Attorneys, and other numbers as determined by County at no cost to County, caller, or the recipient of the call.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

The proposed system can be configured to allow access to specified dialed numbers such as speed dials to specific numbers and designated voicemails for services such as PREA, Crime Tips, grievances, Public Defender, sexual assault/harassment, medical requests, etc. Such calls can be routed to a secure voicemail which is internal to the system, or to approved, designated external numbers. All such numbers will be configured at no cost to the County.

- g. Telephones located in the intake areas will be configured to allow inmates to make 2 free calls to landline and cell phones at no cost to the County at 15 minutes in length each. These calls shall otherwise comply with all requirements of the contract including recorded greetings to the call recipient, retention procedures and inclusion in queries and reports.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

Free call configurations are customizable and applied based on the specific needs of the County.

- h. Call set-up and acceptance process must be completed within 30 seconds or less) from off-hook to call connection/rejection). The call length timer shall not start until positive acceptance of the call is made.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

The inmate and called party cannot communicate until the call is positively accepted. The inmate is placed on hold while the system confirms the call has been answered and positively accepted prior to connecting the two parties. Communication is not allowed until the Called Party has positively accepted the call. The connection is completed in less than 30 seconds. Billing does not begin until the called party actively accepts the call.

- g. The system shall not allow chain dialing and secondary tones, "hook switch dialing," and/or other fraudulent activities. Detainees shall be required to hang up before dialing a new number.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

The centralized call switching uses a VoIP network connection to the incarcerated person(s) phones and not the public switched telephone network. The proposed system prevents call forwarding, chain dialing, and secondary dial-tone; inmates

cannot make a second call until the first call is completed, and the handset is replaced onto the phone cradle.

- h. The ITS shall at all times:
 - 1. Mute the detainee's ability to speak to the call recipient until the call is accepted.
 - 2. Not allow the detainee to hear the recipient until the call is accepted.
 - 3. Disable the telephone keypad during a call.

NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.

The proposed platform allows the inmate to remain muted during the call acceptance process and is only allowed to communicate with the called party once the called party actively accepts the call by pressing "1" on the keypad. During the call set up process, the called party will hear prompts alerting them of the steps they can take to accept or deny the call, as well as the call type, facility name and inmate name. If the call is unable to be connected, the inmate will hear a recorded message describing why the call could not be completed.

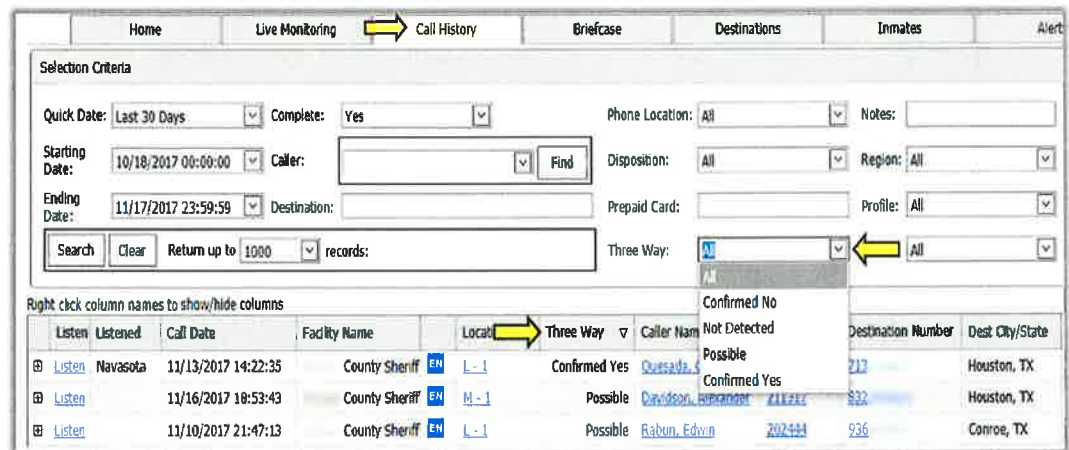
The proposed system always provides the option to hear a rate quote prior to a call being connected, and such quotes are provided in a manner that allows the consumer to make an educated decision about which billing option is best for their circumstances.

- 2. Call Blocking. The ITS must:
 - a. Block all three-way calling, conference calling, and call forwarding.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC's patented Three-Way Call Detection system listens for silence detection on a near-real time basis using various algorithms developed via research on thousands of three-way call attempts. When the system determines a three-way or call forward has been attempted, a warning message is played to the parties on the call, and the call record is permanently marked as a three-way attempt (providing administrators an easy way to go back and listen to the call).

Our three-way call detection offers varying levels of confidence on detected calls with an option to block, flag and alert users in the case of suspected or confirmed three-way call attempts and is the first in the industry to offer DTMF digit collection on the called party end, which results in significantly less "false positives," as it does not only rely on silence detection like most systems. If a three-way call is detected, future calls to that number can be blocked, or just flagged. If terminating the call, notification is given the call is being disconnected so the inmates will not assume the call was accidentally disconnected. If blocked, the system will play a message announcing the number was blocked due to three-way calling.



Listen	Listened	Call Data	Facility Name	Location	Three Way	Caller Name	Destination Number	Dest City/State
		11/13/2017 14:22:35	County Sheriff	EN	Confirmed Yes	Quasada, J	213	Houston, TX
		11/16/2017 18:53:43	County Sheriff	EN	Possible	Davidson, Brandon	832	Houston, TX
		11/10/2017 21:47:13	County Sheriff	EN	Possible	Rabun, Edwin	936	Conroe, TX

- b. Permit a called party to block all future calls from SBCDC.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

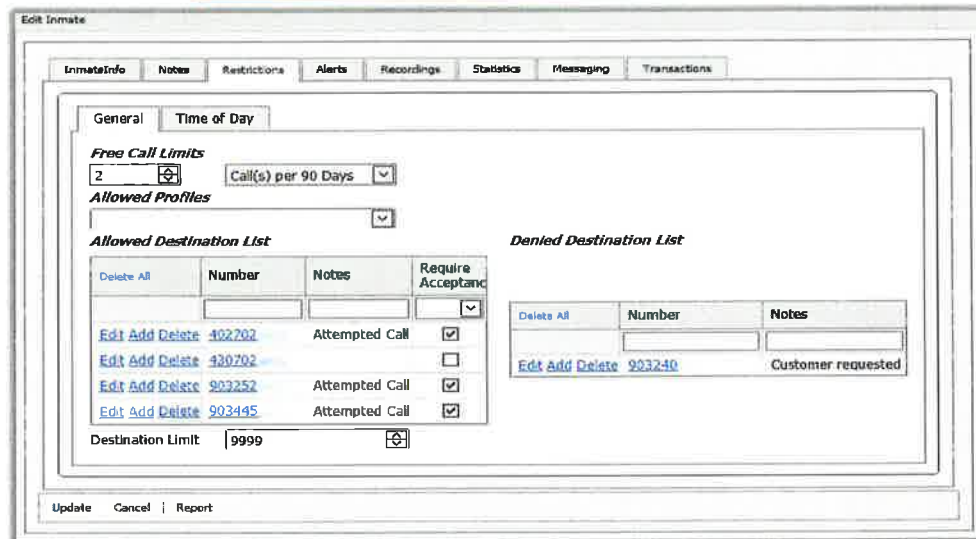
During the initial call greetings, called parties can deny calls by pressing “2” or block all future calls by pressing “3.” Any such blocked calls will be displayed in the system as “Blocked,” reflecting details regarding when, how, and by whom the block was applied. Authorized users can block and unblock an unlimited quantity of telephone numbers without NCIC’s assistance (although NCIC’s support team continues to be available to assist if needed). Each blocked number will contain descriptive information regarding how and when the block was applied (as well as date/time stamped). Blocked numbers can easily be unblocked, if deemed appropriate by County.

- c. Block calls to restricted numbers on a system-wide basis and a case-by- case basis, as directed by SBCDC. Restricted numbers will be verified by SBCDC and programmable by the Bidder or SBCDC into the ITS. Bidder shall not delegate, add or change any limitations on a restricted number without approval of SBCDC.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

An inmate allowed call list works in conjunction with the blocked call list; if a phone number has been set to “block all” no inmate at the Facility will be able to dial the phone number under any circumstances. Likewise, a phone number can be blocked for a specific inmate but allowed for others, or from certain designated phones, particular hours of the day, etc. Following is a sample screenshot demonstrating the functionality to block and restrict destination numbers by specific inmate:

Screenshot – Allowed/Denied Destination List



The screenshot shows the 'Edit Inmate' form with the 'Allowed Destination List' and 'Denied Destination List' sections. The 'Allowed Destination List' table has columns for 'Number', 'Notes', and 'Require Acceptance'. It lists four entries: 402702 (Attempted Call, checked), 420702 (Attempted Call, unchecked), 903252 (Attempted Call, checked), and 903445 (Attempted Call, checked). The 'Denied Destination List' table has columns for 'Number' and 'Notes', listing one entry: 903240 (Customer requested). The form also includes tabs for 'General', 'Time of Day', 'Free Call Limits', 'Allowed Profiles', and 'Destination Limit'.

d. Adhere to the following:

1. Call shall not be blocked due to a lack of local exchange carriers (LEC) or competitive local exchange carrier (CLEC) billing agreements with Bidder.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

The proposed system allows calls to cell phones and CLECs to process the same as all other calls, so upon acceptance of the call, it notifies the customer they can easily establish an account by pressing 0 for a live operator. Upon pressing 0, while the inmate is on-hold, the called party is immediately routed to a live bilingual operator (based in the US) without need to navigate cumbersome IVR prompts (the preferred methodology of most ITS providers). Use of a live operator increases the acceptance rate of calls from inmates, ensures the safety of the called party, who is often driving when receiving the first call and our live representatives are much more compassionate than an IVR since this first call is often when the called party finds out their family member is in jail.

2. Calls may be blocked for collect calls to Unbillable Numbers or when the call recipient refuses to pay for calls. However, for any number that is blocked related to the inability or failure of the call recipient to pay past or current charges, the call recipient and detainee shall be provided the opportunity to complete the call by a prepaid format. If both the call recipient and detainee decline to continue the call in a prepaid format, the service provider may block/ not authorize the call to continue.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

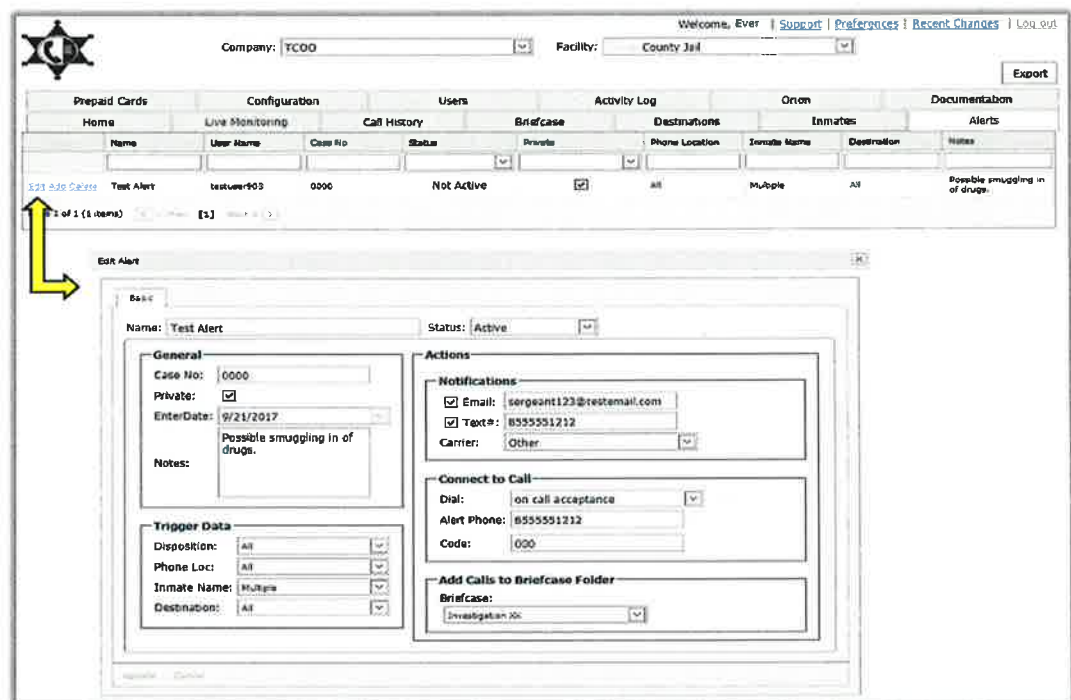
If a number is blocked for non-payment or otherwise not qualifying for traditional collect billing, the called party is offered an option to arrange for prepaid billing. High-volume customers such as Bail Bond companies and law firms are usually put into NCIC's bypass database and permitted unlimited billing (Direct Billing).

3. Security. The ITS must:

1. Flag, archive, and generate alert reports for unauthorized call attempts, including attempts to restricted numbers.

RESPONSE: READ, AGREE, AND WILL COMPLY.

The proposed system allows for all calls to be monitored, and call activity viewed in real-time via the inmate PIN and/or terminating number. An alert system is featured where alerts can be sent to office or cell phones allowing investigators to covertly listen to calls. The system alerts investigators to calls of interest either prior to a call being connected or while a call is in progress, configurable based on the County, so investigators can listen to and/or approve the call. When an “alerted” call is detected, an alert is sent via email alert list, voice, or text depending on the alert configuration. The alert will allow the investigator to approve the call and/or listen to the call. Investigators can hear the call at any internet-connected computer or via cell phone. Monitoring can be performed by multiple investigators at once (up to 20 separate connections) and does not affect the ability of the system to record calls and is not detectable by either the called party or the inmate. The following image shows part of the alert set-up process:



Name	User Name	Case No	Status	Private	Phone Location	Inmate Name	Destination	Notes
Test Alert	testuser003	0000	Not Active	<input checked="" type="checkbox"/>	All	Multiple	All	Possible smuggling in of drugs.

Edit Alert

Name: Test Alert Status: Active

General

Case No: 0000

Private: ☒

Enter Date: 9/21/2017

Notes: Possible smuggling in of drugs.

Trigger Data

Disposition: All

Phone Loc: All

Inmate Name: Multiple

Destination: All

Actions

Notifications:

☒ Email: sergeant123@restmail.com

☒ Text: 8555551212

Carrier: Other

Connect to Call

Dial: on call acceptance

Alert Phone: 8555551212

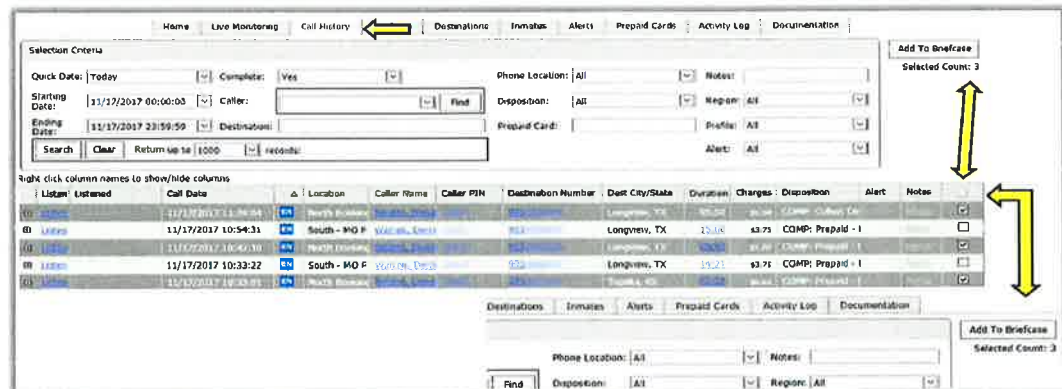
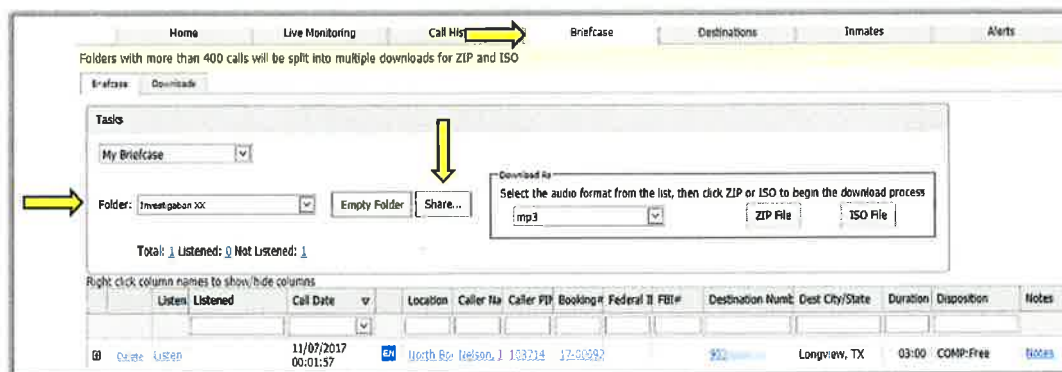
Code: 000

Add Calls to Briefcase Folder

Briefcase: Investigation X0

NCIC's proposed platform utilizes our innovative “Briefcase” for management of call recordings. A configuration/alert can be set that automatically organizes call recordings from particular inmates, phones, or called numbers into an unlimited number of designated investigative Briefcase. This allows for quick access to these calls for the user to view, listen, share with others, or download for investigative purposes. Users can easily manage downloaded recordings for saving in .zip files, ISO files, .wav formats and .mp3 formats for listening on all devices, PC's, Macs, tablets and smart phones. The user can also burn the files to a CD or DVD or ZIP file. Windows XP or newer has the capability to burn disks built in. Please see the

following screenshots.

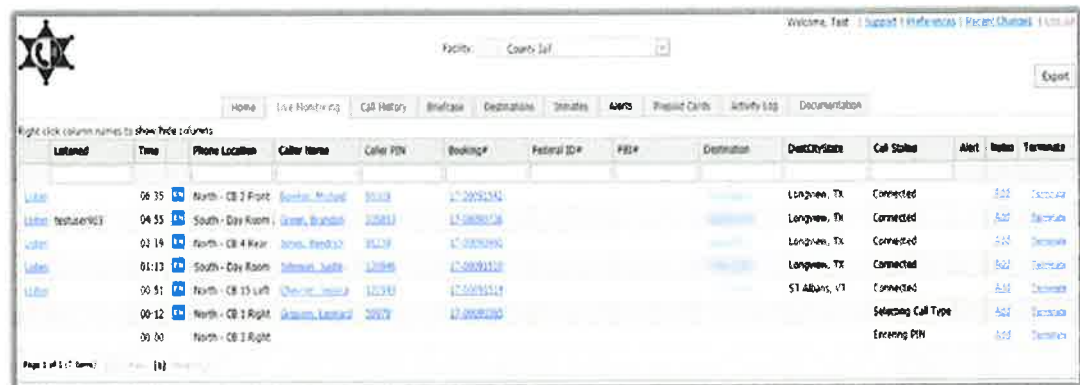




2. Provide the ability for authorized County staff to selectively monitor call activity in real time and to immediately terminate any call.

KNCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

The proposed system features all live/current calls under the Live Monitoring tab and allows the Authorized User to easily single-click on each call to hear the active call. Multiple users can monitor simultaneously, without affecting the performance of the system, and without the parties on the call being aware of the monitoring.

Investigators will also have the capability to terminate any in-progress calls (see the “Terminate” option towards the right of the below screenshot).



Listen	Time	Phone Location	Caller Name	Caller PIN	Booking#	Federal ID#	FID#	Destination	Date/Time	Call Status	Alert	Inmate	Terminate
Listen	06:35	North - CB 2 Front	James, Michael	95123	17-00001234			Longview, TX	Connected	ADD			Terminate
Listen	04:55	South - Day Room	James, Michael	95123	17-00001234			Longview, TX	Connected	ADD			Terminate
Listen	02:19	North - CB 4 Rear	James, Michael	95123	17-00001234			Longview, TX	Connected	ADD			Terminate
Listen	01:13	South - Day Room	James, Michael	95123	17-00001234			Longview, TX	Connected	ADD			Terminate
Listen	00:51	North - CB 15 Left	James, Michael	95123	17-00001234			ST Albans, VT	Connected	ADD			Terminate
	00:12	North - CB 1 Right	James, Michael	95123	17-00001234				Selecting Call Type	ADD			Terminate
	00:00	North - CB 1 Right	James, Michael	95123	17-00001234				Screening PIN	ADD			Terminate

- Retrieve and generate inmate unauthorized call activity logs for call periods, as specified by the County.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

The proposed system is effective at preventing unauthorized calls. Additionally, attempted unauthorized calls are trackable within the platform utilizing the reporting feature within the Call History tab and menu.

- Provide for all calls to be monitored, recorded, and archived, with the exception of calls made to Unmonitored Numbers. Phone numbers for criminal defense attorneys, including the County Public Defender, Nebraska Bar Association list and Alternate Public Defender will be identified as Unmonitored Numbers. Phone numbers for criminal defense attorneys must be verified by SBCDC into the ITS. Contractor shall not delete, add, or change any Unmonitored Number without approval from SBCDC.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

The proposed system permits full monitoring and recording of all calls made from any inmate telephone or visitation station within the facility, unless restrictions prohibit the recording and monitoring of certain calls, such as attorney-client restrictions. All registered and verified numbers are entered only after verification and authorization of the County. All attorney numbers are stored in our database. The call duration of any destination number can be set to allow any call length, thus additional call time can be easily added for certain attorneys. There is no limit on the number of attorney numbers that can be added to the system or the duration of the calls.

NCIC is the only large Inmate Telephone Provider that has not been subject to legal proceedings related to mishandling attorney-client calls. NCIC employs an extremely rigid process for maintaining the integrity of the “Do Not Record” list, including thoroughly “scrubbing” the list on a quarterly basis, at least (including calling every number) to verify:

- ✓ All numbers still belong to legitimate legal representatives
- ✓ There is a BAR number associated with each number
- ✓ The name of the attorney firm is noted with each number
- ✓ The attorney approves receiving calls from inmates at the facility

5. Provide sufficient security safeguards to preclude fraudulent use of the system. Such safeguards shall include, but not be limited to:
 - a. The prevention of incoming calls.
 - b. Detection and rejections of outgoing calls to restricted numbers and otherwise unauthorized numbers and calls, and.
 - c. Attempts to initiate 3-way calls, call forwarding, and calls to non-billable numbers.

NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.

The proposed system only allows for outgoing phone calls to be placed and continues to prevent any inmate telephone from receiving incoming calls. The proposed system features NCIC's patented Three-Way Call Detection system that listens for silence detection on a near-real time basis using various algorithms developed via research on thousands of three-way call attempts. When the system determines a three-way or call forward has been attempted, a warning message is played to the parties on the call, and the call record is permanently marked as a three-way attempt (providing administrators an easy way to go back and listen to the call).

Our three-way call detection offers varying levels of confidence on detected calls with an option to block, flag and alert users in the case of suspected or confirmed three-way call attempts and is the first in the industry to offer DTMF digit collection on the called party end, which results in significantly less "false positives," as it does not only rely on silence detection like most systems. If a three-way call is detected, future calls to that number can be blocked, or just flagged. If terminating the call, notification is given the call is being disconnected so the inmates will not assume the call was accidentally disconnected. If blocked, the system will play a message announcing the number was blocked due to three-way calling.

6. Have the capability to record the content of all telephone connections. The recorded calls must be stored online (cloud based) for retrieval for a period of at least 3 years or contract term and for 1 year following the expiration of the Agreement. The system must have the capability to transfer recorded calls to removeable media for archiving or review. Bidder must have the ability to search for and access stored calls and deliver the call at the request of SBCDC or pursuant to a court order, which shall be done at no cost to the County.

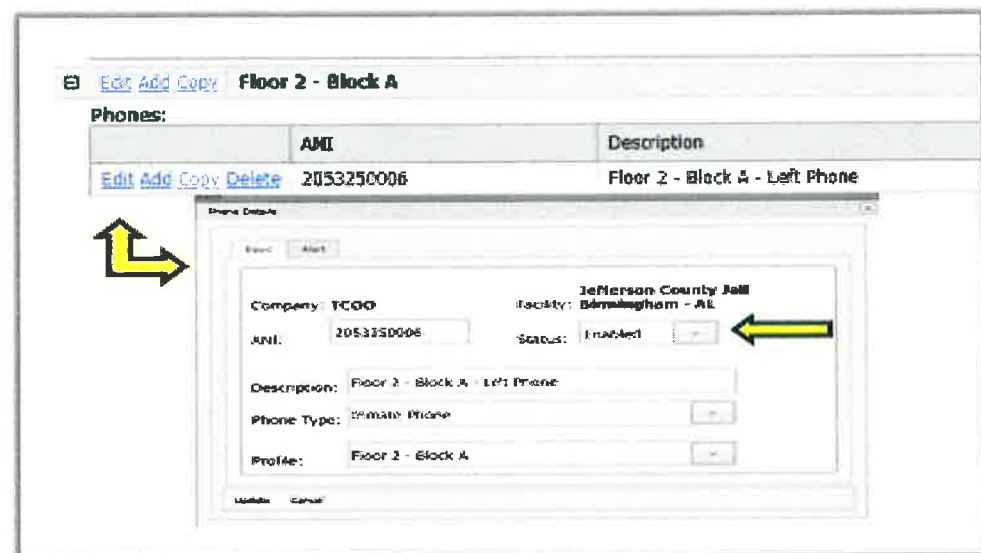
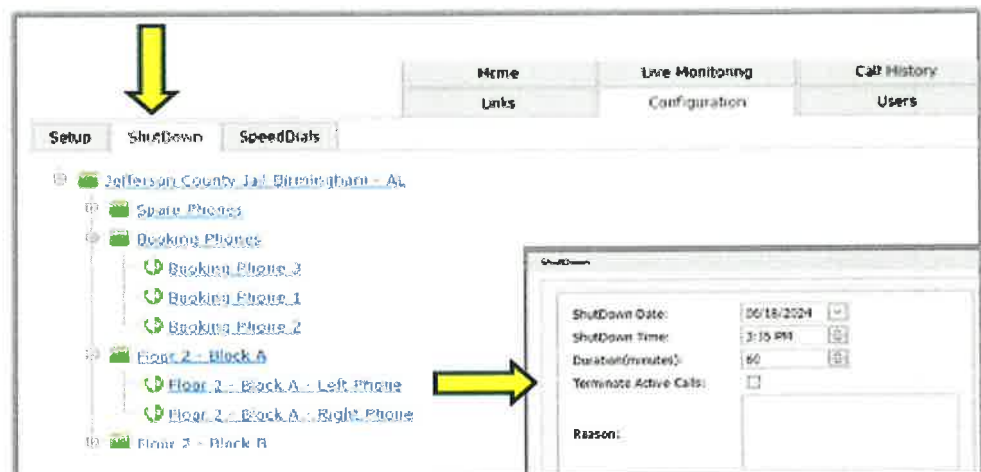
NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

All recordings are stored for the life of the contract (including current contract and any extensions) and available online for downloading at any time. Retention of call recordings is completely configurable, based on the needs of the County. Call recordings and associated Call Detail Records will remain available for the duration of the Agreement, including any extension / renewal periods. At the culmination of the Agreement, NCIC will work with the County in good faith to ensure all call recordings and CDRs produced throughout the course of the Agreement shall either be made available or remain available to County indefinitely.

- a. Provide for automated turn-on and shut of telephones and video visitation stations at times designated by SBCDC and for the immediate manual system shut off by SBC DC staff.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

The proposed system features automated on/off controls, based on pre-configured schedules and the needs of the County. The platform allows authorized users to shut down individual telephones, blocks of telephones or the entire telephone system, and shutdown can be completed either immediately, or done once any current calls are completed. Additionally, the platform can be manually switched on/off via the secured web interface using any computer with internet access or by manual switches located in any area designated (Demarcation location, central control center, selected housing units, selected telephone) by authorized personnel. Only authorized facility personnel with proper access will be able to perform such shutdowns. The following are screenshots of a shutdown via keystroke where a user can shut down a complete facility, groups of phones or individual phones:



- b. The system shall allow multiple approved County staff and designees to simultaneously access the system without compromising security or prevention of unauthorized use and access to the system.

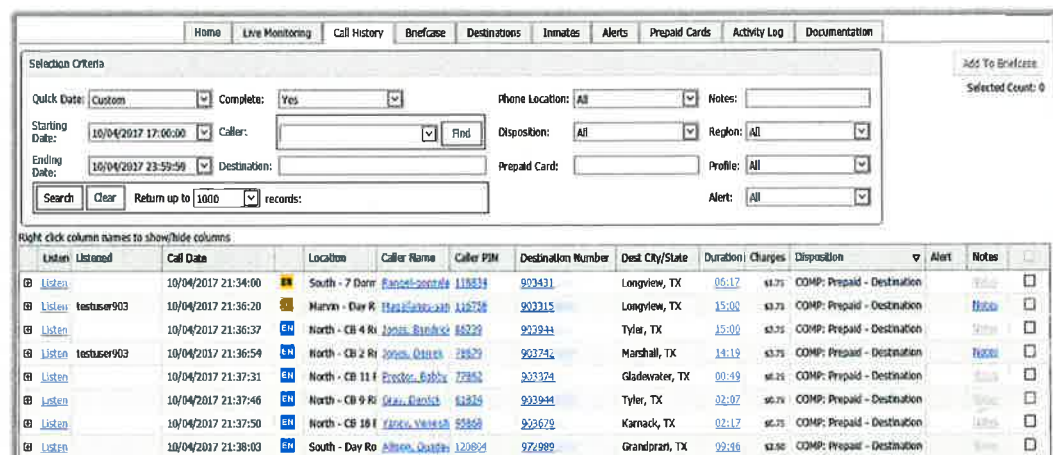
KNCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

Multiple users can simultaneously and covertly monitor all calls, without affecting the ability of the system to record calls or the quality of the call audio for the call participants (inmate and called party). Authorized Users can immediately play back a recorded call or monitor a call while in-progress.

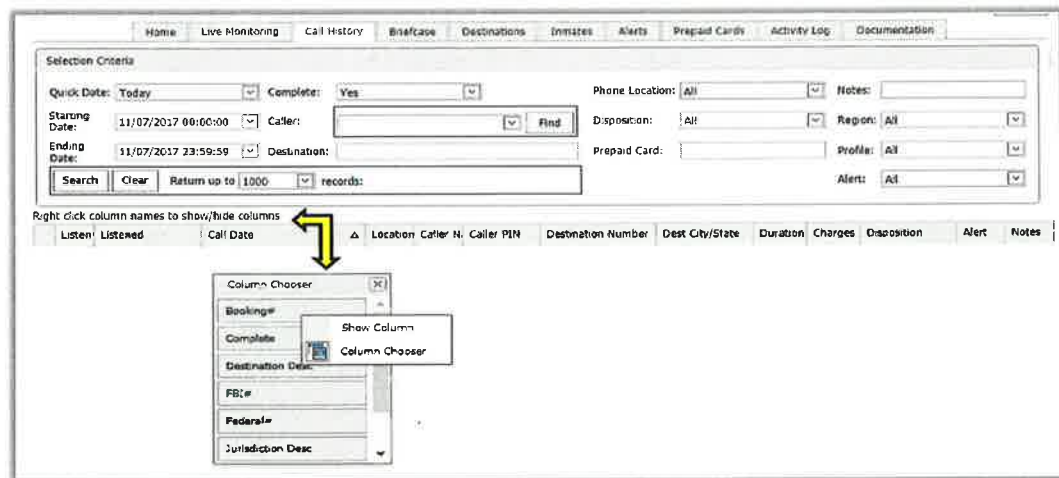
4. Tracking. The ITS must have the ability to locate and provide information in a simple format that can search, at minimum, using any or all of the following criteria:
1. Inmate PIN/booking number
 2. Date and time
 3. Telephones individually or by groups
 4. Call type (i.e., Payment Platform, collect, free)
 5. Facility and facility locations (housing units)
 6. Call number
 7. Call status includes incomplete and complete calls.
 8. Geo-tracking & locating called number

KNCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.

The proposed system provides advanced search features through Call Detail Records (CDR), such as the ability to search by PIN, date, call status, inmate name, destination number and specific phone location. Additionally, the powerful Call History tab provides search, reporting, and sorting requirements to easily find any completed or attempted call. Quick search shortcuts allow administrators to search for calls "today," "this week," "Last Month," etc. CDR reports continue to be customizable at any time, at no cost, based on the requirements of the County. The following screenshots depict Call History Detail and options.



Listen	Listen	Call Date	Location	Caller Name	Caller PIN	Destination Number	Dest City/State	Duration	Charges	Disposition	Alert	Notes
Listen		10/04/2017 21:34:00	South - 7 Dorr	Francis, George	118334	902431	Longview, TX	05:17	\$1.75	COMP: Prepaid - Destination		
Listen	testuser903	10/04/2017 21:36:20	Marvin - 4th R	Francis, George	118334	902315	Longview, TX	15:00	\$3.75	COMP: Prepaid - Destination		
Listen		10/04/2017 21:36:37	North - CB 4 R	Francis, George	118334	902344	Tyler, TX	15:00	\$3.75	COMP: Prepaid - Destination		
Listen	testuser903	10/04/2017 21:36:54	North - CB 2 R	Francis, George	118334	902344	Marshall, TX	14:19	\$3.75	COMP: Prepaid - Destination		
Listen		10/04/2017 21:37:31	North - CB 11 R	Francis, George	118334	902324	Gladewater, TX	00:49	\$1.25	COMP: Prepaid - Destination		
Listen		10/04/2017 21:37:46	North - CB 9 R	Francis, George	118334	902344	Tyler, TX	02:07	\$0.75	COMP: Prepaid - Destination		
Listen		10/04/2017 21:37:50	North - CB 10 R	Francis, George	118334	902324	Karnack, TX	02:17	\$0.75	COMP: Prepaid - Destination		
Listen		10/04/2017 21:38:03	South - Day Ro	Francis, George	118334	902389	Grandprair, TX	02:46	\$3.50	COMP: Prepaid - Destination		



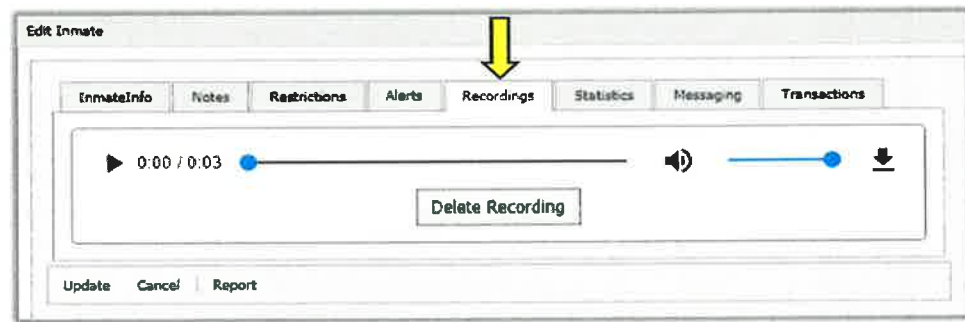
5. Call Announcement and Instructions

1. The system shall provide an initial greeting and instructions to the party called that state the following:
 - a. That call is from the Scotts Bluff County Detention Center and is subject to recording and/or monitoring.
 - b. For any collect call, the called party shall be informed of the cost of the call prior to accepting the call.
 - c. The identity of the inmate by name.
 - d. Provide the called party with the opportunity to accept or reject the call and to block future calls.

KNCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.

The proposed system brands and identifies each call with the facility name, type of call, and inmate (typically inmate's voice recording) placing the call to the called party. Called Parties are provided the option of hearing and repeating the accurate, transparent rate quote during the call setup process, before the Called Party accepts the call. The system also provides the opportunity for the called party to accept or reject/deny the call. During the call setup announcement called parties can reject/deny the call by pressing "2" and block all future calls by pressing "3".

Additionally, the system automatically prompts the inmate to state their name upon first use of the system, allowing three seconds to do so. The inmate's name recording will exist as their personal greeting for all future calls. The option to delete existing recorded names is available within the proposed system and facility personnel have access to edit/erase in the event a replacement name recording is needed. If the previous recorded name is erased, the inmate will be prompted to re-record their name upon the next attempted call:



2. Automated call instruction/announcements shall be in English and Spanish, and announce that the call may be recorded and/or monitored with active consent from the called party.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

The proposed system provides English and Spanish as standard language options. All voice prompts provided, regardless of the language, should be clear, concise, easy to understand, and can be customized if the County requires additional instructions not currently in place. Additional languages can be added at no cost.

- a. The system shall utilize positive call acceptance and active consent.
- b. Active consent may include pressing a keypad number, rather than just by continuing the conversation.
- c. If there is no active consent provided by the called party, the parties will be notified that the call will be disconnected.

NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.

The proposed system utilizes positive call acceptance and active consent. Active acceptance requires that the called party press a "1" on their keypad. If active consent is not detected, the call is disconnected and notification provided. Billing does not begin until after the called party accepts the call.

- d. These instructions will not be provided for calls made to criminal defense attorneys that have been identified as Unmonitored Numbers.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

3. During initial greeting and instructions, there is no call connections with the inmate until there is acceptance from the called party.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

The inmate and Called Party cannot communicate until the called party has positively and actively accepted the initial call. Active acceptance requires that the called party press a "1" on their keypad.

4. The ITS shall be able to determine if mutual agreements exist that will allow for the collection of collect call charges, or that the call recipients accounts are current and in good standing. If the call is determined to be non-billable, both parties shall be afforded the opportunity to complete the call utilizing prepaid services. If both parties decline,

the call will not be authorized to go through.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

If a number is blocked for non-payment or otherwise not qualifying for traditional collect billing, the called party is offered an option to arrange for prepaid billing. NCIC prefers to offer multiple billing options to ensure connectivity and call completion, maximizing use of the system.

10.0 TELEPHONES

A. Telephones must have at a minimum:

1. Bidder shall provide all telephones, software, wiring, cabling, conduit, jacks, plates, and related hardware at no cost to the County. Bidder will install enough telephones in each of the housing units to maintain a minimum ratio of one phone per 12 inmates.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

The proposed system will provide all necessary items pertaining to Inmate Telephone System (ITS), Video Visitation System (VVS), and Tablets including all related software, hardware and network components, customer and facility support, and ongoing maintenance. All facets of this proposal will be furnished at no cost to the County for the life of the Agreement. Additionally, NCIC agrees to furnish any specified amount of new inmate communications hardware under this Agreement – and provide any replacement equipment at no cost to the County, on an as-needed basis.

2. All telephones shall be of rugged construction, stainless steel, or in combination with a corrosion resistant finish, and suitable for use in high use and high abuse corrections environments. The wall mounted telephones shall be mounted to cement walls, block wall, stainless steel shrouded columns, or protected external enclosures and meet all the requirements for detention and correction grade phones.
3. Telephones shall be suitable for indoor and outdoor installations, have a heavy chrome metal-twelve button keypad and handset with an armored cord and cradle.

NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.

NCIC will provide all required inmate communications equipment at no cost. The equipment and hardware being proposed is robust, and correctional grade. All proposed inmate telephones are FCC approved and are built for a correctional environment, sturdy, with no exterior removable components. The NCIC phone employs a heavy-duty armored handset that is hearing aid compatible and has an anti-static receiver. The housing is made of durable 14-gauge stainless steel which is ideal for a correctional environment – hardware is in full compliance with ADA requirements. Our proposed phones offer volume control and have a rubber seal to prevent moisture from entering through the back of the phone. NCIC has developed our own phone to include buttons that are 100% larger than standard phones, allowing visually impaired to more easily see the numbers and letters on the keypads. Further, the phones are easier to use in low-light conditions, as the numbers and letters are over 100% larger than traditional phone keypads. Several variations/examples of our standard ITS hardware is shown below.





























NCIC WALL-MOUNTED PHONES

The NCIC phone's housing is made of durable 14-gauge stainless steel which is ideal for a correctional environment and has no exterior removable parts. It offers volume control and has a rubber seal to prevent moisture from entering through the back of the phone. The phone offers a heavy-duty armored handset cord capable of withstanding a 1,000 lbs. pull strength and also contains a handset that is hearing-aid compatible, and has an anti-static receiver.

NCIC has also developed our own phone to include buttons that are 100% larger than standard inmate phones, allowing visually-impaired inmates to see the numbers and letters on the keypads. Further, the phones are easier to use in low-light conditions, as the numbers and letters are over 100% larger than traditional phone keypads. NCIC's variety of phone styles ensures that the right equipment can be implemented to meet your Facility's specific needs.



Specifications

-  Constructed of durable 14-gauge stainless steel
-  Large, stainless steel ADA keypad
-  Adjustable volume button
-  Large customizable instruction card area
-  Tamper resistant locking system
-  Built in mounting plate designed for fast, easy installation
-  Mounting plate includes gasket which prevents moisture from entering phone
-  Oversized line-wire entrance hole w/ moisture preventing gasket
-  Handset cord retaining bracket is designed for fast, easy handset changes
-  Stainless grommet provides added security for handset cord
-  Adjustable handset cord lengths
-  Armored cord is made to Bell Core standards and withstands minimum 1000 lb. pulling test
-  Magnetic hook switch/handset
-  Optional noise-canceling microphone available
-  Ambient Temperature: -40°C - + 60°C, -40 F ~ + 140 F
-  Relative Humidity: ≤95% (at room temperature)
-  Atmospheric Pressure: 80 - 110KPa
-  Frequency Response: 250 - 3000 Hz
-  Supply Voltage: 48 - 60V
-  Feed Current: 25mA
-  Call Transfer Index: SLR≤12 dB, RLR≤-1dB, STMR≥10dB
-  Environmental Noise: ≤70dB
-  Ringing Level: ≥80dB
-  Operates on C.O., analog lines or analog dial tone PABX/KSU stations
-  Dimensions: 11¼" tall, 5¼" wide, 6" deep (287.5×135×75mm)
-  Weight: 8lbs, 3KG

4. Telephones shall be for outgoing calls only and shall not be capable of accepting coins or credit cards as payment.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

The proposed system only allows for outgoing phone calls to be placed, does NOT allow coin or credit card use, and continues to prevent any inmate telephone from receiving incoming calls.

5. Telephones shall be durable, tamper-proof, and consist of rugged steel encased housing and shockproof keypads suitable for the detention and corrections environments to minimize vandalism and destruction of property.
6. All handsets, ear and mouthpieces shall be of heavy-duty construction, with no removeable parts, and installed in such a manner that no safety hazard is present to the user.
7. Telephones shall be configured with a braided steel receiver cord eighteen (18) inches in length.
8. All telephones must be configured with the handset cord exiting from the bottom in a central location.
9. All telephones must be water-resistant and fireproof and have key-locked mountings to the wall.
10. All other equipment and installations must meet SBCDC safety and security standards.
11. Telephones shall have touch-tone keypads.
12. Amplified handsets may be required in specific areas. They shall be fitted with a volume control device, which allows the inmate to increase or decrease the volume of the headset earpiece.

NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.

The proposed telephones are durable, tamper-proof, rugged steel-encased housing and consist of all noted items.

13. The ITS must include capabilities for protection from power surges.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

The proposed equipment is connected to a network-enabled Uninterruptable Power Supply backup to prevent downtime during power failures or during conversion from power to generator. The UPS units allow for remote power management by our Network Operations Center and will power inmate phones via telephone line, with no additional power source, for up to four (4) hours. By default, the UPS allows for calls to continue without interruption to the recording of calls/sessions but if desired by the County, the system can be configured to disallow inmates from placing calls until commercial power is restored. NCIC provides the UPS at no cost to the County.



14. The ITS shall have the capability for Bidder or SBCDC to turn select or all telephones on or off remotely. There shall also be a manual on/off switch in designated locations within the facility.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

The proposed system features automated on/off controls, based on pre-configured schedules. The platform allows authorized users to shut down individual telephones, blocks of telephones or the entire telephone system, and shutdown can be completed either immediately, or done once any current calls are completed. Additionally, the platform can be manually switched on/off via the secured web interface using any computer with internet access or by manual switches located in any area designated (Demarcation location, central control center, selected housing units, selected telephone) by authorized personnel. Only authorized facility personnel with proper access will be able to perform such shutdowns.



15. Bidder shall complete full installation with all wiring and fastening of the telephones, including cabling, wiring, conduit, cross-connect jacks, plates, and related hardware, if needed. All wires and cables will be installed in an organized manner for good cable management and hung with correct hardware at the satisfaction of SBCDC. If holes or penetrations in walls are needed, the Contractor will fill holes with fire safe caulking.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC will provide and complete the installation of the required wiring, fastening of telephones, necessary conduit, and all requirements above at no cost to the County.

16. All electrical equipment must be installed in compliance with national and local code requirements. All telephones must be securely fastened to the wall with security hardware approved by the County. The County reserves the right to pre-approve mounting and installation.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC continues to be fully compliant with National Code requirements.

17. Telephones must be line-powered such that the telephone does not require separate electrical power source at the device. Telephones shall be specifically designed for use in a correctional environment and must be approved by County before installation. Contractors shall not use converted coin phones.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

The proposed equipment is completely line-powered and will require no additional power source. If additional equipment is required, it will continue to be specifically designed for use in a correctional environment, requiring no additional power source.

18. Bidder shall provide one (1) telephone meeting all other system requirements to allow deaf or hard of hearing inmates access to telephone communication.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC will provide TDD / TTY units which fully meet ADA standards. The proposed Ultratec Superprint 4425 TTY includes sophisticated capabilities and features direct connect with two built-in telephone jacks and advanced calling features like auto-busy redial, three-way calling, and TTD transfer. In addition to providing TDD/TTY devices, NCIC offers cutting-edge Video Relay Service (VRS) which is quickly becoming the preference for deaf/hearing-impaired inmates. VRS acts as a video visitation service for deaf/hearing-impaired inmates allowing for face-to-face interactions between inmates and outside parties. NCIC can provide VRS at no cost to the County.

11.0 VIDEO VISITATION

- A. Bidder's ITS shall provide video visitation services with the same security, monitoring, recording, and reporting provisions found in the telephone parameters.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

Video visitation is available both remotely and on-site at the facility, offering flexibility and convenience. The proposed platform enables visitors to participate in remote video visits seamlessly from any personal mobile device, tablet, or desktop computer with an internet connection. For optimal performance, NCIC recommends using Windows 10 or the latest version of macOS. For on-site visits, video kiosks can be installed in designated lobby or visitation areas, providing friends, family members, attorneys, and public officials with a convenient way to schedule and conduct pre-arranged video sessions.

Video Visitation is conducted using high-quality, correctional-grade touchscreen kiosks, available in both wall-mounted and portable rolling configurations. Additionally, video visitation can be accessed through our tablets for enhanced convenience. The proposed VVS kiosks are specifically designed for correctional environments, offering a sturdy and robust construction with no removable exterior components.

NCIC VIDEO VISITATION KIOSKS

The NCIC video visitation kiosk offers a state-of-the-art touch-screen input and is made of a rugged 16-gauge steel shell that contains small openings for cooling and ventilation – there are no exterior removable parts. The NCIC kiosk employs a heavy-duty armored swivel handset that is hearing aid compatible and has an anti-static receiver. The kiosks are designed to be wall mounted inside the living areas in approved locations by NCIC's technicians. In addition to wall mounted kiosks, NCIC also offers a Wi-Fi-enabled portable kiosk option that can be easily transported to provide video communications and a range of other important paperless applications. The interior of the proposed kiosks contains a powerful, encrypted CPU and monitor designed to be secure and ideal for a correctional environment.

Specifications

-  CPU: Quad-core Cortex A17
-  Ram: 2GB
-  Storage: 32GB SSD
-  Network: RJ45 10/100/1000 MBPS Auto
-  15.6-inch Screen 1920x1080p
-  10-point Multi-touch Screen
-  Tempered shatterproof touch panels
-  Front 5 Megapixel Auto Focus
-  ELP-USBFD06H-MF80 2mp USB Camera
-  24-inch and 32-inch swivel handsets
-  17-inches wide, 19-inches in height and 6-inches in depth
-  Weight: 6.4lbs
-  19-inches wide, 11 ½ inches in depth, 59-inches in height, with a 22-inch x 21-inch base plate
-  Min. Operating Temperature: 32°F / 1.7°C
-  Max. Operating Temperature: 90°F / 32.2°C



Video Visitation Scheduling

The proposed system provides a visitation calendar with the ability for Facility staff to add and remove visits to and from a visitation calendar. Within the system also exists the options to either have Facility staff manually manage visitation requests or to have the system automatically manage visitation requests based on configuration and criteria determined by the Facility. Once a visitation session is complete, any Facility staff with the

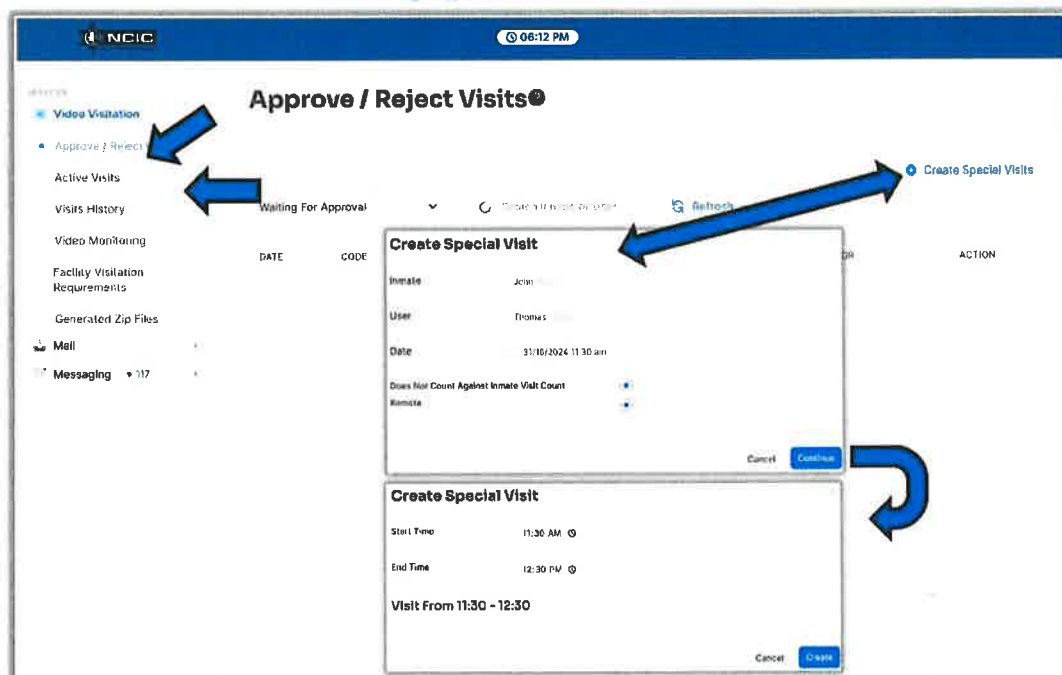
InTouch
VIDEO VISITATION
Powered by 

appropriate permission levels will be able to view and download standard sessions along with the ability to utilize some investigative features such as associating investigative notes with selected sessions.

The proposed system allows for configurable user access and provides the ability for users to create/manage/edit schedules easily within the system. The scheduling system is based upon inmate housing, facilitated by the real-time interface with the JMS. Upon installation, all housing units will be listed by which kiosks are available for which inmates as labeled by their housing area. The scheduler is built with sophisticated tracking to know which kiosks are available based on the schedule put in place for each housing unit and how many visits are available at one time.

Authorized Facility Staff can create Special Visits within the system to override standard scheduled visitation configurations. These visits are considered privileges, allowing flexibility for last-minute visits or specific types of visits, such as legal or court-related meetings. Staff can configure Special Visits between inmates and designated registered users, ensuring they do not count toward the inmate's prescheduled visit quota. Additionally, visits can be set as either remote or onsite, with a specific date and time assigned, providing tailored options to meet unique circumstances.

Creating Special Visits Screenshots



The screenshot displays the NCIC system interface. On the left is a sidebar menu with options: Video Visitation, Approve / Reject, Active Visits, Visits History, Video Monitoring, Facility Visitation Requirements, Generated Zip Files, Mail, and Messaging. The main area is titled 'Approve / Reject Visits' and shows a 'Waiting For Approval' status. A 'Create Special Visit' button is visible in the top right. Below this, there are two forms for creating special visits. The first form includes fields for Inmate (John), User (Thomas), Date (11/16/2024 11:30 am), and checkboxes for 'Does Not Count Against Inmate Visit Count' and 'Remote'. The second form includes fields for Start Time (11:30 AM) and End Time (12:30 PM), with a summary 'Visit From 11:30 - 12:30'. Blue arrows indicate the workflow: from the 'Approve / Reject' menu item to the 'Waiting For Approval' screen, then to the 'Create Special Visit' button, and finally to the 'Create Special Visit' form and confirmation screen.

The proposed platform allows a visitor to schedule a remote video visit from any personal mobile device, tablet and/or home or public desktop computer with an internet connection through the user- friendly website. Remote video can be made through a desktop, laptop, tablet or mobile device. NCIC recommends using Windows10 or the most recent version of Mac OS as compatible software. On-site video units can be placed in designated areas of the lobby or visitation areas which allow friends, family members, attorneys, and public officials to schedule and participate in pre-scheduled on-site video visits.

All sessions can be accessed via a weblink provided at the time of schedule/purchase. Our platform can be configured to require that inmates and visitors agree to the Facility(s) terms and conditions and/or visitation policies prior to connecting and the start of the scheduled video visit. Visitation terms and conditions are based upon Facility(s) policy and easily uploaded and modified within the system's jail settings.

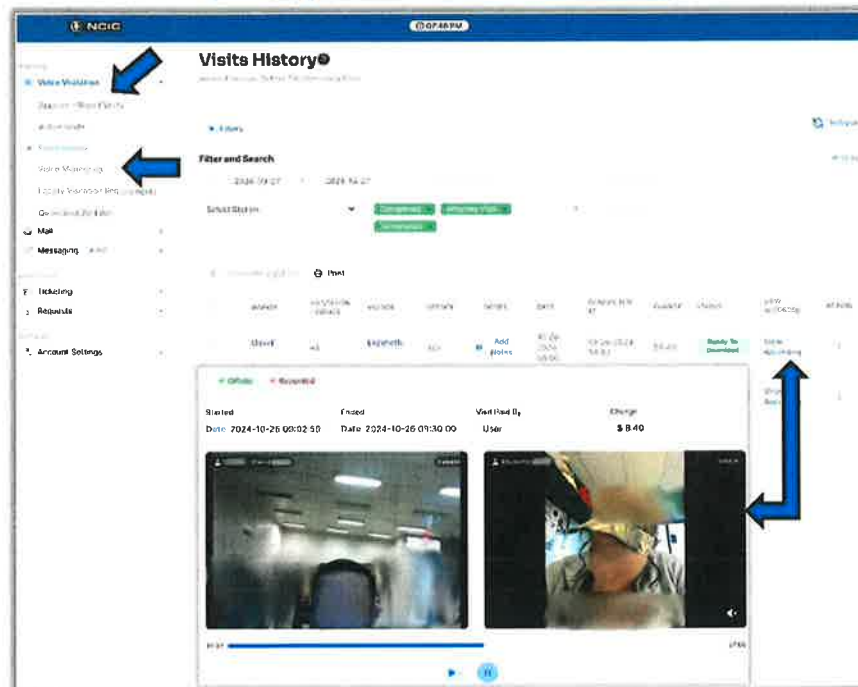
Video Visitation Monitoring, Recording, and Retention

The proposed system records all VVS sessions by default, unless a session is a verified Attorney / Client visit. The length of recording retention is negotiable, depending on the specific requirements of the Facility. The proposed InTouch Video Visitation system allows users to track, research and investigate visitation history from within the web-based platform. Available search parameters include visitation date, visitor, inmate, specific unit, as well as status, stations, and more as pictured in the images below.



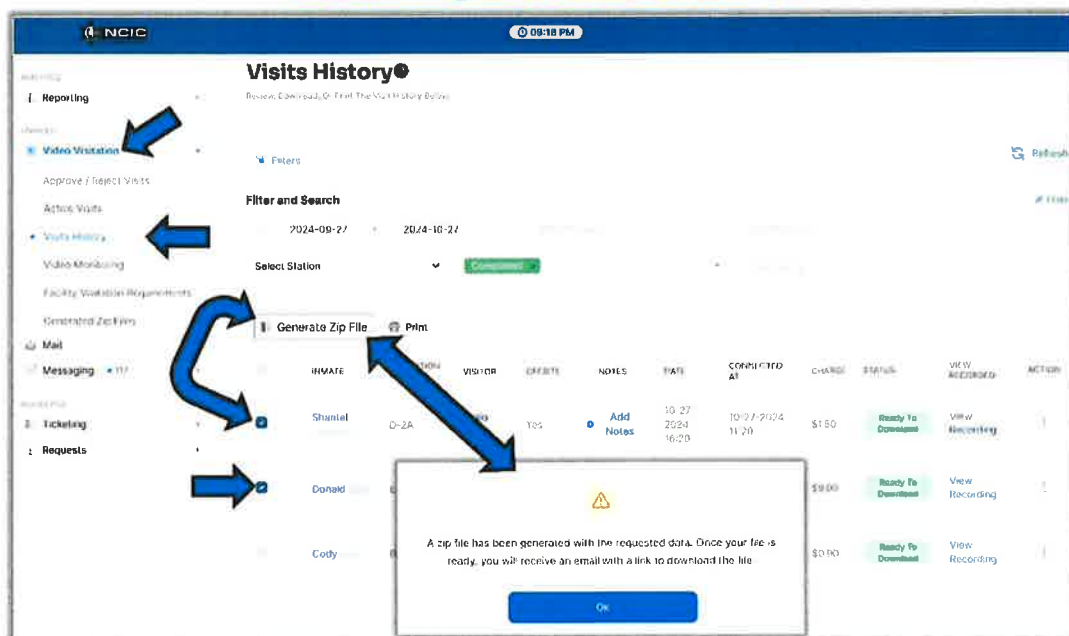
The proposed VVS allows Authorized Users to search for and view a recorded visitation session. This is performed directly through the system's "Visits History" tab where users can manually search for a specific visit of interest. Once selected and criteria is filtered, the search history will display the inmate's name, visitor name, start and end time the visit took place, and additional details. Users will have the ability to select "View Recording" to begin playing the recorded visit and will have the ability to mute the audio for one specific party, pause/stop the recording, and view any messages that may have been broadcasted during the visit. Please reference the following screenshot.

Viewing Recorded Visit Screenshot



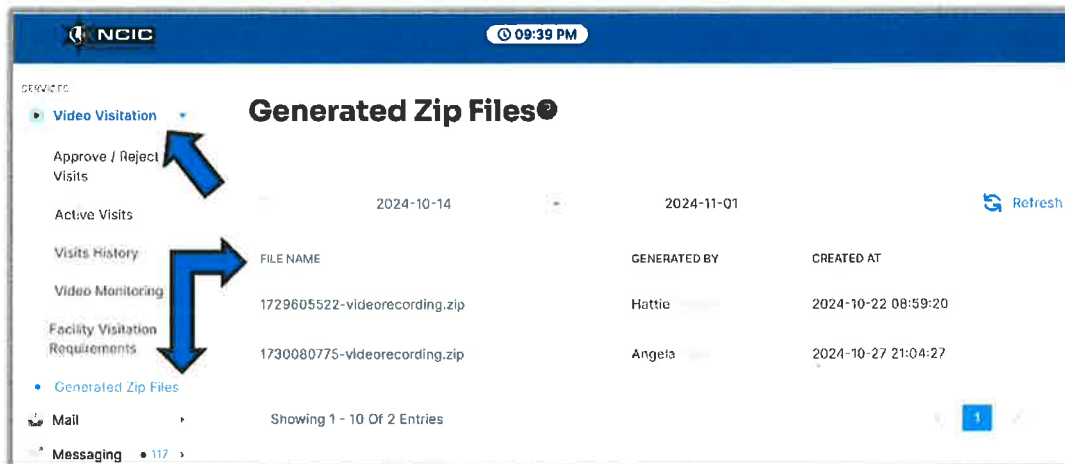
Authorized users will have the ability to digitally extract any video recordings and data directly through the proposed system. This is performed through Visits History Tab and investigators will have the ability to select and download an unlimited number of video visits. Users will have the ability to playback recorded conversations and download these records to external media.

Downloading Visit Results Screenshot



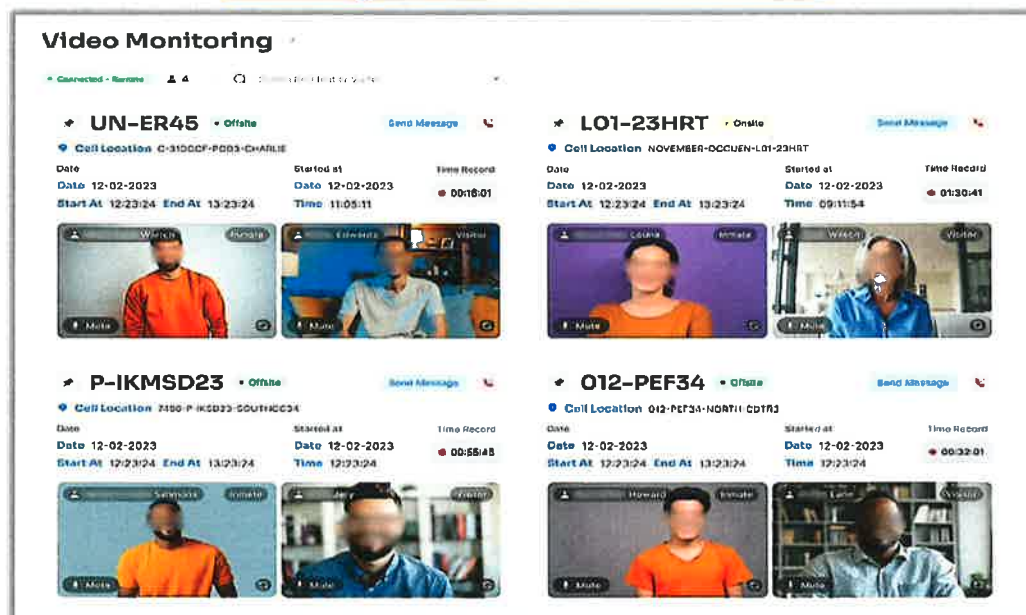
The proposed VVS provides access to previously downloaded video recordings typically based on a user-selected date range within the platform. The current date is automatically displayed by default, but a desired date range can be selected to display a listing of video recordings that have been previously downloaded. Once displayed, users can select a recording, and the system will begin downloading the .zip file directly to the user's personal computer. Exported recordings are separated by the isolated inmate side conversation, as well as the visitor side.

Generated Zip Files – Viewing Downloaded Visits Screenshot



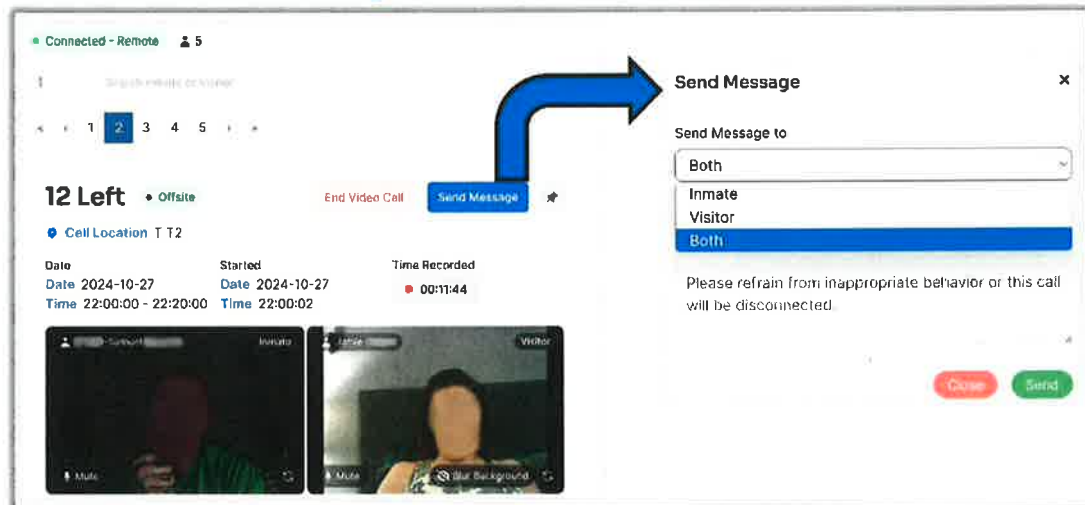
The proposed VVS also allows for secure recording and viewing of live video visitation session through the VVS Console. In addition, all previously recorded visits may be viewed in the Video Visitation reporting function unless there are restrictions that prohibit the recording and monitoring of certain calls, such as attorney-client privilege. Multiple users can monitor simultaneously without affecting the performance of the system, and without the parties on the session knowledge. Following is a sample screenshot of the monitoring functionality:

Monitoring a Live Video Session – Screenshot

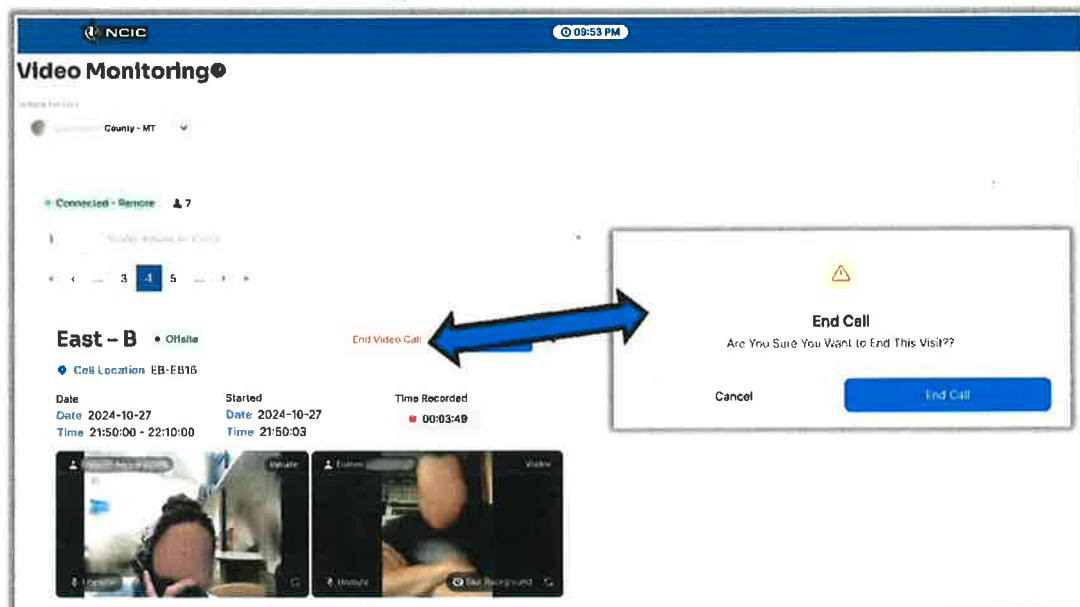


The proposed VVS allows Authorized Users to monitor all, individual and current, or completed sessions and rotate randomly between enlarged sessions in order to catch any untoward or suspicious behavior. Sessions can easily be terminated, if such behavior is observed. The Authorized User has the ability to first display a warning message to one or both parties, prior to termination, if chosen. Additionally, NCIC has recently implemented a facial detection feature that works to provide an additional measure of security for visits. The feature will provide the ability to grey out the screen any time that a face is not detected on the kiosks or visitor's camera. Please reference the following screenshots.

Sending a Warning Message – Screenshot

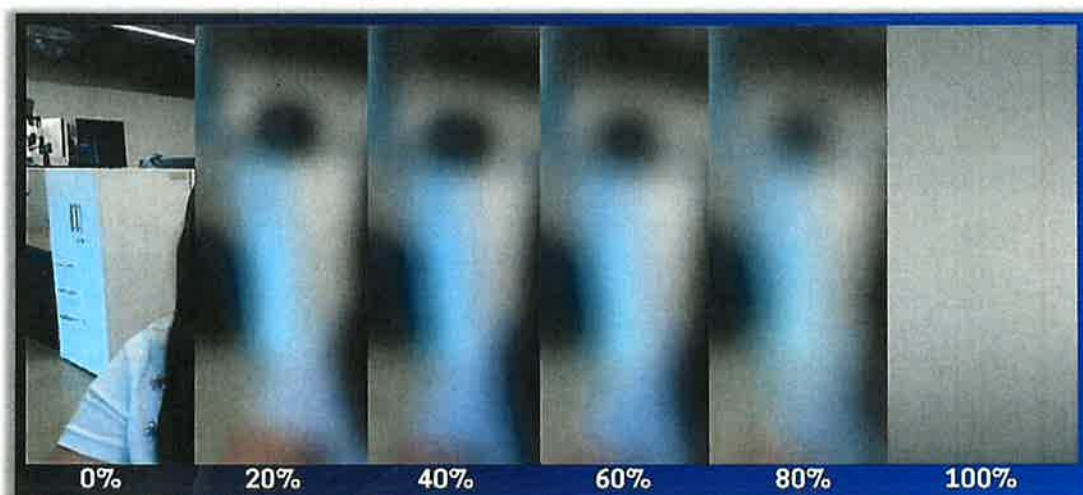


Terminating a Live Video Session – Screenshot



NCIC has worked hard to develop the best filtering and facial detection technologies in the industry. The proposed technology allows the Agency to select a level of “blur” based on the unique needs of the agency, as well as allows for multiple faces to be shown on the family /

visitor side, if preferred by the Agency. This feature is helpful when visiting with multiple family members, children, toddlers, etc.



Shown below is a sample screenshot of our Multi-Face Detection on the Visitor Side.



1. Remote visits by the general public, with a fee charged to the end user.

KNCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

Remote video visits are typically billed to the end user—or the incarcerated individual, should they choose to cover the cost—on a per-minute basis. Charges are applied only for the actual duration of the call, rather than the full-time slot reserved, ensuring users pay only for the time they use.

2. Onsite visits by the general public at no cost to either party.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

All onsite video visits are offered to our customers at entirely no cost.

3. Remote attorney visits with a fee charged to the attorney. Attorney visits will not be recorded and viewed by SBCDC; staff will be blocked.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

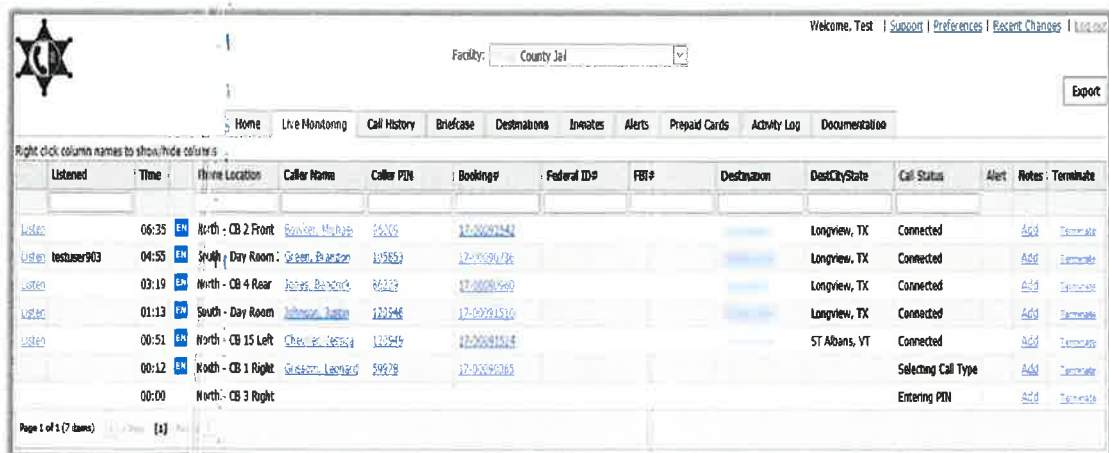
Remote attorneys are subject to the same per-minute rate as all other users; however, the communications are afforded full confidentiality and will not be recorded or monitored in any way. During the secure collect account registration process, attorneys may indicate professional status and will be required to submit appropriate credentials for verification and approval to ensure secure, privileged communication.

12.0 CALL MONITORING FUNCTIONALITY

- A. Bidder's shall have call monitoring features which monitor every call made through the ITS. The ITS shall identify calls in order to store recorded calls in a manner that identifies them so to be easily located and searched.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

The proposed system records all inmate telephone calls which are completed through the inmate telephone system unless the call is configured as a privileged attorney call. Call recordings are accessible by any authorized user of the system with the appropriate login credentials and level of access. The Live Monitoring feature allows Authorized Users to monitor all non-privileged calls in real-time using a web-interface. All calls are recorded (unless flagged for attorney/client privilege) and can be monitored simultaneously, without affecting the performance of the system. The live monitoring feature allows the Authorized User to sort monitoring/call history by a large variety of search criteria. All the information can be sorted in real-time, and calls can be easily terminated with a single click of the mouse, if required. Please reference the following screenshot.



The screenshot displays the 'Live Monitoring' tab of the NCIC system. At the top, there is a 'Facility' dropdown menu set to 'County Jail'. Below this is a navigation bar with tabs: Home, Live Monitoring (selected), Call History, Briefcase, Destinations, Inmates, Alerts, Prepaid Cards, Activity Log, and Documentation. An 'Export' button is located on the right. The main area contains a table with the following columns: Listened, Time, Phone Location, Caller Name, Caller PIN, Bookings, Federal ID#, FBI#, Destination, DestCityState, Call Status, Alert, Notes, and Terminate. The table lists several calls, including one from 'testuser903' at 04:55 to 'Green, Brandon' and another from 'testuser903' at 04:55 to 'Green, Brandon'. The bottom of the page shows 'Page 1 of 1 (7 items)' and a search bar.

Listened	Time	Phone Location	Caller Name	Caller PIN	Bookings	Federal ID#	FBI#	Destination	DestCityState	Call Status	Alert	Notes	Terminate
Listen	06:35	EN - North - CB 2 Front	Rodney, Myah	55205	12-00000000				Longview, TX	Connected		Add	Terminate
Listen	04:55	EN - South - Day Room	Green, Brandon	125853	12-00000000				Longview, TX	Connected		Add	Terminate
Listen	03:19	EN - North - CB 4 Rear	James, Brandon	86332	12-00000000				Longview, TX	Connected		Add	Terminate
Listen	01:13	EN - South - Day Room	Johnson, James	125246	12-00000000				Longview, TX	Connected		Add	Terminate
Listen	00:51	EN - North - CB 15 Left	Chenille, James	125945	12-00000000				St Albans, VT	Connected		Add	Terminate
	00:12	EN - North - CB 1 Right	Gustafson, Leonard	59929	12-00000000					Selecting Call Type		Add	Terminate
	00:00	North - CB 3 Right								Entering PIN		Add	Terminate

1. Contractor's call monitoring details within the recorded system shall continue to be accessible within the proposed leave-behind solution.

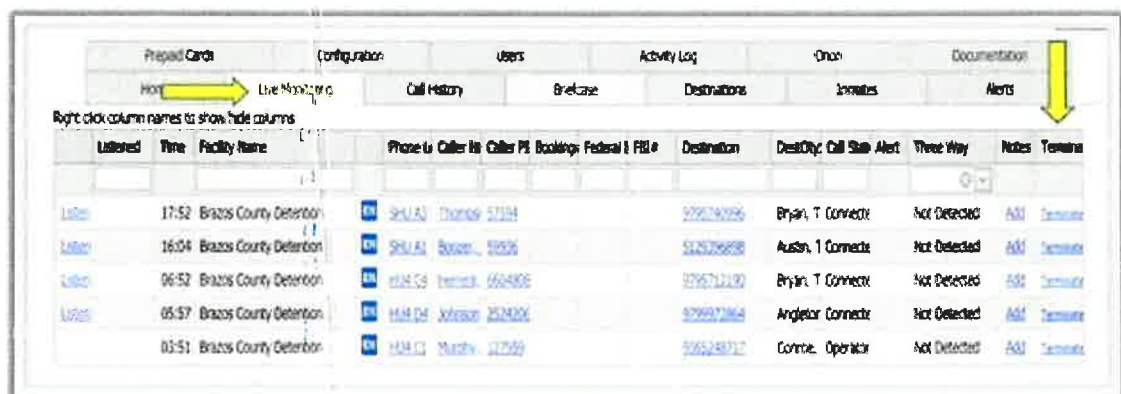
NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

The proposed platform utilizes an innovative "Briefcase" for management of call recordings. A configuration/alert can be set that automatically organizes call recordings from particular inmates, phones, or called numbers into an unlimited number of designated investigative Briefcase. This allows for quick access to these calls for the user to view, listen, share with others, or download for investigative purposes.

2. The ITS shall monitor live detainee calls without any detectable deterioration of call quality or call interruptions.
3. The ITS shall allow SBCDC the ability to access in-process calls for monitoring and allow monitored calls to immediately be disconnected, using a secure monitoring platform. This shall include the ability for remote monitoring and disconnection.

NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.

Multiple users can simultaneously and covertly monitor all calls, without affecting the ability of the system to record calls, or the quality of the call audio for the call participants (inmate and called party). Authorized Users can immediately play back a recorded call or monitor a call while in-progress. The proposed system allows investigators to remotely listen to calls via the secure platform. Investigators can monitor and disconnect the call. Please refer to a sample screen shot:



Call ID	Time	Facility Name	Phone to Caller	Caller ID	Bookings	Federal #	FBI #	Destination	Dest City	Call Status	Alert	Three Way	Notes	Terminate
17:52	17:52	Brazos County Detention	SHUAN Thomas	52381				929579056	Bryan, T. Connecte	Not Detected			ADD	Terminate
16:04	16:04	Brazos County Detention	SHUAN Brown	35836				512375698	Austin, T. Connecte	Not Detected			ADD	Terminate
06:52	06:52	Brazos County Detention	SHUAN Thomas	554805				9295712170	Bryan, T. Connecte	Not Detected			ADD	Terminate
05:57	05:57	Brazos County Detention	MAHOM Johnson	352400				929572064	Angleton, Connecte	Not Detected			ADD	Terminate
03:51	03:51	Brazos County Detention	MAHOM Mustafa	37559				9295248717	Corpus, Operator	Not Detected			ADD	Terminate

4. Call Restrictions:

- a. The ITS shall exempt Unmonitored Calls from monitoring. The ITS shall be capable of identifying specified telephone numbers as "do not monitor."

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

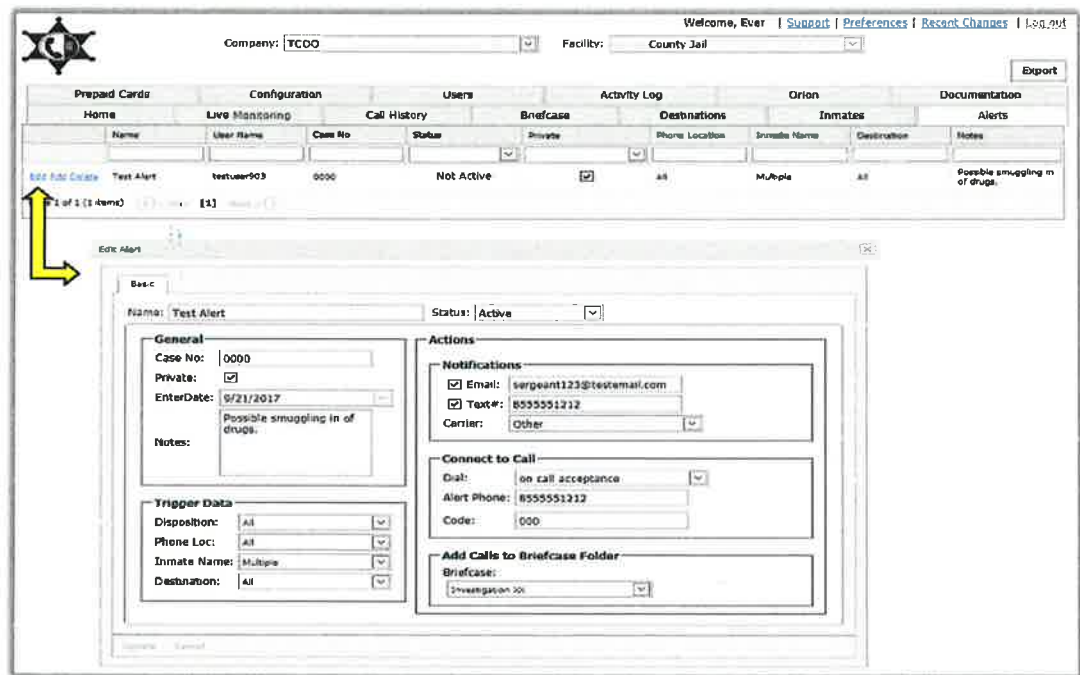
The proposed system permits full monitoring and recording of all calls made from any inmate telephone or visitation station within the facility, unless restrictions prohibit the recording and monitoring of certain calls, such as attorney-client restrictions. All registered and verified numbers are entered only after verification and authorization.

- b. The ITS shall include an alert system that will detect and notify Bidder and SBCDC staff of any call made to a restricted number, calls made by restricted individuals, attempts at 3-way calls, or log-ins that were blocked for lack of authority. There shall be specific

report capabilities for these calls.

KNCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

The proposed system allows calls to be monitored, and call activity viewed in real-time via the inmate PIN and/or terminating number. An alert system is featured where alerts can be sent to office or cell phones allowing investigators to covertly listen to calls. The system alerts investigators to calls of interest either prior to a call being connected or while a call is in progress, configurable based on JCSO, so investigators can listen to and/or approve the call. When an “alerted” call is detected, an alert is sent via email alert list, voice, or text depending on the alert configuration. The alert will allow the investigator to approve the call and/or listen to the call. Investigators can hear the call at any internet-connected computer or via cell phone. Monitoring can be performed by multiple investigators at once (up to 20 separate connections) and does not affect the ability of the system to record calls and is not detectable by either the called party or the inmate. The following image shows part of the alert set-up process:



13.0 QUERY, ANALYTICAL, AND MONITORING TOOLS

- A. The ITS shall have the ability to allow SBCDC staff to query, print, download, and e-mail reports by any combination of, at minimum, the following: location, Pin, phone, number dialed, time/date, duration, call type, and call status.

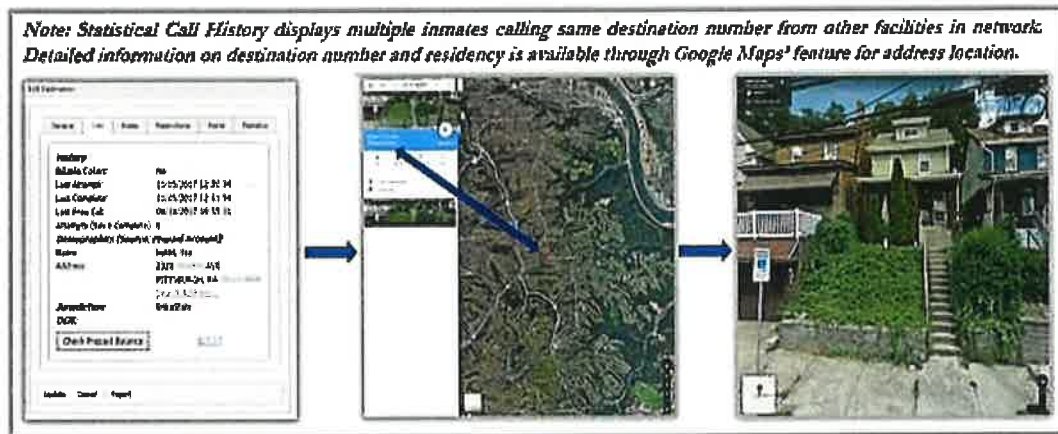
KNCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

The proposed platform allows for all call activity to be viewed in real time with the ability to view or download detailed live and historical call detail and revenue information. The platform allows a myriad of reports, all exportable in a variety of file formats, allowing users to search call data by any parameter. Call frequency reports, common call reports, etc. are examples of existing “canned” reports available.

- B. The ITS shall provide SBCDC with the ability to reverse look up phone numbers called to provide information on called party, including but not limited to, the type of number called (e.g., landline or cell number), called parties telephone carrier, account holder name and address. This information shall be available by a simple search query.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

The integrated Reverse Lookup feature allows County / Facility users to see name and billing addresses of each called party with a convenient link to Google Maps allowing the user to pinpoint the address and see a "Street view" of the particular address associated to their phone, whether landline or cellphone.



- C. The ITS shall be capable of searching calls using a "keyword" search. The system shall provide automatic transcription for the identified calls. Call content shall be transcribed so to be easily searched by words.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

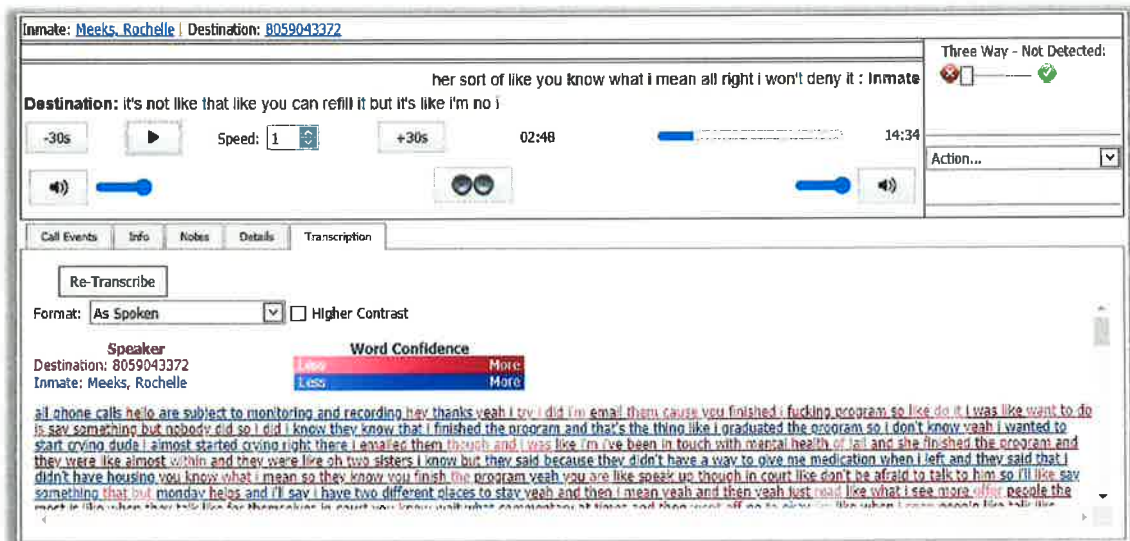
NCIC offers the leading-edge, proprietary Voice Biometrics System (VBS), Live Call Transcription and Keyword Search / Alert system with live representatives reviewing high-priority keywords, identifying, and assisting in investigations, all integrated into a single platform to assure ease-of-use and the ability to share with other users. Since the VBS does not require a manual enrollment of a person's voice at the time of the intake/booking process, Facility staff will be able to focus on other duties without having to be involved in a cumbersome voice registration process - with the added benefit being that inmates are not aware that the VBS is in operation at the facility.

The VBS is capable of scanning voice prints and accurately identifying them as specific inmates, on a continuous automated level. This is performed automatically after each communication print is captured, meaning that our VBS is actively refining the collected data to verify and improve the accuracy of identified voice prints. As such, this industry-leading voice biometrics engine is capable of simultaneously scanning thousands of voice prints, using either covert enrollment or manual enrollment during booking and identifying them to the inmates on a continuous basis. Using uncompressed audio, our VBS generates accurate voice prints using less than 180 seconds of talk-time, capturing a voice print model which is used for comparison of all subsequent calls.

Investigators will have the ability to search for any specific inmate of interest to determine

cases of PIN theft or sharing during a select period. Our reporting system shows the individual PIN used to place a call and the detected voice found side by side.

The Transcription feature allows users to transcribe selected calls directly through the system ranging from a single call to searching up to 6 months of records at a time. Authorized users will have the ability to transcribe phone calls directly through the call player's Transcription feature, eliminating the need to bounce back and forth between our Call History page and the Transcription engine, since they are one in the same now. The call player provides users the ability to follow the audio recording with text of each speaker and provides accurate levels of the transcribed text based on color coding. As can be seen towards the top of the screenshot on the next page, the call player transcribes sentence by sentence throughout the duration of the conversation, separating out the Destination and the Incarcerated Person sides of the conversation. By simply clicking anywhere in the transcribed text, the call player will take the listener to that specific point of the call recording.



Our Keyword Detection feature offers a standard dictionary of common keywords and offers the ability to supplement that standard dictionary with local slang and colloquialisms, if so desired. The Keyword Detection system operates as a “Workforce Multiplier” by allowing agencies and investigators to easily be routed to conversations of interest such as kidnapping plots, drug smuggling, or other criminal activity, which may otherwise never get listened to, and the investigators can search for multiple keywords of interest by simply entering them into the Keyword field (separated by a space). Detected keywords can be shown upon listening to the call of interest, depicting the exact instance of where the keyword was used in a conversation.

Quick Date: Custom Complete: Yes Phone Location: All

Starting Date: 01/20/2021 00:00:00 Caller: Find Dispersion: All

Ending Date: 01/22/2021 23:59:59 Destination: Prepaid Card: All

Notes: Profile: All Three Way: All

Region: All Alert: All

Keyword: Kill Escape

☒ Match any ☐ Match all

Search Clear 1000 records

Export Transcriptions

Inmate: Mendoza, Leonard | Destination: 2168358726

Destination: do you know if he trying to escape

-30s Speed: 1 07:11 14:53

Destination Inmate

Call Events Info Notes Details Transcription

Re-Transcribe

Keywords: escape

Three Way - Not Detected:

Action...

Issue Credit

Destination: 2168358726
do you know if he trying to escape

Inmate: Mendoza, Leonard
I don't know man I heard um talking about it in the day room I'm uh just stay away from all that

Destination: 2168358726
yeah stay smart don't get caught up in all that

Investigators have the option of setting up automated / pre-scheduled Keyword Detection reports, which can be seamlessly delivered to their inbox at times / intervals specified by them. The following sample screenshot depicts the Keyword Detection report and the clickable results which would take the investigator directly to those call recordings within the proposed system.

Keywords: drug

Call Date	Inmate	Pin	Destination
10/08/2021 10:22	Aula, Gabriel	25012	6123325896
Inmate	how much did you see on the drug cases		
Inmate	on the drug carriers got away		
10/08/2021 10:33	Dennis, Jeremy	11223	7362145583
Destination	hope they're going to the drug uh		
10/08/2021 10:33	Davis, Marques	25111	6123325896
Inmate	they were the ones moving the drugs		
Inmate	yeah sammy had the drugs before I got busted		
10/08/2021 10:42	Grady, Steven	25269	7362145583
Destination	is from drug her drink at the bar		

- D. The ITS shall allow for individual call retention or batch retention based on an identified search criteria.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

The retention of records within the proposed system is completely configurable based on the preferences of the County and individual Authorized Users. The proposed system provides advanced search features through Call Detail Records, such as the ability to search by date, call status, inmate, destination number, and phone location. Additionally, the powerful Call History tab provides search, reporting, and sorting requirements to easily find any completed or attempted call. Quick search shortcuts allow administrators to search for calls "today," "this week," "Last Month," etc. Call recordings and associated CDRs can be

searched, accessed, and stored in both individual and "batch" form. Overall retention configurations will be based on the requirements of the County.

A	B	C	D	E	F	G	H	I	J	K	L
1	Listened	Call Date	Location	Caller Name	Caller PIN	Destination Number	Dest City/State	Duration	Charges	Disposition	Jurisdiction Desc
2		02/17/2018 15:27:11	en-US North - CB 13 Left				Marshall, TX	283	\$1.25	COMP: Prepaid - Caller	IntraState
3		02/17/2018 15:27:13	en-US South - 7 Separation 1-6				Henderson, TX	94	\$0.25	COMP: Prepaid - Destination	Local
4		02/17/2018 15:29:38	en-US North - Female Separation				Longview, TX	9	\$0.00	COMP: Free	Local
5		02/17/2018 15:29:39	en-US North - CB 5 Left				Longview, TX	5	\$0.00	COMP: Free	Local
6		02/17/2018 15:30:22	en-US North - CB 19 Left				Lufkin, TX	5	\$0.00	COMP: Free	InterState
7		02/17/2018 15:30:22	en-US North - CB 8 Front				Tyler, TX	4	\$0.00	COMP: Free	IntraState
8		02/17/2018 15:31:08	en-US North - CB 19 Middle				Longview, TX	53	\$0.25	COMP: Prepaid - Destination	Local
9		02/17/2018 15:31:10	en-US South - Day Room 5				Longview, TX	877	\$3.75	COMP: Prepaid - Destination	Local
10		02/17/2018 15:31:20	en-US North - CB 2 Front				Boke, ID	4	\$0.00	COMP: Free	InterState
11		02/17/2018 15:31:58	en-US North - CB 5 Left				Longview, TX	6	\$0.00	COMP: Free	Local
12		02/17/2018 15:32:40	en-US North - CB 20 Right				Longview, TX	4	\$0.00	COMP: Free	Local
13		02/17/2018 15:33:42	es-MX North - CB 9 Right				Tyler, TX	87	\$0.50	COMP: Prepaid - Destination	IntraState
14		02/17/2018 15:34:06	en-US North - CB 20 Left				Longview, TX	116	\$0.50	COMP: Prepaid - Caller	Local
15		02/17/2018 15:34:12	en-US North - Female Separation				Longview, TX	53	\$0.25	COMP: Prepaid - Destination	Local
16		02/17/2018 15:34:29	es-MX North - CB 1 Left				Longview, TX	120	\$0.50	COMP: Prepaid - Destination	Local
17		02/17/2018 15:35:37	en-US South - Day Room 2				Irvine, CA	66	\$0.42	COMP: Prepaid - Destination	InterState
18		02/17/2018 15:36:35	en-US North - Separation Male 13-18				Longview, TX	890	\$3.75	COMP: Prepaid - Destination	Local
19		02/17/2018 15:38:08	en-US Marvin - Multipurpose Left				Frisco, TX	9	\$0.00	COMP: Free	IntraState

- E. The ITS shall have the ability to suppress the audio of one caller ("Fade Out") for portions of the recorded conversation to distinguish between the speaking parties.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

All calls can be monitored simultaneously and covertly by multiple users, without affecting the ability of the system to record calls, or the quality of the call audio for the call participants (inmate and called party). Our web based HTML5 player allows users to move back and forth within the call, as well as increase/decrease the playback speed, allowing users to significantly reduce worktime in listening to call recordings.

- F. The ITS shall be capable of generating a variety of management reports and call detail reports. The ITS shall be able to identify calls by time, location, specific telephone or other device, inmate PIN, and/or number called. The ITS shall also be able to identify call trends, such as a reduction in call volume, which may be an indication of a possible maintenance problem.

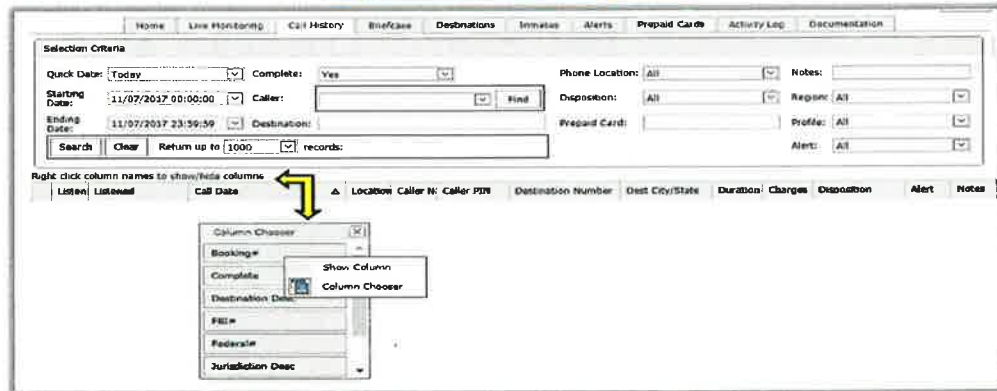
NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

The proposed system provides a comprehensive package of web-based reports with no special software or expertise needed to view or download detailed live calls and historical call detail records along with revenue information reports. Facility personnel with authorized access can readily search, sort, print, and more from within the Call History tab. The system provides a range of useful call details and management reports based on inmate calling activities at an extremely granular level. Authorized users (with the appropriate level of Administrative Access) can easily pull raw Call Detail Records containing all required data for every attempted and completed call within the proposed system.

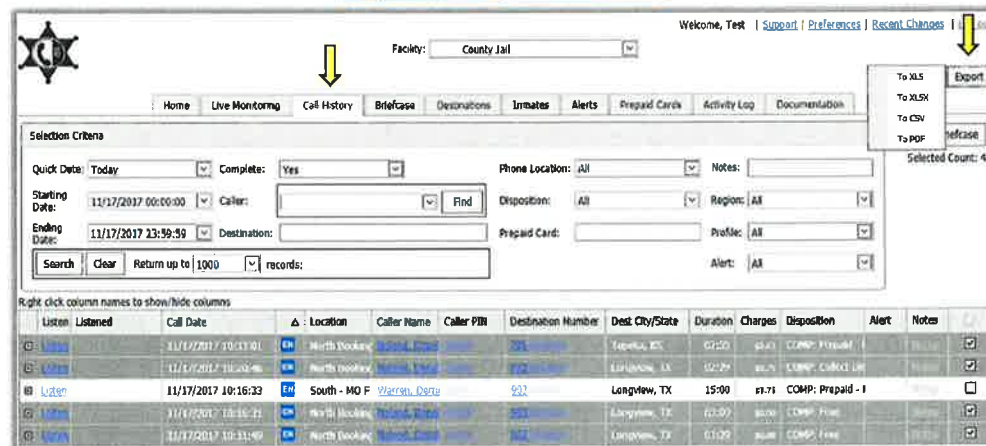
Call History Detail

A	B	C	D	E	F	G	H	I	J	K	L
1	Listened	Call Date	Facility Name	Location	Caller Name	Caller PIN	Destination Number	Dest City/State	Duration	Charges	Disposition
2		02/12/2019 23:59:14	County Detention Center	en-US Unit 4 - Phone 6	, Antonio	0700	256485	Gadsden, AL	137	\$0.63	COMP: Prepaid - Caller
3		02/12/2019 23:29:33	County Detention Center	en-US Unit 7 - Phone 4	, Brandon	0700	256438	Gadsden, AL	840	\$2.94	COMP: Prepaid - Destination
4		02/12/2019 23:28:15	County Detention Center	en-US Unit 8 - Phone 2	, Clifford	0600	256569	Gadsden, AL	57	\$0.21	COMP: Prepaid - Caller
5		02/12/2019 23:24:25	County Detention Center	es-MX Unit 10 - Phone 6	, Luis	1900	312359	Montebello, CA	100	\$0.42	COMP: Prepaid - Caller
6		02/12/2019 23:22:31	County Detention Center	en-US Unit 1 - Phone 1	, Randane	1800	424279	Sunnyvale, CA	255	\$1.05	COMP: Prepaid - Caller
7		02/12/2019 23:21:01	County Detention Center	en-US Unit 4 - Phone 3	, Kristopher	0700	256399	Gadsden, AL	1200	\$4.20	COMP: Prepaid - Caller
8		02/12/2019 23:20:20	County Detention Center	en-US Unit 8 - Phone 2	, Dustin	0900	256547	Gadsden, AL	100	\$0.42	COMP: Collect Direct
9		02/12/2019 23:20:12	County Detention Center	es-MX Unit 10 - Phone 4	, Yader	1900	01150585	Nicaragua Cellular	537	\$4.50	COMP: Prepaid - Caller

Report Columns / Options:



Report / Export Feature:



Following are various management and call detail report samples with many more available and customizable to continue to meet the needs of the County.

NCIC Inmate Communications			
Call Frequency - Division			
From Date: 05/01/2020 00:00:00 To Date: 05/31/2020 23:59:59			
Report Run Date: 06/05/2020 09:58:40			
Division	Call Count	Total Minutes	Call Revenue
Main Jail	21,458	258,794	\$51,758.80
Kansas Jail	15,879	158,479	\$31,695.80
Probation	2,687	25,847	\$5,169.40
Totals	40,024	443,120	\$88,624.00

NCIC Inmate Communications
Call Frequency - Inmate PIN

 From Date: 05/01/2020 00:00:00 To Date: 05/31/2020 23:59:59
 Report Run Date: 06/03/2020 11:45:15

Inmate PIN	Call Count	Total Minutes	Call Revenue
364565	324	2,057	\$411.40
409056	301	1,987	\$397.40
181740	297	1,879	\$375.80
203952	254	1,754	\$350.80
310286	221	1,701	\$340.20
403844	202	1,654	\$330.80
384529	194	1,457	\$291.40
404845	164	1,347	\$269.40
396551	145	1,247	\$249.40
243866	143	1,154	\$230.80
263510	120	1,054	\$210.80
406782	117	954	\$190.80
307435	112	902	\$180.40
451803	109	854	\$170.80
181740	102	841	\$168.20
263510	85	648	\$129.60
364565	65	541	\$108.20
Totals	2,955	\$22,031.00	\$4,406.20

NCIC Inmate Communications
Call Frequency - Location

 From Date: 05/01/2020 00:00:00 To Date: 05/31/2020 23:59:59
 Report Run Date: 06/02/2020 15:05:20

Location	Call Count	Total Minutes	Call Revenue
A - Max	15,487	158,764	\$31,752.80
B Block	13,587	124,587	\$24,917.40
C Block	13,154	111,547	\$22,309.40
D Block	12,879	110,254	\$22,050.80
E Block	12,458	101,548	\$20,309.60
G - Max	10,524	95,874	\$19,174.80
Intake - B	8,647	92,547	\$18,509.40
Intake Dorm	8,012	84,254	\$16,850.80
L - Max	7,854	71,548	\$14,309.60
X Dorm	7,214	62,548	\$12,509.60
Y Dorm	4,587	48,754	\$9,750.80
Totals	114,403	1,062,225	\$212,445.00

NCIC Inmate Communications
Call Frequency (Inmate Phone Number)

From Date: 04/01/2020 00:00:00 To Date: 04/10/2020 23:59:59

Report Run Date: 05/02/2020 11:23:34

Destination Number	Call Count	Total Minutes	Call Revenue
(647) 544-0506	145	1,587	\$317.40
(647) 824-6804	135	1,487	\$297.40
(321) 394-5290	115	1,258	\$251.60
(334) 544-3678	102	1,158	\$231.60
(334) 544-3678	99	1,024	\$204.80
(251) 455-2324	91	957	\$191.40
(405) 313-3360	81	854	\$170.80
(832) 417-6472	78	684	\$136.80
(334) 544-3678	75	601	\$120.20
(334) 544-3678	71	548	\$109.60
(661) 348-2281	68	524	\$104.80
(910) 514-4146	65	501	\$100.20
(510) 681-4945	61	457	\$91.40
(909) 565-5282	54	432	\$86.40
(312) 414-7224	51	421	\$84.20
(256) 660-8777	48	415	\$83.00
(312) 414-7224	44	387	\$77.40
(440) 447-3441	40	367	\$73.40
(803) 770-7587	38	302	\$60.40
(850) 464-8792	36	197	\$39.40
(260) 399-0508	25	184	\$36.80
Totals	1,522	14,345	\$2,869.00

NCIC Inmate Communications
Incomplete Calls - Disposition

From Date: 04/01/2020 00:00:00 To Date: 04/30/2020 23:59:59

Report Run Date: 05/12/2020 09:15:11

Disposition	Call Count
DIAL: No Answer	2,358
SET: Caller Hung Up	968
CMSY: Commissary Call	1,158
ACC: Called Party Hung Up	985
ANS: Answering Machine	2,114
ANS: Denied Call	2,687
ANS: Denied Future Calls	1,258
ANS: No Response	254
DIAL: Busy	1,254
SET: Destination Denied (Facility)	258
SET: Invalid Destination	57
SET: Invalid Menu Option	26
SET: Invalid Personal ID	358
SET: Invalid PIN	287
SET: PIN In Use	3
SET: Prepaid Balance Too Low	258
SET: Profile not allowed	36
Total	14,319

NCIC Inmate Communications

Incomplete Calls - Inmate PIN

From Date: 05/04/2020 00:00:00 To Date: 05/04/2020 23:59:59

Report Run Date: 05/14/2020 10:45:12

Caller PIN	Destination Number	Call Date	Call Count	Bill Type	Disposition
82448	SIP/Commissary2995029	5/4/2020 22:40	1	Commissary Call (Free)	CMSY: Commissary Call
83055	(803) 665-0020	5/4/2020 22:31	1	Prepaid Collect	SET: Caller Hung Up
82780	(574) 214-4613	5/4/2020 21:54	1	Inmate Prepaid	ANS: Answering Machine
83361	(225) 278-2156	5/4/2020 21:53	1	Prepaid Collect	SET: Prepaid Balance Too Low
82025	(408) 896-4044	5/4/2020 21:23	1	Prepaid Collect	ANS: Answering Machine
83546	(301) 357-2146	5/4/2020 21:08	1	Inmate Prepaid	SET: Caller Hung Up
83055	(803) 665-0020	5/4/2020 20:58	1	Inmate Prepaid	ACC: Called Party Hung Up
81502	(225) 508-0050	5/4/2020 20:54	1	Inmate Prepaid	SET: Caller Hung Up
82780	(574) 214-4613	5/4/2020 20:51	1	Prepaid Collect	SET: Caller Hung Up
82658	(909) 449-8653	5/4/2020 20:48	1	Inmate Prepaid	DIAL: No Answer
82285	(510) 491-5640	5/4/2020 20:45	1	Inmate Prepaid	SET: Caller Hung Up
40944	(337) 977-1426	5/4/2020 20:45	1	Inmate Prepaid	SET: Caller Hung Up
81502	(225) 508-0050	5/4/2020 20:44	1	Prepaid Collect	DIAL: Busy
78151	(601) 665-3041	5/4/2020 20:31	1	Prepaid Collect	ANS: No Response
83680	(337) 655-1159	5/4/2020 20:27	1	Prepaid Collect	DIAL: No Answer
78151	(601) 665-3042	5/4/2020 20:25	1	Prepaid Collect	ACC: Called Party Hung Up
83680	(337) 655-1159	5/4/2020 20:25	1	Prepaid Collect	DIAL: No Answer
81502	(225) 508-0050	5/4/2020 20:15	1	Inmate Prepaid	SET: Caller Hung Up
69509	(214) 900-9311	5/4/2020 20:50	1	Inmate Prepaid	SET: Destination Denied (Facility)
78304	(903) 875-5685	5/4/2020 20:18	1	Prepaid Collect	SET: Prepaid Balance Too Low
Totals			20		

NCIC Inmate Communications

Incomplete Calls - Location

From Date: 05/03/2020 15:00:00 To Date: 05/03/2020 22:00:00

Report Run Date: 05/05/2020 09:15:10

Location	Destination Number	Call Date	Call Count	Disposition
Unit 1 - Section 3 - Phone 3	7709838798	5/3/2020 16:34	1	SET: Caller Hung Up
Dorm 1 - Phone 2	6152758903	5/3/2020 16:35	1	ANS: No Response
Unit 8 - Section 6 - Phone 4	6785881754	5/3/2020 16:53	1	ANS: Answering Machine
Unit 1 - Section 3 - Phone 4	8037473701	5/3/2020 16:54	1	ANS: Answering Machine
Dorm 3 - Phone 3	6158109360	5/3/2020 17:39	1	ANS: Answering Machine
Dorm 1 - Phone 3	7702035466	5/3/2020 18:43	1	ANS: Answering Machine
Infirmary - Phone 1	6787549530	5/3/2020 18:58	1	SET: Caller Hung Up
Unit 1 - Section 1 - Phone 1	5745208445	5/3/2020 19:40	1	SET: Caller Hung Up
Unit 5 - Section 2 - Phone 4	2564290557	5/3/2020 20:02	1	ANS: Answering Machine
Dorm 1 - Phone 1	2566608777	5/3/2020 20:15	1	ANS: Answering Machine
Dorm 4 - Phone 1	3124147224	5/3/2020 20:22	1	ANS: Answering Machine
Dorm 6 - Phone 2	9095655282	5/3/2020 20:22	1	ANS: No Response
Dorm 4 - Phone 2	7708965088	5/3/2020 20:34	1	ANS: No Response
Dorm 3 - Phone 1	6786566112	5/3/2020 20:49	1	SET: Caller Hung Up
Dorm 4 - Phone 3	3345443678	5/3/2020 21:10	1	SET: Caller Hung Up
Dorm 6 - Phone 1	3213945290	5/3/2020 21:49	1	SET: Caller Hung Up
Intake - IH6	4044410384	5/3/2020 23:50	1	ANS: No Response
Totals			17	

NCIC Inmate Communications
Incomplete Calls - Inmate Phone Number

From Date: 05/01/2020 00:00:00 To Date: 05/01/2020 09:50:00

Report Run Date: 05/02/2020 11:45:15


Destination Number	Call Date	Call Count	Bill Type	Disposition
(809) 571-2531	5/3/2020 15:59	1	Prepaid Collect	SET: Prepaid Balance Too Low
(703) 380-0019	5/3/2020 8:41	1	Inmate Prepaid	SET: Caller Hung Up
(775) 473-9517	5/3/2020 22:17	1	Free	ANS: Answering Machine
(775) 240-7954	5/3/2020 19:13	1	Inmate Prepaid	DIAL: No Answer
(480) 306-9397	5/3/2020 18:50	1	Inmate Prepaid	ANS: Answering Machine
(480) 306-9397	5/3/2020 15:18	1	Prepaid Collect	ANS: No Response
(775) 434-4393	5/3/2020 15:07	1	Inmate Prepaid	ANS: Answering Machine
(775) 849-1380	5/3/2020 14:20	1	Prepaid Collect	ANS: No Response
(775) 217-7509	5/3/2020 13:28	1	Prepaid Collect	ANS: Answering Machine
(775) 217-7509	5/3/2020 13:21	1	Inmate Prepaid	ANS: Answering Machine
(509) 956-2752	5/3/2020 11:23	1	Inmate Prepaid	ANS: No Response
(775) 217-7509	5/3/2020 10:57	1	Prepaid Collect	ANS: Answering Machine
(919) 443-0799	5/3/2020 9:34	1	Prepaid Collect	DIAL: Busy
(330) 553-7378	5/3/2020 9:30	1	Inmate Prepaid	ANS: Answering Machine
(809) 571-2531	5/3/2020 9:15	1	Prepaid Collect	ANS: No Response
(816) 301-9367	5/2/2020 20:32	1	Prepaid Collect	DIAL: No Answer
(775) 431-9190	5/2/2020 19:50	1	Prepaid Collect	SET: Caller Hung Up
(703) 380-0019	5/1/2020 16:51	1	Inmate Prepaid	Simultaneous Calls Not Allowed
Total		18		

Sample Traffic Report

ANI	Phone Location	Attempts	Complete	Domestic Min.	Inter. Min	Total Min.	Charges	Oper. Sec.	Orig. Sec.
	Room A	1558	578	1410	360	1790	\$280.50	0	111240
	Room B	208	205	278	130	408	\$76.50	0	43111
	Room C	603	189	615	1	816	\$162.25	0	63552
	Room D	645	173	610	56	666	\$128.25	0	54582
	Room E	717	330	1428	81	1509	\$159.00	0	109832
	Room F	1133	389	1146	0	1146	\$405.00	0	93995
	Room G	210	161	809	0	909	\$367.25	0	70626
	Room H	219	177	810	0	810	\$22.00	0	57085
	Booking Collect	274	87	276	79	305	\$0.00	0	11381
	Seg 1 A Roll Cart	348	177	508	90	598	\$47.75	0	47415
	Seg A & B Roll Cart	311	114	399	0	399	\$158.00	0	37782
	ROLLUP CART 3	0	0	0	0	0	\$0.00	0	0
TOTALS:		7746	2680	8679	747	9176	\$1,806.50	0	740743

Total ANIs:	17
Active ANIs:	11
Active Rooms:	0

Sample Daily Summary Report



NCIC

Inmate Phone Service

NCIC Daily Summary - 01/01/2019 TO 01/11/2019

Account(s): 20031

Report Date: 01/11/2019 04:59:31pm

Date Range Selected: 01/01/2019 - 01/11/2019

Date	DOW	Attempts	Complete	Domestic	Inter.Min	Commissary.Min	Total.Min	Collect Credit Cards	Collecting Cards	Alt Transfers	Intl Collect	Collect Messages	Charges	Oper.Sec.	Orig.Sec.	Active ANIs
01/01/19	Tue	5731	2726	7410	66	743	8219	0	0	0	0	0	\$1,448.93	0	\$14127	57
01/02/19	Wed	5415	2700	7040	19	939	7998	0	0	0	0	0	\$1,379.28	0	\$92895	61
01/03/19	Thu	5054	2555	6750	33	915	7688	0	0	0	0	0	\$1,338.93	0	\$74194	64
01/04/19	Fri	4495	2287	6471	59	616	7166	0	0	0	0	0	\$1,284.30	0	\$51165	64
01/05/19	Sat	5162	2534	6844	35	681	7550	0	0	0	0	0	\$1,223.96	0	\$68312	66
01/06/19	Sun	5210	2517	6967	16	814	7797	0	0	0	0	0	\$1,367.16	0	\$82441	64
01/07/19	Mon	5167	2486	6560	33	781	7374	0	0	0	0	0	\$1,288.06	0	\$63944	64
01/08/19	Tue	4593	2174	5769	43	590	6402	0	0	0	0	0	\$1,114.31	0	\$46555	63
01/09/19	Wed	4929	2292	6499	70	622	7191	0	0	0	0	0	\$1,310.31	0	\$72445	63
01/10/19	Thu	5088	2377	6241	31	642	6914	0	0	0	0	0	\$1,224.97	0	\$46637	61
01/11/19	Fri	2623	1172	3116	23	366	3445	0	0	0	0	0	\$611.68	0	\$28425	61
TOTALS:		53467	25820	69667	408	7669	77744	0	0	0	0	0	\$13,691.89	0	\$911140	

Three-Way Call Detail Report

Home Live Monitoring **Call History** Briefcase Destinations Inmates Alerts

Selection Criteria

Quick Date: Last 30 Days Complete: Yes Phone Location: All Notes:

Starting Date: 10/18/2017 00:00:00 Caller: Find Disposition: All Region: All

Ending Date: 11/17/2017 23:59:59 Destination: Prepaid Card: Profile: All

Search Clear Return up to 1000 records: Three Way:

Right click column names to show/hide columns

Listen	Call Date	Facility Name	Location	Three Way	Caller Name	Confirmed No	Not Detected	Possible	Confirmed Yes	Destination Number	Dest City/State
<input type="checkbox"/> Listen	Navasota 11/13/2017 14:22:35	County Sheriff	EN	L-1	Confirmed Yes	205684				713	Houston, TX
<input type="checkbox"/> Listen	11/16/2017 18:53:43	County Sheriff	EN	M-1	Possible	205684	205684	205684	205684	832	Houston, TX
<input type="checkbox"/> Listen	11/10/2017 21:47:13	County Sheriff	EN	L-1	Possible	Rabun, Edwin	202444	936			Conroe, TX

14.0 ONSITE EQUIPMENT

- A. Bidder shall have its own network for the ITS. At no time during the contract shall Bidder run its ITS on the County's internet network.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

The proposed platform is a centralized, web-based system with all core functions (call processing, billing, system monitoring, etc.) being conducted at NCIC headquarters in Longview, TX. There are no servers required on-site, and only minimal equipment installed in the designated areas at the Facility(s). At no time will any aspect of NCIC's Correctional Services require County network and will be fully responsible for the devoted network for these services, including maintaining the devoted network for the telephones and tablets.

- B. Bidder equipment shall be properly maintained and serviced throughout the life of the contract, including computers, computer systems, hardware, and equipment.

1. County is responsible for the maintenance and servicing of its own computer systems, terminals, hardware/servers, workstations hardware, and equipment for the Jail Management System (JMS).

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC will maintain and service the computers, computer systems, hardware, and equipment for the life of the contract.

- C. Bidder staff and approved subcontractors shall work with County Information Technology Department (IT) staff, as required or directed by SBCDC.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC shall handle all work items related to the project directly, rather than utilizing subcontractors. However, should subcontractors be utilized in any fashion, they will be required to perform to the same level of quality and workmanship as direct NCIC employees while following the direction of County personnel. NCIC has a great working relationship with Robinson Electric, based in Gering, NE, who we have utilized for service work on eastern Wyoming facilities for several years.

- D. Bidder shall obtain SBCDC approval of all systems and applications before installation. County maintains the right to decline, at its discretion, any proposed systems, modifications,

and/or applications.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC shall at all times obtain County approval prior to any system and application installation(s) and is solely responsible for all costs.

- E. Bidder is responsible for all costs of the ITS, including payment of County costs associated with developing and maintaining software interface between the JMS, Commissary Vendor, and ITS systems.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC is solely responsible for all costs associated with developing and maintaining a software interface between the JMS, Commissary Vendor, and ITS systems.

15.0 TELEPHONE RATES, FEES, AND REVENUE SHARE

- A. Bidders shall submit a proposal with a one-rate fee and revenue shared bid. Bidders shall not propose alternative rates and revenue shared options.
1. All per-minute rates or all fees will be specified in the proposal. All rates, fees, charges, as well as revenue or commission paid to the County shall comply with Nebraska law, Nebraska Jail Standards, Nebraska Public Service Commission regulations, FCC regulations, and any other applicable law or regulations.
 2. Per Minute Rates: Specify any or all Per Minute Rates and Connect Fees for Payment Platform, prepaid, and collect calls. All rates shall comply with FCC-allowed rates and mandates and Nebraska Jail Standards. Bidders must provide these rates in their proposal.
 3. Fees: Specify each and every fee and surcharge that will be charged to anyone. Fees labeled as "administrative fees" or "Processing Fees" will not be acceptable, they must be itemized and descriptive. This must include all call and call payment charges, including any charges for the Payment Platform and collect call acceptors. The successful bidder shall not charge any other fee or surcharge or impose any other cost or charge.

NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.

NCIC is and will remain fully compliant with state, federal, and local regulations and laws governing the services described in this RFP. NCIC is the *only* large inmate communications provider in the U.S. that has not been sued for overcharging inmates and their friends and family on calling rates and fees. NCIC provides the lowest calling rates and fees in the industry and has never received notification of an overcharge. Please refer to Tab 10 - Financial Proposal.

4. Revenue Share: The County Revenue Share, which is a percentage of the Contractor's Total Gross Revenue, defined as the sum of all charges for use (including fees), whether collected or uncollected, less any applicable federal, state, or local taxes and legitimate refunds. The Revenue Share shall be broken down by:
 - a. Calls/Phones
 - b. Video Visitation
 - c. Tablets
 - d. Messages/Emails/Photo messages

NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.

NCIC enjoys a reputation in the industry of complete transparency and honesty –

and our facility customers have complete access to the financial reporting capabilities within the proposed platform, which can be used to verify commission calculations. NCIC has always paid commission on TRUE Gross Call Revenue, including Interstate commissions.

NCIC's method for calculating Gross Revenue is simple, due to our use of truly per-minute calling rates. Gross Revenue is calculated simply by multiplying the number of completed minutes by the agreed-upon per-minute calling rate. NCIC never applies any deductions or adjustments for bad debt, fraudulent calling activity, unbillable calls, etc. Please refer to Tab 4 - Financial Proposal.

5. Contractor shall provide monthly commission payments and traffic detail reports to County on or before the 15th day of the month following the traffic month. County will stipulate whether commission payments are sent via check or ACH. County requires that traffic detail reports must be available via web-based reporting that is updated on a real time basis and can be run in an exportable format.
 - a. Traffic detail reports shall include a detailed breakdown of all traffic, including, but not limited to, all collect, pre-paid, international collect, debit calls, free calls, and incomplete calls down to the detainee level and for each inmate telephone at the facility:
 1. Local call, minutes, gross call revenue and commission
 2. International calls, minutes, gross call revenue and commission
 3. INTRAlata/INTRASstate calls, minutes, gross call revenue and commission
 4. INTERlata/INTRASstate calls, minutes, gross call revenue and commission
 5. INTRAlata/INTERstate calls, minutes, gross call revenue and commission
 6. INTERAlata/INTERstate calls, minutes, gross call revenue and commission
 7. Total calls, minutes, gross revenue, and commission amount
 8. Traffic period and dates

NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.

NCIC takes pride in complete transparency with regards to all Revenue and Commission reporting. Monthly reports provided are detailed, yet easy to understand. A monthly Revenue/Commission report will be provided that clearly breaks down the total amount of revenue generated, split out by Call Type (Local, Intralata/Intrastate, Interlata/Intrastate, Interlata/Interstate, International) and Bill Type (Collect, Pre-Paid Collect, Debit, Pre-Paid Cards (if applicable)). All Revenue/Commission reporting is able to be verified and validated through the monthly Call Detail Records (CDRs) which are able to be easily exported directly from the web-based platform at any time and can also be scheduled to be sent at pre-configured intervals (such as at the beginning of each month, for the prior traffic month).

16.0 MAINTENANCE AND REPAIRS

A. ITS Equipment

1. Bidder is responsible for all maintenance and repairs to telephones, video visitation stations, and the ITS. A single point of contact with the Bidder, via a toll-free number and e-mail address, must be provided and maintained by the Bidder for reporting all inmate telephone problems. The toll-free maintenance/repair telephone number shall be

answered by a live operator twenty-four (24) hours per day, every day of the year.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC directly provides technical services including customer service and facility support. All maintenance and repairs to telephones, tablets, and the ITS shall remain NCIC's full responsibility.

Mr. Bill Rounds will be the main point of contact for Scotts Bluff County ongoing account management and support.

Contact: Mr. Bill Rounds, Business Development and Field Services

Email: bill.rounds@ncic.com

Office: 800-943-2189

Cell: 816-651-5936

NCIC's Customer Support is completely maintained "in-house". NCIC's bi-lingual Facility Support Department is available 24/7/365 and can be contacted by telephone at 903-757-4455 or toll-free 888-686-3699, or through email (for trouble-ticketing) at support@ncic.com. Callers can easily access a live agent within a few seconds, by following the easy prompts. NCIC directly provides the technical services including customer service and facility support – at no time will these functions be outsourced to a third-party company, they are all managed from our company headquarters in Longview, TX. All inquiries received will receive immediate notification of receipt, and resolution will follow shortly thereafter.

2. All equipment, including installed items, shall remain sole and exclusive property of the Bidder and Bidder's sole responsibility.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

3. Bidder shall provide all necessary labor, parts, materials, technical personnel, and transportation to maintain the ITS, including all telephones, video visitation stations and related equipment, in good working order. Bidder shall perform preventive maintenance, including all maintenance for compliance with the equipment manufacturer's specifications throughout the term of the contract.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

4. County is not responsible for any damage to the equipment.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

B. Service and Support Requirements

1. Service and Support Requirements

- a. The Bidder shall provide all technical support services on a 24-hour, 365 days per year basis for all critical and non-critical failures at no cost to the County.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC's Customer Support is completely maintained "in-house," with no aspect of service or support being "farmed out" to subcontractors or moved offshore. Facility staff have a variety of ways to quickly contact NCIC support staff. The toll-free phone number (888-686-3699) will provide immediate, direct access to a LIVE account

representative, so any concerns can be quickly addressed. Additionally, Facility staff can send an email directly to our support crew via the following email address: support@ncic.com. All inquiries received will receive immediate notification of receipt, and resolution will follow shortly thereafter.

- b. System Failures are defined as:
 - 1. *Critical System Failure*: is a loss of connection to a full housing unit or greater portion of the facility. It may also be determined by facility staff that the equipment or connection failure is critical to the facility operations.
 - 2. *Non-Critical System Failure*: is a malfunction or failure of an individual phone or visitation station that does not affect other equipment within the facility.

 **NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.**

- 2. The Bidder shall provide:
 - a. A method to resolve critical system failure remotely within one (1) hour or employ a technician that can arrive at the facility within six (6) hours from the time of the initial call or email to technical support.
 - b. A method to resolve non-critical system failures within twenty-four (24) hours from the time of the initial call or email to technical support.

 **NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.**

NCIC will provide prompt service to the County. The assigned technician is notified once a maintenance request is received and responds by contacting the customer to acknowledge receipt of the request while gathering additional information then begins the process to resolve the issue. All equipment, component, and system service issues are reported to NCIC via call or e-mail. An assessment will be made to determine if the issue is hardware or software. NCIC personnel will continue to be fully engaged and work with our customers to give them updates until the issue is resolved. Technicians are available 24/7/365 basis and work in a close team environment providing back-up for after-hour coverage. NCIC responds promptly to all service outages and maintenance requirements. The following Service Priority Levels Response/Repair Times serve as a guideline for repairs and maintenance at County facilities.

Service Priority Levels			
Service Level	Description	Response Time	Resolution Time
High	Report of 50% or greater of equipment is not operational. Any occasion when NCIC's admin portal cannot be accessed by the County.	1 hour	4 hours
Medium	Report of 25% or greater of equipment is not operational. Any occasion when recording or live monitoring utilities are non-operational or malfunctioning.	2 hours	10 hours
Low	<25% of equipment is not operational. Static or other noise heard while conducting a telephone call. Administrative function not working in NCIC's admin portal.	4 hours	24 hours

3. Maintenance

- a. Bidder shall develop procedures and schedules and conduct preventative maintenance on ITS and all equipment. Bidder shall provide the schedule and procedures to the County's designated employee.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC utilizes a regular Preventative Maintenance (PM) visit (based on approval/schedule of the Facility) which is geared towards ensuring inmate phones and related equipment are functional and operating at full capacity. Every inmate telephone station will be checked during the scheduled PM. After each Facility visit, the service technician will submit (both to Facility staff and NCIC headquarters) a detailed Repair Log, showing all work completed, any pending work to be completed, etc. Please reference the following Sample PM Repair Form.

Sample Preventative Maintenance Phone Repair Form

XYZ JAIL EQUIPMENT REPAIR FORM							
Date Reported	Device Type	Device Location / Name	Problem Reported	Work Performed	Date Fixed	Reported By	Ticket #
Wednesday, May 1, 2019	Phone	Unit B - Phone 17	Static on phone calls	Replaced handset and tested the phone	Thursday, May 2, 2019	Jailer Carl Mendez	658794
Wednesday, May 1, 2019	Phone	Unit D - Phone 25	Cannot process calls	Replaced entire phone unit and tested the phone	Thursday, May 2, 2019	Jailer Carl Mendez	658794
Wednesday, May 1, 2019	Kiosk	Lobby Area	Receiver isn't accepting cash	Replaced receiver	Thursday, May 2, 2019	Jailer Carl Mendez	658794
Wednesday, May 1, 2019	Video Unit	Visitation Area - Unit A	Faulty Camera	Replaced camera and tested a session	Thursday, May 2, 2019	Jailer Carl Mendez	658794
Wednesday, May 1, 2019	Video Unit	Visitation Area - Unit F	Loose Handset	Tightened and secured internal screws	Thursday, May 2, 2019	Jailer Carl Mendez	658794

- b. All routine or scheduled maintenance that could affect access to telephones, video visitation, Payment Platform and/or billing generation shall be conducted during the off-peak hours of 10:00PM to 6:00 AM.
 1. Bidder shall notify the County at least twenty-four (24) hours prior to any planned occurrence that may result in a service interruption to any inmate phone or service that lasts in excess of fifteen (15) minutes.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

2. Phone Line Failure

- a. Bidder shall be responsible for determining whether any line access failure is the fault of the local exchange carrier (LEC), the inter-exchange carrier (IEC), or the Bidder equipment.
 1. When the Bidder determines the party responsible for failure, the Bidder shall contact the party responsible for the failure and jointly resolve the failure at no cost to the County.
 2. If the failure is determined to be the fault of the Bidder's equipment, hardware, software, or wiring, the Bidder shall correct the problem at no cost to the County in a timely manner.

NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.

17.0 OWNERSHIP

All records related to Phone Calls and Video Visitation Stations shall be and remain the property of the County. Prior to contract termination, Bidder shall confirm County has received and has access to the full updated and accurate records, and confirm the records comply with the requirements of this contract, SBCDC policy and minimum legal requirements.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

18.0 RECORDS

- A. Maintenance: Bidder shall be responsible for system maintenance records, which identify reported problems.
- B. Call Recordings: ITS shall retain call recordings for 3 years from the date the call was placed. Bidder shall retain all recordings for one year from the end of the contract agreement.
- C. Extended Retention: The Bidder and ITS shall retain call recordings and call data that are identified or requested by SBCDC or court order to be held beyond the standard retention period. Calls to be retained may be identified by batch or specific calls. These call recordings and/or data shall be held for the time period identified in the retention request or order.

 **NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.**

NCIC maintains responsibility regarding system maintenance records and details. Additionally, the ITS calls, email, video/audio recordings are available for the duration of the agreement, and longer if required. The call recordings and system data are backed up in real-time and are available through any internet-enabled device. NCIC always ensures the call recordings will remain accessible to the agency beyond any expiration of the Agreement. Call recordings and data are never "purged" or otherwise misplaced and this is provided at no cost.

19.0 TRAINING/ONGOING OPERATIONS

- A. ITS Training: Bidder shall provide training to County staff and Investigators on the ITS features and usage. All training shall be at no cost to the County.
- B. Training Scope and Schedule: Bidder shall provide a detailed scope of training, including training schedule, length of training, multiple training times and number of personnel that can attend a training session. They will work with the County's scheduler to find times that work best for County personnel.
- C. Minimum Trainings: Bidder shall provide at a minimum, the following trainings:
 - 1. Initial: The initial training must occur no later than **14 days** prior to the "go-live" date. Adequate training sessions must be provided to accommodate all work shifts obtaining training prior to the "go-live" date.
 - 2. Annual: Annual training on the ITS, including any safety or security risk related to the use of the telephone and video visitation stations. If requested by SBCDC, adequate training's must be provided to accommodate all work shifts.
 - 3. Upgrades: Training prior to upgrades of the ITS of any of its components.
 - 4. Query and Analytical Tools: Trainings, to individuals identified by SBCDC, in the query and analytical tools and reports functions of the ITS. This training will be provided as requested by SBCDC.
 - 5. Investigative: Bidder will offer a minimum of 2 dates and times for local law enforcement agencies that have access and permission from SBCDC to send representatives to receive training on the ITS and what is available to them. A zoom meeting may also be used for this

to assist with agencies that cannot attend in person.

6. Operation Review Meetings: Upon request of SBCDC, Bidder will actively engage and participate in regular Bi-Annual Operations Review Meetings. These meetings will not replace routine communication pertaining to day-to-day issues and the resolution of ITS questions or issues.

NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.

NCIC provides free, comprehensive training to all customers and will provide free recurring training as needed and/or requested by the County. Facility Administrators, along with any County staff who will have access to the equipment and the system interface, are thoroughly instructed on how to use the proposed platforms. Staff will receive hands-on training to ensure they are properly acquainted with the new systems. Training can be provided over multiple days and shifts to ensure all Facility staff have a chance to participate, if needed. All staff will be provided with a detailed syllabus, as well as a training manual. In addition, the proposed communications platforms offer sections where users can reference instructional documents and videos that show said user how to use the systems.

NCIC will provide on-site training based on the staff's areas of expertise, including, but not limited to:

- a. System administration and operation
- b. Investigative features for investigative staff
- c. Managerial and financial reporting for administrators

Initial on-site training is typically provided during the implementation and is included as part of the overall project plan. NCIC will work with the appropriate County personnel to identify any employee or personnel requiring additional training or a review. Including all staff (e.g., Administrator, Operation, Reporting, Investigative). A hands-on demonstration and training are provided to all necessary individuals to ensure proper acquaintance or reacquaintance with the new system.

Training will be provided over multiple days and shifts to ensure:

- All staff can attend;
- Trainings are provided for the staff's area of focus (e.g., administration, investigation);
- Smaller class sizes; and
- To accommodate the staff's schedules.

NCIC will provide on-going training to include, but not limited to training:

- a. New and existing Staff on new features or upgrades
- b. Investigative staff on new features or upgrades

On-demand training will be available via phone/web-based access, or on-site, if preferred. Web-based training can be done on the same day, in case of emergency. NCIC provides full documentation, and all supporting material is online and easily available from any Internet-enabled computer, accessible within the proposed system by clicking the Documentation tab. Online resources include Instructional Documents and more than thirty (30) Instructional How-To Videos which can be accessed on an as-needed basis covering various common functions of the proposed systems.

NCIC's comprehensive training overview, including a proposed training schedule follows and can be customized based on the needs of SBCDC:

System Training Overview			
Inmate Telephone System	Video Visitation System	Voice Biometrics System	Schoolhouse Learning Management System
Live Monitoring <ul style="list-style-type: none"> Monitoring & Terminating Calls Searching Specific Calls Adjusting Columns Call History <ul style="list-style-type: none"> Using "Canned" Searches / Selecting Search Criteria Call Duration and Call Charges Exporting and Revenue Tracking Briefcase <ul style="list-style-type: none"> Selecting and Saving Calls to Briefcase Sharing and Downloading Calls Destinations <ul style="list-style-type: none"> Adding Destination Numbers Searching Specific Destination Numbers Managing Destination Number Configurations Viewing Pre-Paid Account Information Managing Restrictions & Allowed/Denied Numbers Inmate Accounts <ul style="list-style-type: none"> Searching Specific Inmates Managing Inmate PINs Managing Inmate Restrictions Inmate Greeting (Name Recording) Inmate Messaging Inmate Transactions Authorized Users <ul style="list-style-type: none"> Adding a User Setting and Editing User Permissions Updating User Password Viewing User Activity Investigative Alerts <ul style="list-style-type: none"> Setting Alert Triggers Receiving Alert Notifications (Call / Text / Email) Generating System Reports <ul style="list-style-type: none"> Exporting Capabilities Filtering through desired reporting criteria 	Video Monitoring <ul style="list-style-type: none"> Monitoring & Terminating Sessions Using "Canned" Searches / Selecting Search Criteria Selecting and Saving Calls to Briefcase Sharing and Downloading Calls Inmate Accounts <ul style="list-style-type: none"> Searching Specific Inmates Managing Inmate PINs Managing Inmate Restrictions Inmate Messaging Authorized Users <ul style="list-style-type: none"> Adding a User Setting and Editing User Permissions Updating User Password Investigative Alerts <ul style="list-style-type: none"> Setting Alert Triggers Receiving Alert Notifications (Call / Text / Email) Generating System Reports <ul style="list-style-type: none"> Exporting Capabilities Filtering Through Desired Reporting Criteria Ticketing System <ul style="list-style-type: none"> Manage Grievances Manage Medical Requests Manage Inmate Tickets 	Pin Abuse <ul style="list-style-type: none"> Selecting an Inmate Selecting a Pin Sharer / Thief Reviewing Calls Multi-Speaker Events <ul style="list-style-type: none"> Selecting an Inmate Selecting Additional Speakers Reviewing Multi-Speaker Calls Visual Link Analysis <ul style="list-style-type: none"> By Inmate and by Destination Number Searching Specific Inmates Reviewing Common Calling Activity Reviewing Calls and Call Types Navigating via Visual Link Analysis Searching Specific Destination Numbers Hotlists and Scheduled Hotlist Reports <ul style="list-style-type: none"> Configuring a New Hotlist Selecting Points of Interest (Inmates / Destinations) Establishing a Schedule for Reports Configuring a New Report Establishing a Schedule for Reports 	Learner Engagement <ul style="list-style-type: none"> Monitoring Learner Engagement Checking Learner Login Frequency Checking Learner Login Duration Checking Learner Activity Distribution Learner Accounts <ul style="list-style-type: none"> Searching Specific Learners Managing Learner Logins Managing learner Restrictions Setting Alerts for Specific Learners Learner Certificates <ul style="list-style-type: none"> Searching Course Completion Certificates Printing / Exporting / Sharing Learner Certificates Aggregating Learner Certificates Entertainment Management <ul style="list-style-type: none"> Managing Entertainment Options <ul style="list-style-type: none"> Movies / Radio / Games Managing Entertainment Restrictions Managing GEMs Generating System Reports <ul style="list-style-type: none"> Exporting Capabilities Filtering through Desired Reporting Criteria Generating Learner Data Reports Authorized Users <ul style="list-style-type: none"> Adding a User (Staff Member) Setting Up and Editing User Permissions Updating User Passwords

20.0 DELIVERABLES

- A. Bidder shall maintain and provide reports and statistics about the services provided. Bidder shall make available to the County accrued data regarding Services provided. Bidder reporting system must have ad hoc query and report capabilities and shall provide format modification to enhance readability at the request of the County. Data shall be compiled in appropriate formats as defined by the County.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

1. Monthly Financial Reports: Bidder shall provide monthly reports covering the first day of the month through to the last day of the month due by the 15th of the following month. Financial reports shall be in a batch format and include reconciliation and accounting details. Batch reports shall be provided in Mountain Standard Time. These reports shall be included with monthly Revenue Sharing Check. Types of monthly reports shall include, but are not limited to the following:

- a. Phone calls and Video Visitation:

1. Revenue Statement

- a. Total revenue by billing and call type
- b. Total revenue
- c. Total County revenue share

 **NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.**

NCIC provides complete transparency and honesty – and our facility customers have complete access to the financial reporting capabilities within the installed platforms, providing the ability to verify cost recovery calculations. NCIC has always paid cost recovery on TRUE Gross Call Revenue, including Interstate revenue. Monthly reports provided are detailed, yet easy to understand, and are able to be customized at no cost. A monthly report will be provided that clearly breaks down the total amount of revenue generated, split out by Call Type (Local, Intralata/Intrastate, Interlata/Intrastate, Interlata/Interstate, International) and Bill Type (Collect, Pre-Paid Collect, Debit, Pre-Paid Cards (if applicable)). All Revenue reporting is able to be verified and validated through the monthly Call Detail Records which are easily exported from the web-based platform at any time and can also be scheduled for delivery at pre-configured intervals (such as at the beginning of each month, for the prior traffic month).

2. Summary Call Reports: Each report shall contain, at minimum, the following breakdowns:
- a. Call type
 - b. Payment method
 - c. Number of calls
 - d. Percentage of total calls
 - e. Number of call minutes
 - f. Revenue generated from calls (including all fees)
 - g. Percentage of total minutes
 - h. Calculation of County revenue share payment
 - i. Total revenue
 - j. Percentage of total revenue

NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.

NCIC's systems maintain a record of all system revenues and information passed to the County in the form of monthly revenue share reports. Call and revenue reporting are available on a secure web-based report site allowing the County to view revenues on a real-time basis. NCIC does not charge for customized reports. A summary similar to the one shown on the following page will accompany each monthly revenue share check to provide details regarding the month's calling activity. Each report includes the date range of calls, originating ANI (telephone), account number, destination of call, county, parish/state of terminating call, total amount of billed call, duration of call, type (prepaid, collect, etc.), jurisdiction of call and net payment of call. There is a summary of all calls sorted by jurisdiction following the details. Additional customer reports are also available, for example, summarizing total billed revenue by telephone and type of call.

3. Year End Summary Reports: Bidder shall submit Year-End Summary Reports, including Annual ITS Management Reports to the County, pertaining to the Services.
 - a. Annual Summary Reports at a period to be determined by the county (e.g., fiscal, calendar year, or annually from service start date)
 - b. The reports shall minimally provide total call volume, total minutes, and total revenue for each bill type (collect, prepaid, Payment Platform) and volume of usage through phones or video visitation.

NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.

4. Reports Meeting: Upon County's request, the County Inmate Services Representative and the Bidder's account manager will meet, on reasonable notice, to discuss Bidder's performance and progress under this Contract. If requested, Bidder's account manager and other personnel shall attend all meetings. The Contract shall provide all information that is requested by the County for the purpose of monitoring progress under this Contract.
 1. Audit: The County or their duly authorized representatives shall have access, at reasonable times, to all reports, Contract Records, documents, files, and personnel necessary to audit and verify Bidder's charges to County hereunder. Potential Bidder agrees to retain reports, records, documents, and files related to charges hereunder for a period of five (5) years following the date of final payment for the Bidder's services. Hereunder, County reserves the right to audit and verify Bidder's records before final payment is made. The County's representative shall have the right to reproduce and of the previously mentioned documents. Should Bidder cease to exist as a legal entity, Bidder's records pertaining to this Contract shall be forwarded to the surviving entity in a merger or acquisition or, in the event of liquidation, to the County's Inmate Services Representative.
 2. Annual Review: Upon County's request, within 30 calendar days following the end of the agreement year, the Bidder's Project Manager or Senior Management personnel shall meet with the County and provide a comprehensive report of inmate call activity for the Agreement year. In addition, Bidder shall provide a comprehensive presentation recapping any key intended

strategies for the upcoming contract year, and a contract review for the preceding year.

NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.

21.0 ADDITIONAL PRODUCTS AND SERVICES

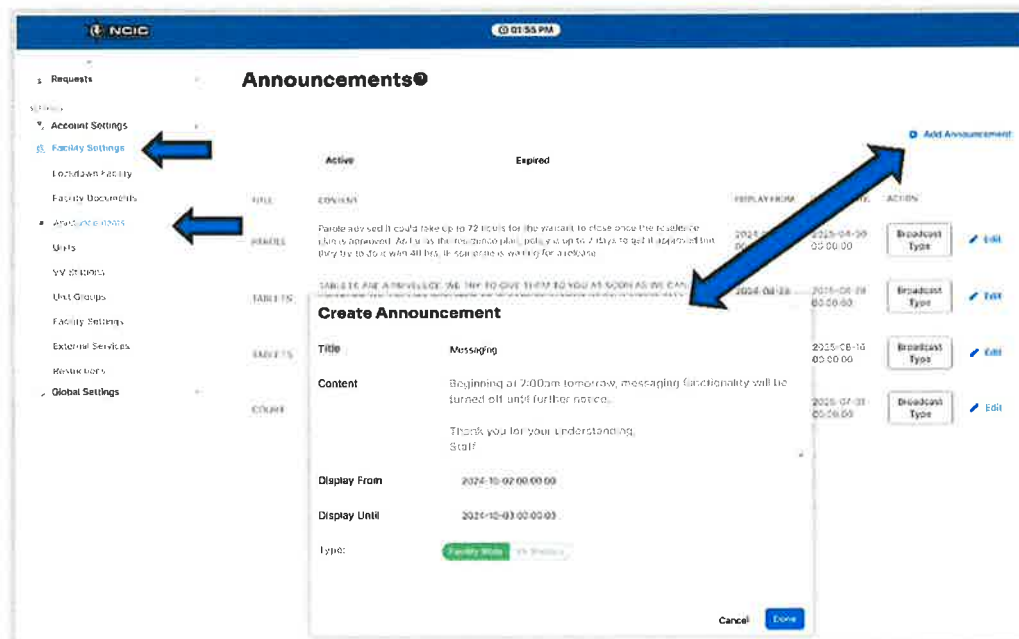
- A. Digital Broadcast service -SBCDC is interested in installing a broadcast service to supply customizable digital content to housing units through TV's or preferably visitation kiosks. The intent is to replace bulletin or posted printed materials with the as inmate rules, visitation schedules, PREA disclaimers, program resources, and announcements.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

The proposed system allows for announcements / broadcast messages to be sent by facility staff to individual inmates, groups of inmates or the whole population. These announcements / broadcast messages can be sent to installed tablets or kiosks. The customized announcement prompts can be displayed on the video kiosks for both detainees and the public. These prompts can be displayed in any language required by the Facility and can be displayed either before or during a video session. These prompts are displayed on inmate kiosks without the requirement for them to sign in to access displayed information.

In addition, the proposed Kiosk solution allows for the entry of a customized digital banner, allowing Authorized Users / Facility administration the ability to broadcast messages to the inmate population or to kiosks in the public lobby areas. Messages can either be broadcast at a facility-wide level, or to specific housing areas. This allows for "Message of the Day" functionality, such as changes in visitation hours, special menu updates, etc. All messages can be displayed via kiosk(s), specific unit(s), or visitation station(s). Each of the announcements have the capability to be deleted any time at the facility's discretion by simply selecting "delete". Please reference the following screenshots.

Creating Announcements Screenshot



Announcements

Active Expired

REPLAY FROM	REPLAY TO	TYPE	ACTION
2024-04-09 00:00:00	2024-04-09 00:00:00	Broadcast Type	Edit
2024-04-09 00:00:00	2024-04-09 00:00:00	Broadcast Type	Edit
2024-04-09 00:00:00	2024-04-09 00:00:00	Broadcast Type	Edit
2024-04-09 00:00:00	2024-04-09 00:00:00	Broadcast Type	Edit

Create Announcement

Title: Message

Content: Beginning at 7:00am tomorrow, messaging functionality will be turned off until further notice. Thank you for your understanding. Staff

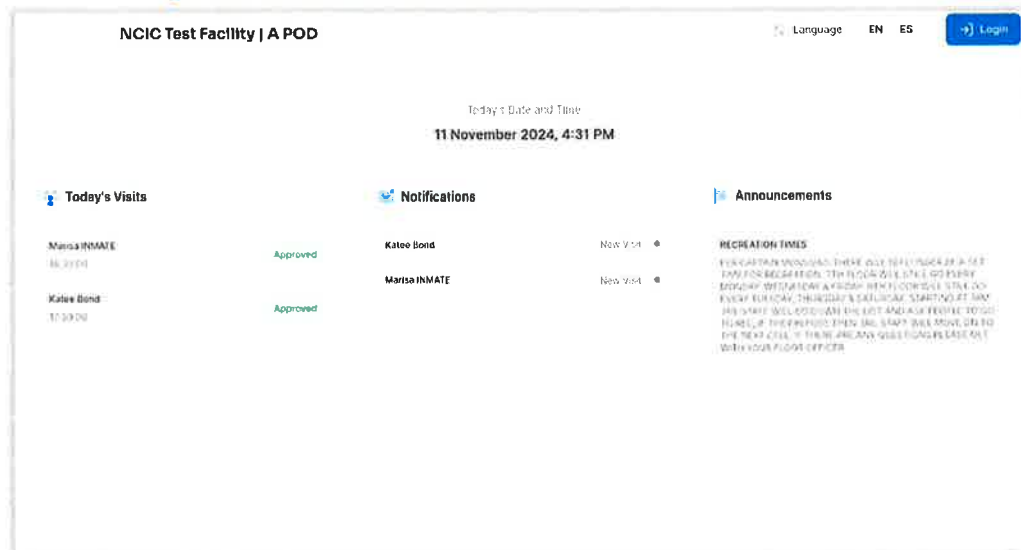
Display From: 2024-10-02 00:00:00

Display Until: 2024-10-03 00:00:00

Type: Facility Wide

Cancel Done

Jail Announcements and Scheduled Visits Screenshot



B. SBCDC, under current service provider, supplies android tablets to detainees that allow them to be used for: phone calls, visits, law library (For Nebraska and Federal), books, programming, commissary ordering, communication through messages with facility staff (grievances, requests, etc.). The tablet has free and fee-based appreciation's. SBCDC intends to continue this program and invites bidder's proposals on a system similar to this that has emphasis on programming and the ability to earn credits for completing programs towards the use of privileges on the tablet. The tablet proposal must have a mail scan option to scan detainee mail and be delivered onto the tablet.


1. We invite the bidder to propose a system to supplement the phone and visitation system.
2. Any other products or services that bidders would like to include to supplement and enhance their bid package may be included in the proposal.

NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.

The proposed tablet system is currently installed in more than 200 facilities of all types and sizes. NCIC installs a secure network with ample bandwidth to support all services delivered from the Tablets, avoiding complaints or user issues for the inmate population. NCIC's proprietary Tablets are multi-functional, secure, and able to be provided at no cost to the Facility or to the inmate population. The tablets operate on the same InTouch Suite platform as the Kiosk System, allowing for streamlined delivery of approved services and applications to the inmate population. The proposed Tablets are capable of offering video visitation services, standard inmate phone calling, messaging, grievances/ticketing, educational & rehabilitation program services, entertainment services, commissary ordering, inmate handbooks, law library, medical/mental health sick call requests; digital mail services; email messaging services, and various other services.


The proposed tablet has a heavy-duty exterior which is specifically designed for a correctional environment and operates on a dedicated Wi-Fi network that does not allow access to external networks, websites, or applications (and operates independently of the existing Jail network). At no time will inmates be able to access the Operating Systems of the proposed Tablet solution. Prior to being deployed in correctional

facilities, the proposed Tablets are subject to strenuous Penetration Testing methodologies to ensure suitability for deployment in a correctional environment.

















TABLETS

Our tablets are comprised of a heavy-duty exterior which is specifically designed for a correctional environment, allowing it to withstand a shock and/or drop test onto concrete. We have used similar grade materials to the kinds used in bullet resistant glass, windows in correctional facilities, military applications, etc., ensuring that the tablet is suitable for your Facility. This case protects the tablet from being tampered with, general damage, and contraband storage. We have only allowed access to critical hardware buttons such as the power button, volume buttons, and the home button.



Specifications

-  CPU RK3368H, Cortex-A53 Octa Core 64 bit 1.5GHz
-  RAM/ROM 2 GB / 32 GB
-  Operating System Google Android 7.1.2 Nougat
-  Display 8" LCD panel, 800 x 1280 pixels
-  5-Point Capacitive Touch Screen Camera Front 5.0MP
-  WLAN 802.11 a/b/g/n/ac 2.4GHz/5GHz
-  Bluetooth Bluetooth 4.1
-  RFID B60 - 960MHz NFC Supported
-  FM Supported
-  I/O Interface 3.5mm earphone jack, Power button, Volume +/-, DC Port, MicroUSB 2.0 x 1, High quality speaker 1W x 2 Wireless Charging Supported
-  5V/1.2A Battery 8000mAh Polymer Lithium-Ion battery DC Input: 100-240VAC, 50-60Hz
-  Output: USB 5V/2A DC Weight Unit (without packaging) 758.2g / 1.67lb
-  Dimensions L(241.9) * W(147) * D(22.3) mm / L(9.52") * W(5.79") * D(0.88")
-  Accessories Power Adapter, Wireless Charger (Optional)

The proposed tablets are stored and charged in secure, mobile correctional-grade charging carts allowing for secure storage and easy transport (or wall-mounted charging options are available, if preferred for certain areas of the Jail). Charging carts can be wheeled between pods to allow for maximum distribution of tablets in areas equipped with secure wireless connectivity. The charge cart itself simply plugs into a wall outlet when it is time to charge the tablet devices; otherwise, it can be rolled between pods without exposed cords or wiring. This prevents any inmate access to electrical components or wiring. NCIC currently offers 5-port, 10-port, 20-port, 30-port and 40-port charge cart options. NCIC will consult with the County and Facility administration as to the optimal blend of charge carts for each area.



Network Operation and Security

The proposed Inmate Tablet solution operates on a dedicated Wi-Fi network that does not allow access to external networks, websites, or applications. The wireless solution has various components that can be either wired to an extended switched ethernet network or can be fully meshed with other existing access points. At no time will inmates be able to access the Operating Systems of the proposed Inmate Tablet solution. Prior to being deployed in correctional facilities, the proposed Tablets are subject to strenuous Penetration Testing methodologies to ensure suitability for deployment in a correctional environment. A Connect appliance is installed at each facility which manages the network and content distribution. This appliance maintains connectivity to the Private Cloud for continuous monitoring and content updates. At all times, the appropriate personnel are able to view, in real time, the interactions between inmates and the proposed Tablet solution.

The proposed tablet system offers both “no cost” and Paid content. NCIC’s base offering is the “Learn 2 Earn” system whereby inmates can earn a minute of Entertainment Time (“ET”) by completing a minute worth of something productive (coursework, rehabilitative content, etc.). Entertainment Time options include movies, music streaming and games. The proposed Tablet system offers our internally developed Schoolhouse application, comprised of more than 1,100 hours of educational, vocational and rehabilitative content.

Additionally, inmates have the option of purchasing “Premium Content” at a per-minute rate. Premium Content is comprised of more “up to date” entertainment options compared to the options available under the Learn 2 Earn model. The religious content and E-Books are available at no “cost” (no monetary cost and not having to complete educational content to access these items).

NCIC Correctional Services offers a groundbreaking education and entertainment platform, designed to significantly enhance the rehabilitation and reentry preparation for incarcerated individuals. The Schoolhouse system is the culmination of years of meticulous planning and the assembly of high-quality learning materials, videos, and games. It operates using our proprietary RISE Method (Restoration through Incentives, Skills, and Education) model, aiming to actively engage and transform our Learners into responsible citizens. Through this innovative method, learners can explore personal growth and skill development while earning rewards for their dedication. It offers a



SCHOOLHOUSE

Powered by 

comprehensive range of over 1,100 hours of educational content and over 2,000 books, covering academic subjects, vocational skills, life-enhancing topics, and more.

NCIC is continuing to add new educational course content, as well as entertainment content, to the Schoolhouse system with the help of our full-time Curriculum Coordinator, who has a master's degree in education and various certifications ranging from low-literacy education to special education. NCIC is constantly working with our customers and partners to generate new, custom content that suits the needs of our Facility customers and inmates. Engaging with our customers allows us to target the specific requirements for reform and education of their incarcerated population.

NCIC strongly believes in widespread accessibility of educational opportunities for those who are incarcerated. Because of this, we believe a truly impactful tablet program requires free and continuous access, irrespective of an incarcerated individual's ability to pay or socioeconomic status. There are many tablet programs that focus on a revenue-generating model, requiring incarcerated individuals to "pay to play." These programs that charge their incarcerated population to access content and entertainment (such as movies, games, music, e-books, etc.) often see significantly lower engagement rates. NCIC's education platform also allows agencies to upload their own courses and content via URL's or SCORM files, which also can be added as part of our module allowing the Learners to earn rewards.

The benefits that our Schoolhouse System provides an Agency, such as decreased incidences of violence, lowered recidivism, and better re-entry preparation, often far outweigh the potential revenue that may be generated from the devices. NCIC's educational platform and incentive-based entertainment comes at no additional cost to the incarcerated individuals, or their friends and family. Our Schoolhouse system helps Learners realize that incarceration is their opportunity to find a path forward instead of a brief pause from their struggles outside of your facility. These thoughtful courses were designed for incarcerated individuals struggling with mental health issues, grief, anxieties, and addictions. Your efforts to offer these meaningful programs will help your community curb recidivism by providing encouragement to your detainees and their families.

Priority courses cover:

- Anger Management – Course aimed at helping Learners control anger and emotions during heated moments.
- Stress Management – Courses aimed at helping Learners overcome stressful situations and lighten the mood of Learners.
- Personal Finance – Money management, budgeting, understanding credit cards, debt management and personal checking.
- Personal wellness – Courses aimed at confidence building, social skills, meditation, mindfulness, relaxation, and self-awareness activities.
- People skills – Interacting with others, dispute resolution, management techniques, communications skills, and reconnection with loved ones.
- Work skills – Courses aimed at computer / technical skills, how-to videos on construction, auto repairs, mechanical trades, etc.

How Schoolhouse Works from a Learner's Perspective:

The Schoolhouse system is integrated into NCIC's broader tablet suite, allowing for the simplicity of single sign-on functionality. On the Learner side, users can securely log in by a single click of the Schoolhouse link that is displayed on their Dashboard, where they will be re-routed to the Schoolhouse login page. Learners will not need to manually enter their information as the system will automatically populate the fields with their auto generated User ID and Password.

Once logged in, Learners will have a variety of educational, rehabilitative, and skill courses to choose from by selecting the "Courses" window link. They will be redirected to our Courses page that offers a variety of categories that a Learner can select and drop down to show an even wider range of courses that are broken down in alphabetical order. Learners will have the ability to manually search for specific courses of interest that they wish to participate in.

Collecting and Redeeming Awarded Time:

Upon completing coursework, Learners earn Entertainment Time, available for future redemption. Each course has a rating for the length of time it takes to complete based on data gathered from past completions of each course. Based on this rating, the Learner will earn the same amount of time it takes to complete a course in Entertainment Time. This gamified reward system is designed to keep Learners continually engaged in their digital education. It's important to note that Entertainment Time can be earned only once per course to prevent exploitation of the reward system, such as repeatedly taking memorized courses and quizzes to rack up Entertainment Time.

When Learners complete a course, the associated Entertainment Time is automatically added to an Entertainment Timer, visible on the Learner's Schoolhouse dashboard. The automation of this process keeps things simple for even those Learners who do not have much experience with technology.

Entertainment Time Usage:

After earning Entertainment Time, Learners gain access to an array of entertainment choices. These offers include approved movies, radio, games, and more notably, access to religious material and approved e-books is available without the need to expend Entertainment Time. The total number of minutes a Learner has collected directly influences the amount of time they can allocate toward various entertainment activities, whether that's extended gaming sessions, movie marathons, or prolonged radio listening. Upon choosing an option from the entertainment categories and initiating a session, the countdown of the Learner's redeemed time commences. A visible countdown timer allows Learners to keep track of the remaining entertainment time, ensuring they are fully aware of the remaining time left before needing to exit the entertainment interface.

Facility Staff Interacting with Their Learning Management System:

Administrators have the ability to access our Learning Management System through specialized administrative login. Within this portal, they can review course materials, monitor Learner certificates and activity, as well as add or remove Entertainment Time from Learner accounts.

Reporting Capabilities:

Our system offers robust reporting capabilities that are essential for tracking learning progress, engagement, and overall effectiveness of training programs. Here is a summary of some key reporting features that we can provide upon request:

- Custom Reports: Allows the creation of custom reports based on specific criteria, which can then be saved, scheduled, and distributed automatically.
- Predefined Templates: Offers a variety of pre-configured report templates for common reporting needs.
- Dashboard Analytics: Provides real-time analytics on the dashboard, giving administrators a quick overview of key metrics.
- User Tracking: Enables detailed tracking of individual user progress, including course completion, grades, and activity engagement.
- Course Analytics: Provides insights into course engagement and effectiveness, including data on participation, time spent, and course completions.
- Data Filters: Allows users to sort and filter data based on different criteria, such as date ranges, user roles, or specific courses and activities.
- Data Export: Capability to export reports in multiple formats like CSV, Excel, and PDF for further analysis or sharing.
- Dynamic Data: Reports can be set to auto-update, ensuring stakeholders always have access to the most current data.
- Competency Reports: Tracks skill and competency development across various learning programs
- Multi-Tenancy Support: Allows for isolated reporting in multi-tenancy environments, providing different departments or organizations with their own specific reports.
- Audit Trails: Keeps a log of all system activities, including user login and course modifications, aiding in compliance and auditing processes.

These reporting features enable organizations to measure the impact of their learning and development programs, making it easier to adjust strategies and achieve learning outcomes effectively.

Rising Stars Re-Entry Program

NCIC is proud to present Rising Stars: Pathway to Re-Entry, our re-entry program developed in-house. The Rising Stars Program is a transformative 130-hour journey crafted for students who are rebuilding their lives and seeking a fresh start. This program is designed to provide the tools, skills, and support needed to navigate the challenges of reintegration, empowering participants to break the cycle of recidivism. Through a combination of educational opportunities and personal development, we aim to inspire hope, foster resilience, and help individuals realize their full potential as they embark on a new chapter. Rising Stars is more than a program; it is a lifeline to a brighter future.

The program covers a range of topics, including interpersonal skills, emotional intelligence, job readiness, and financial literacy, all aimed at setting individuals up for success post-release. Students even receive a separate certificate for this accomplishment that is unlike the others in our system. Below is a detailed overview of the different objectives broken out by category.

Orientation and Self-Awareness (20 hours)

Program Introduction and Expectations
Self-Assessment and Goal Setting
Emotional Intelligence and Self-Management
Building Self-Confidence and Resilience

Interpersonal Skills Development (30 hours)

Effective Communication Techniques
Active Listening and Empathy
Conflict Resolution and Mediation Skills
Cultural Sensitivity and Respect

Professional Development (30 hours)

Job Readiness and Resume Building
Interview Skills and Job Search Strategies
Workplace Etiquette and Professionalism

Life Skills Training (20 hours)

Financial Literacy, Budgeting, and Planning for Retirement
Time Management and Organizational Skills
Health and Wellness Strategies

Problem Solving and Thinking Critically (30 hours)

Teamwork and Collaboration
Leadership and Decision-Making
Building and Maintaining Networks

Review and Reflection

Program Review, Personal Reflection, and Feedback
Celebration of Achievements and Graduation

The proposed Schoolhouse platform has designed the courses to serve as re-entry preparation. Materials provided include those for independent GED study, parenting skills workshops, and interpersonal and social skills such as impulse control and anger management. Additionally, some courses assist students in practical matters, such as completing documents and obtaining a driver's license. Over the past decade, NCIC's curriculum coordinator has conducted extensive research on educational trends and identified gaps contributing to involvement in the criminal justice system. As a result, courses have been created aimed at addressing the need to reduce recidivism rates and collaborating on plans to offer court-mandated courses tailored to specific offenses, such as shoplifting, animal abuse, etc.

NCIC's proposed kiosks and tablets can provide an external link made accessible to inmates that connects to a desired program, if the County has a specific program that needs to be accessed.

- C. SBCDC current service providers provides an off-site mail scanning system. The detainee's mail is delivered to their contractor, the mail is scanned and e-mailed to be delivered to SBCDC for approval and then the scanned item is downloaded to the individual detainee's account for them to review.

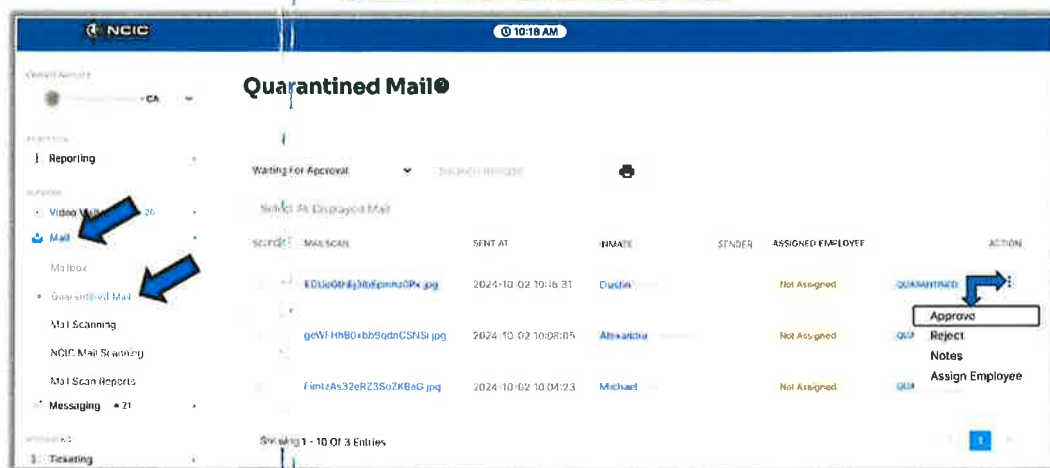
NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC would be pleased to offer our industry-leading InTouch Mail Scanning application. Our Mail Scanning application leads the industry in robust, secure digital delivery of incoming physical mail and is completely customizable based on the needs of the Facility. By intercepting the incoming physical mail and converting it into digital format for secure delivery to inmates, NCIC's Mail Scanning application disrupts the flow of incoming contraband such as harmful drugs which are commonly soaked into paper, greeting cards, envelopes, and stamps. All scanned mail is performed on a real-time basis and is available to the inmate almost immediately. Our system was entirely developed and is owned by NCIC, headquartered in Longview, TX.

Upon arrival at NCIC's secure mail processing center, our highly trained personnel sort mail by Correctional Facility and carefully scan all qualifying mail for electronic delivery to the intended inmate's secure message center using the unique identifier for each inmate (e.g. SO number, Jacket number, Booking number, etc.), accessible by the NCIC Kiosks or Tablets inside each housing area within the Facility. The front of the envelope is scanned in along with the contents of the envelope (letter, postcard, etc.), so inmates can see all aspects of the mail, as well as for investigative benefit. Upon logging into the Inmate Tablet with a unique PIN and PIN2, inmates will be notified via "Message Center" of awaiting messages, including scanned mail.

If desired by the Facility, a configuration can be made to automatically quarantine all scanned mail, prior to inmate delivery, allowing Facility staff to scan and approve the mail contents. This provides an additional means of security to monitor incoming mail just as staff would do with physical mail. Facility staff can then reject, approve, add notes, or assign mail to another staff member at the Facility. A sample screenshot can be shown below.

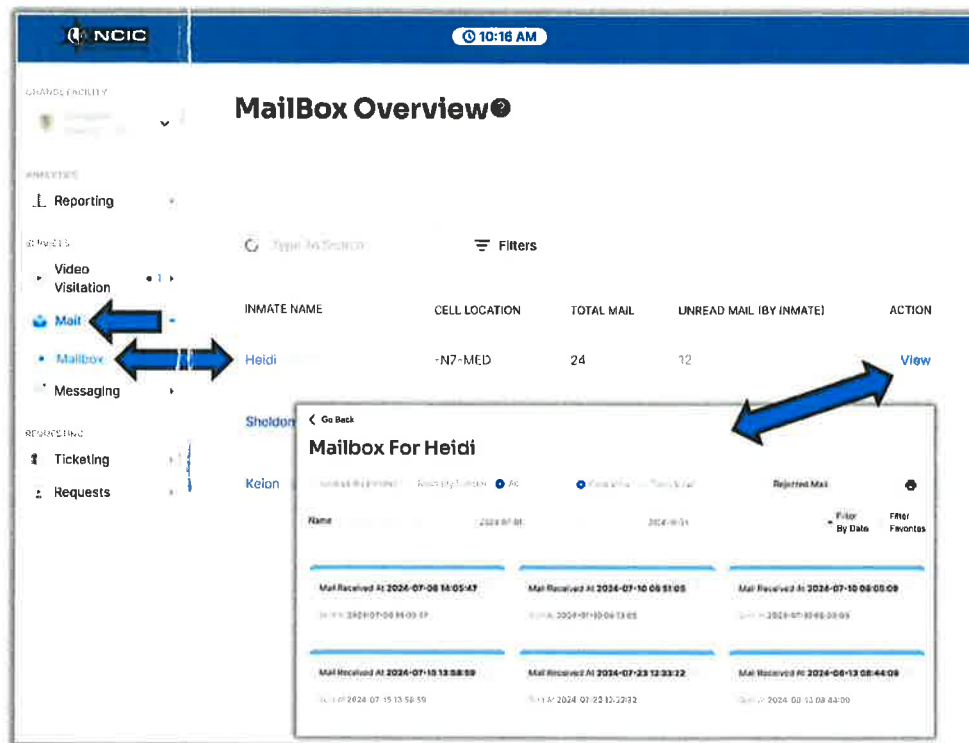
Quarantined Mail Screenshot



All scanned mail is securely stored within the system and can be audited by authorized administrative staff with the appropriate permission. Staff can search for mail using criteria such as inmate name or cell location to generate a list of inmates with scanned mail associated with their profiles. By selecting "View" next to an inmate's name, investigators can further refine searches by date range, rejected mail, previously approved mail, or favorited items.

Detailed features for each mail item allow authorized users to adjust viewing settings, such as rotating or changing contrast, to enhance readability. Additional functions include the ability to print, add comments, review mail history, delete items, and more. Approval or rejection of mail is managed through the facility's side of the platform, ensuring inmates only see approved, non-quarantined items when accessing their mailbox feature. For additional details, please refer to the accompanying mailbox screenshot.

Inmate Mailbox Screenshot



The screenshot displays the NCIC Mailbox Overview interface. On the left, a sidebar contains navigation links: Reporting, Mailbox (highlighted with a blue arrow), and Messaging. The main area shows a table of inmate mail items. A blue arrow points from the 'Mailbox' link to the table. Another blue arrow points from the 'View' link in the 'ACTION' column to a detailed view of Heidi's mailbox. The detailed view shows a list of mail items received by Heidi, including the date and time of receipt.

INMATE NAME	CELL LOCATION	TOTAL MAIL	UNREAD MAIL (BY INMATE)	ACTION
Heidi	N7-MED	24	12	View

Mailbox For Heidi

Mail Received At	Mail Received At	Mail Received At
2024-07-08 14:05:47	2024-07-10 09:51:05	2024-07-10 08:05:09
2024-07-08 14:05:47	2024-07-10 09:51:05	2024-07-10 08:05:09
2024-07-10 13:08:59	2024-07-23 13:33:12	2024-08-13 08:44:08
2024-07-15 13:58:59	2024-07-22 12:23:32	2024-08-13 08:44:08

22.0 DETAILED SUBMITTAL REQUIREMENTS

A. Proposal Format

1. Bidders should prepare their proposals in accordance with the instructions outlined in this section. Each Bidder is required to submit the proposal in a sealed package. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the proposer's capabilities to satisfy the requirements of the RFP. The utmost attention should be given to accuracy, completeness, and clarity of content. All parts, pages, figures, or tables should be numbered and clearly labeled. Response information should be limited to pertinent information only.

Omissions and incomplete answers will be deemed unresponsive. Please initial any corrections.

a. Cover Letter / Executive Summary

1. An Executive Summary shall provide the name, address, telephone, and facsimile numbers of the Offerer along with the name, title, address, telephone, e-mail address and facsimile numbers of the executive that has the authority to contract with the County. The summary must be signed by an individual authorized to contractually bind the firm and include an expression of the firm's ability and desire to meet the requirements of the RFP. The Executive Summary should not exceed two (2) pages.
2. Each Bidder shall make the following representation and warrant in the cover letter/executive summary, the falsity of which might result in rejection of its proposal: "The information contained in this proposal or any part thereof, including any exhibits, schedules, and other documents and instruments delivered or to be delivered to the County, is true accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the County as to any material facts."

b. Company Information

1. Must include all required information requested in page 6 of this contract labeled "Bidder information" in addition to a description of the firm's background, its organizational structure, length of time in business, assets to meet County service requirements, and experience in providing the type of services solicited herein. Include brief resumes of supervisory staff and higher that will be associated with the project.

a. Technical and Feature Overview

1. Demonstrate an understanding of the project. Include descriptions and details of the system being offered. Provide an Implementation Plan and Schedule.
2. Include information applicable to the requirements of the system as presented in this RFP. You may list other optional features or services beyond the minimum requirements that may be of interest to SBCDC.

2. References

- a. List three (3) references where your company holds current contracts with comparable services. Provide company name & address, contact name(s) and telephone number. List all facilities with current contracts in Nebraska.

3. Financial Proposal

- a. Outline in a clear format all per minute rates and fees for telephone service and for remote video visitation service. Specify the revenue share/commission percentage for all services.

4. Technology and Other Services
 - a. Bidder may describe technology enhancements, software applications, and other services that are available through or recommended by Bidder.
5. Exceptions and Deviations
 - a. Provide a statement expressing understanding and willingness to comply with all provisions of the RFP. If there are provisions of the RFP that the Bidder is unwilling or unable to comply with, the vendor shall identify the paragraph number, list the provision in its entirety, and provide the reason for non-compliance. If there are provisions of the RFP for which the Bidder would like to propose an alternate solution, the Bidder shall identify and list the provision in its entirety and provide the alternative solution.

NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.

NCIC has adhered to the specified submittal requirements and formatting guidelines outlined above.

23.0 EVALUATION CRITERIA

A. Evaluation of Proposals

1. The county reserves the right to determine the suitability of proposals on the basis of a proposal's meeting administrative requirements, technical requirements, the review team's assessment of the quality, performance of the services proposed, and cost.
2. The Evaluation Committee will make a recommendation to the County Board based on criteria listed below (no particular order) and other relevant RFP information. Evaluation factors will include, but are not limited to, the following:
 - a. Demonstrated ability to provide the services,
 - b. References
 - c. Price/Cost
 - d. Compliance with the information listed in the RFP.
 - e. System features and options offered.
 - f. Award Procedures
3. The County reserves the right to accept proposals other than the most financially advantageous proposal. The County reserves the right to accept or reject any and all proposals, to waive any informality in proposals, and unless otherwise specified in writing by the Bidder, to accept any items in any proposal. The County may, at its discretion, require **one or more** Bidders to appear before an evaluation committee for an interview or to make a presentation. During such interview, the Bidder may be required to orally and otherwise present its proposal and to respond in detail to any questions posed. Additional meetings may be held to clarify issues or to address comments, as deemed appropriate. Bidders will be notified in advance of the time and format of such meetings. Since the County may choose to award a contract without engaging in discussions or negotiations, the proposal submitted shall define each Bidder's best offer for performing the services described in this RFP.
4. The commencement of such discussions, however, does not signify a commitment by the County to execute a contract or to continue discussions. The County may terminate discussions at any time for any reason.
5. A proposal may be rejected if it is incomplete. The County may reject any or all proposals and may waive any immaterial deviation in a proposal.
6. More than one proposal from an individual, firm, partnership, corporation, or association

under the same or different names will not be considered.

7. As the County may award a contract based on the initial offer, a bidder should make its initial offer on the most favorable terms available. The County reserves the right, however, to have discussions with those bidders falling within a competitive range, and to request revised pricing offers from them and to make an award or conduct negotiations thereafter.
8. County may select and enter into negotiations with the next most advantageous Bidder if negotiations with the initially chosen Bidder are not successful.

 **RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.**

24.0 GENERAL CONDITIONS AND REQUIREMENTS

A. Terms and Conditions

1. All proposals submitted in response to this request shall become the property of the County and as such may be subject to public review.
2. The County has the right to reject any or all proposals, to engage in further negotiations with any firm submitting a proposal, and/or to request additional information or clarification. The County is not obligated to accept the lowest cost proposal. The County may accept the proposal that best serves its needs, as determined by County officials in their sole discretion.
3. All payroll taxes, liability and worker's compensation are the sole responsibility of the Proposer. The Bidder understands that an employer/employee relationship does not exist under this contract.
4. Unless otherwise specified in the contract, this RFP and all terms specified here will be considered part of the contract.

B. Contract Period

1. The contract will be for a period of three (3) years. At the expiration of this contract, the County will have the option of continuing the services with the Bidder's company at agreed upon rates for a period in one-year increments. Each optional year will require County's approval for renewal.

2. Termination of Contract

C. The contract resulting from this RFP shall be subject to the following termination provisions:

1. County may terminate the contract for cause whenever it determines that the Bidder has failed to perform its contracted duties and responsibilities in a timely manner and is unable to cure such failure within a reasonable period of time as determined by the County, taking into consideration the gravity and nature of default, or if the Bidder shall violate any of the terms of the Contract. Such termination shall be referred to herein as "Termination for Default." County shall require Bidder to repay to County any funds expended in contravention of the contract. The Bidder shall further have the ability to terminate the contract for cause.
2. The rights and remedies of the County provided in this paragraph shall not be exclusive and are in addition to any other rights and remedies provided by law or under the contract. The Bidder shall not be relieved of its liability to the County for damages sustained by virtue of breach of this contract.
3. County may terminate the contract for convenience without cause by giving written notice to the other party, at least 30 (thirty) days before the effective date of such termination, if for any reason County determines that such termination is in the best interest of County.
4. In the event of termination of the contract for convenience, the Bidder shall be entitled to receive, and shall be limited to, just and equitable compensation for any satisfactory

authorized work completed as of the termination date. Notwithstanding the 30-day notice, the current Bidder shall continue service under terms of the current contract until a new service provider is available. Current Bidder will work to ensure a smooth transition with the new provider and County shall not unreasonably delay securing a new service provider.

5. In the event of the filing of a petition in bankruptcy by or against the Bidder, County shall have the right to terminate upon the same terms and conditions as a termination for default. In the event of the filing of a petition for bankruptcy by or against Bidder, the Bidder shall immediately so advise County. The Bidder shall assure you that all tasks related to the Bidder are performed in accordance with the terms of this contract.
6. In the event that local or state funds for the contract become unavailable, County shall have the right to terminate the contract without penalty and upon the same terms and conditions as a termination for convenience. Availability of funds shall be determined at the sole discretion of the County.
7. In the event the facility is damaged by fire or other casualties and that as a result of the damage any threat is posed to the safety, health, or security of the inmates, staff or the public, County shall have the right to terminate the contract, upon notice and without penalty. The Contractor shall be entitled in such event to receive compensation for work completed as of termination date.
8. The procedure for termination shall be as follows: Upon delivery by certified mail to the Bidder of a Notice of Termination specifying the nature of the termination, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective, the Bidder shall do all things possible to terminate its services in a cost effective manner to operate and manage the facility as quickly, safely and efficiently as possible with the utmost cooperation.

 **NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.**

25.0 PRISON RAPE ELIMINATION ACT 2003 (PREA)

Bidder shall comply with PREA, applicable PREA standards, and the facility's policies related to PREA for preventing, detecting, monitoring, investigating, and eradicating any form of sexual abuse within the facility. In addition to self-monitoring by the Bidder, the facility may conduct unannounced or announced monitoring to include on-site monitoring.

Bidder must have an inmate reporting option using the phone system that will automatically notify the facility designated PREA coordinator of a submission and access to the recorded message by the detainee.

 **NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

The proposed system offers two options to allow inmates to access the various reporting lines (such as Crime Tip, PREA, etc.). The first option is a bilingual speed-dial inmates can dial into anonymously, without entering in their PIN. The voicemail boxes can be integrated with the NCIC internal voicemail system or dial out to an external voicemail box or a State, City or County-provided system. The platform can easily be configured to assign specific phones and telephone numbers as free calls, in addition to configuring the duration of the call. PREA, Crime Tip lines, etc., can be configured as either a speed dial or a 10-digit phone number, to ensure inmates are able to use the system without raising suspicion by other inmates in the area.

26.0 SUBCONTRACTOR/PARTNERSHIP DISCLOSURE

A single firm may propose the entire solution. If the proposal by any firm requires the use of subcontractors, partners, and/or third-party products or services, this must be clearly stated in their proposal. The firm submitting the proposal shall remain solely responsible for the performance of all work, including work that is done by subcontractors.

NCIC RESPONSE: READ, AGREE, AND WILL COMPLY.

NCIC is implementing a "Best-in-Class" strategy to meet and exceed the requirements outlined in this RFP. NCIC is partnering with Robinson Electric, a highly respected, locally-based technology provider known for their expertise and reliability. As a subcontractor, Robinson Electric will be integral to the successful execution of this project, providing skilled technicians for the installation of all communications equipment at the Facility. Robinson's local presence offers a distinct advantage, ensuring quicker response times, more efficient on-site support, and a deeper understanding of the regional infrastructure and operational needs.

In addition to the initial installation, Robinson Electric will deliver ongoing, proactive maintenance services, ensuring the systems remain optimized and reliable. This collaboration allows NCIC to offer not only cutting-edge technology but also a high level of responsiveness and support, ensuring the communication infrastructure is robust, efficient, and tailored to the County's unique needs.

27.0 Insurance

- A. The Bidder shall not begin work under this contract until it has obtained all insurance coverage required under this section and such insurance has been approved by the County. The following insurance coverages shall be kept in force at the Bidder sole expense during the life of the Contract and shall be primary with respect to any insurance or self-insurance program covering the County, its commissioners/supervisors, officials, agents, representatives, and employees.
1. Workers Compensation and Employers Liability Insurance:
 - a. The minimum acceptable limits shall be the statutory limits as required by the State of Nebraska for Coverage A, Workers Compensation and \$500,000 for Coverage B, Employers Liability.
 2. Commercial General Liability Insurance:
 - a. Coverage shall include liability coverage addressing premises and operations, contractual, independent contractors, and products/completed operations. The coverage must protect against claims for damages resulting from bodily injury, including death, personal injury, and property damage.
 - b. The minimum acceptable limits of liability shall be \$1,000,000 for each occurrence. If the coverage contains a general aggregate, such limit shall not be less than \$2,000,000. The products/completed operations limit shall not be less than \$2,000,000. If written on a claim made form, the products/completed operations coverage is to be maintained for two years after final payment.
 - c. The County is to be named as an additional insured on the insurance coverage required under this section.
 3. Automobile Liability Insurance
 - a. Coverage shall include liability coverage addressing claims for damages resulting from bodily injury, including death and property damage, which may arise from the operations of any owned, hired, or non-owned automobile. The minimum

acceptable limit of liability shall be \$1,000,000 combined single limit for each accident.

- b. The County is to be included as an additional insured on the insurance coverage required under this section.
4. Certificate of Insurance
 - a. The Bidder shall furnish the County with a certificate(s) of insurance evidencing the coverage required in this section and shall give the County at least thirty (30) days written notice in the event of cancellation of, or material change in, any of the coverages. If the certificate(s) is shown to expire prior to completion of all the terms of this Agreement, the Bidder shall furnish a certificate(s) of insurance evidencing renewal of its coverage to the County.
 - b. The Bidder shall require each and every sub-contractor performing work under this Contract to maintain the same coverages required of the Bidder in this section, and upon the request of the County, shall furnish the County with a certificate(s) of insurance evidencing the sub-contractor's insurance coverages required in this section.
5. Insurance Company
 - a. All insurance coverages herein required of the Bidder shall be written by an insurance company or companies transacting business as an admitted insurer in the State of Nebraska or under the Nebraska Surplus Lines Insurance Act. All insurance companies must possess a minimum A.M. Best Insurance Company rating of A-.
 - b. Upon request of the County, the Bidder shall furnish evidence that the insurance company or companies being used by the Bidder meet the minimum requirements listed in this subsection.
 - c. Upon request by the County, the Bidder shall furnish the County with complete and accurate copies of the insurance policies required within this section. If at any time during the life of this contract, the Bidder's insurance coverages and limits do not meet or exceed the minimum insurance requirements presented in this section, the Bidder is required to notify the County of any deviations from the minimum requirements presented in this section.

 **NCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.**

27.0 ADDITIONAL INSURANCE REQUIREMENTS

- A. Before commencement of any work or event, Bidder shall provide a certificate of insurance in satisfactory form as evidence of the insurance required above.
 1. Bidder shall have no right of recovery or subrogation against the County (including its officers, agents, and employees), it being the intention of the parties that the insurance policies so affected shall protect both parties and be primary coverage for any and all losses covered by the above-described insurance.
 2. The County shall have no liability with respect to Bidder's personal property whether insured or not insured. Any deductible or self-insured retention is the sole responsibility of Bidder.
 3. Insurance procured by Bidder shall not reduce nor limit Bidder's contractual obligation to indemnify, save harmless and defend the County for claims made or suits brought which result from or are in connection with the performance of this Agreement.
 4. If Bidder is authorized to assign or sub-contract any of its rights or duties hereunder and in fact does so, Bidder shall ensure that the assignee or sub-contractor satisfies all requirements

of this RFP, including, but not limited to, maintenance of the required insurances coverage and provision of certificate(s) of insurance and additional insured endorsement(s), in proper form prior to commencement of services.

 **KNCIC RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.**

28. INDEMNIFICATION

Bidder agrees to protect, defend, indemnify and hold the 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 claims, liens, demands, obligations, actions, proceedings, or causes of action of every kind in connection with or arising out of this agreement and/or the performance hereof that are due, in whole or in part, to the negligence of the Bidder, its officers, employees, subcontractors or agents. Bidder further agrees to investigate, handle, respond to, provide defense for, and defend the same at its sole expense and agrees to bear all other costs and expenses related thereto.

 **KNCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

29. EQUAL OPPORTUNITY EMPLOYER

All Firms will be required to follow Federal Equal Employment Opportunity (EEO) policies. The County will affirmatively assure that on any project constructed pursuant to this advertisement, equal employment opportunity will be offered to all persons without regard to race, color, creed, religion, national origin, sex, and marital status, status with regard to public assistance, membership or activity in a local commission, disability, sexual orientation, or age.

 **KNCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

30. SUMMARY OF FOREIGN ADVERSARY CONTRACTING PROHIBITION ACT LB 1300 NEBRASKA LEGISLATURE (2024, NEB.REV.STAT 73-901 TO 73-907)

All Firms will be required to complete and follow The Summary of foreign adversary Contracting Prohibition Act. The form is attached.

 **KNCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

LICENSES

The successful Bidder shall have and maintain a valid and appropriate business license (if applicable), meet all local, state, and federal codes, and have current all required local, state, and federal licenses.

 **KNCIC RESPONSE: READ, AGREE, AND WILL COMPLY.**

SCOTTS BLUFF COUNTY REQUIRED FORMS

**SCOTTS BLUFF COUNTY, NEBRASKA
Detainee Inmate Communication
Signature Sheet**

Name of Agency: NCIC Correctional Services

Address: 607 East Whaley Street
Longview, TX 75601

Telephone Number: 903-757-4455 **FAX Number:** 903-757-4899

Check one of the following:

☐ Partnership, ☐ Non-Profit Corporation, ☒ Profit Corporation
☐ Other, Specify _____

If awarded a contract in response to this proposal, our company:

☒ Will ☐ Will not
be able to meet the specifications as required regarding Insurance requirements

Signature of Authorized Signatory: 

Printed Name of Authorized Signatory: William L. Pope

Title and Name of Agency: President – NCIC Correctional Services

Date: April 29, 2025

The above individual is authorized to sign on behalf of the company submitting this proposal. Proposal must be signed by an official authorized to bind to its provision for at least a period of 90 days.

SUMMARY OF FOREIGN ADVERSARY CONTRACTING PROHIBITION ACT LB 1300, NEBRASKA LEGISLATURE (2024), Neb. Rev. Stat. §73-901 to §73-907

Legislative Intent:

The Foreign Adversary Contracting Prohibition Act was passed and signed by the Governor on April 16, 2024, pursuant to LB 1300, with an emergency clause attached for certain sections including sections 7-13 for the Foreign Adversary Contracting Prohibition Act. It is codified under Neb. Rev. Stat. §73-901 to §73-907.

Purpose: The Legislature finds that dealing with commercial entities organized under the laws of a foreign adversary or with a principal place of business within a foreign adversary tend to carry increased political risk and threaten state security and the privacy of residents. In response to the risk, the Act prohibits public entities, including a political subdivision and any entity acting on behalf of the political subdivision, from entering into contracts with companies organized under the laws of or controlled by the government of a foreign adversary for technology related products or services for performance of the contract. The Act requires the political subdivision to obtain a certification from any company providing technology related products or services to certify they are not a scrutinized company, organized under the laws of, or controlled by a foreign adversary.

Under the bill, a scrutinized company shall not bid on, submit a proposal for, or enter into, directly or indirectly through a third party, any contract or contract renewal with any public entity for any technology-related public product or service, (See Neb. Rev. Stat. §73-904). No public entity shall enter into any contract or renewal that results in state or local government funds being transferred to a scrutinized company in connection with any technology related product or service in performance of the contract or to any company in connection with any technology related product or service that originates with a scrutinized company. (See Neb. Rev. Stat. §73-906).

Certification - Not a Scrutinized Company

A public entity shall require a company that submits a bid or proposal or enters into a contract or renewal for any technology related product or service to certify that the company is not a scrutinized company and that the company will not subcontract with any scrutinized company for any aspect of performance of the contemplated contract and that any products or services to be provided do not originate with a scrutinized company. (See Neb. Rev. Stat. §73-905).

Definitions- Neb. Rev. Stat. §73-903

Under the Act, the following terms have the following meanings:

Company means: any sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, limited liability company, or other entity or business association that exists for the purpose of making a profit, including all wholly owned subsidiaries, majority owned subsidiaries, parent companies, or affiliates of any such entity or business association.

Foreign adversary means: a foreign adversary as determined pursuant to 15 CFR 7.4. Per 15 CFR 7.4 foreign adversaries include the People's Republic of China, including the Hong Kong Special Administrative Region (China); Cuba, Iran, North Korea, Russia, and Maduro Regime.

Owned in whole or in part means: (a) For a publicly traded company, any share of ownership that entails the ability to direct or influence the operations of the company, the ability to appoint or discharge any board members, officers, or directors, or any other rights beyond those available to a retail investor holding an equivalent share of ownership; and
(b) For a privately held company, any share of ownership.

Public entity means: the state or any department, agency, commission, or other body of state government, including publicly funded institutions of higher education, any political subdivision of the state, and any other public or private agency, person, partnership, corporation, or business entity acting on behalf of any such public entity.

Scrutinized company means:

- (a) Any company organized under the laws of a foreign adversary or having its principal place of business within a foreign adversary, and any subsidiary of any such company; or
- (b) Any company owned in whole or in part or operated by the government of a foreign adversary, an entity controlled by the government of a foreign adversary, or any subsidiary or parent of any such company; or
- (c) Any company that sells to a public entity a final technology-related product or service that originates with a company described in (a) or (b) above, without incorporating that product or service into another final product or service.

Technology-related product or service means: a product or service used for information systems, surveillance, light detection and ranging, or communications. Although there are no definitions provided in the legislation, the city offers the following examples to aid companies as they prepare and submit the certification:

- a. For information systems, this would include technology related products and services used by an organization to collect, transfer, organize, and store city information or that works together to transform data into useful information. Such products or services could include a collection of hardware, software, data centers, servers, the internet, and other hardware devices.
- b. For surveillance, this would include products and services used to monitor an individual's digital and physical actions and communications. This could include facial recognitions software, security cameras, and wearable computing devices,
- c. For light detection and ranging, this would include products and services that utilize Lidar technology to measure large areas of terrain through 3D models.
- d. For communications, this would include products and services for the acquisition, storage, management, transmission, or reception of data or information by the City and could include equipment such as computers, cell phones, telephones, video conferencing equipment, satellite, fiber optics, radio, or any other electronic device enabling the transfer of text, audio, or video content.

EXCEPTION FOR GOODS: A public entity may enter into a contract with a scrutinized company for goods manufactured by a scrutinized company if: there is no other reasonable option for procuring such good and the contract is preapproved by the Nebraska Department of Administrative Services and not procuring such good would pose a greater threat to the state than the threat associated with the good itself OR if the purchasing entity is an electric supplier that is not out of compliance with the Critical Infrastructure Protection requirements issued by the North American Electric Reliability Corporation. (See Neb. Rev. Stat. §73-906(2)).

NULL AND VOID: Any contract entered into in violation of the Act shall be null and void. (See Neb. Rev. Stat. §73- 907(1)).

PENALTY: Any scrutinized company that bids on or contracts or renews a contract for any technology related product or service or that violates the certification provided pursuant to the Act shall be liable for a civil penalty up to \$250,000 or twice the amount of the contract bid, or the amount of any losses suffered by the public entity as a result of such violation, whichever amount is higher. The contractor shall also be ineligible to enter into any contract with any public entity for a period of five years. The Attorney General may bring an action in any court of competent jurisdiction against any person that violates the Act. (See Neb. Rev. Stat. §73-907(2-3)).

NOTICE OF VIOLATION: If a public entity believes that a company has violated the certification process, they shall give the company notice of the alleged violation with 60 days to respond. After responding, the public entity has 60 days to make a final determination and if a violation has occurred may refer the matter to the Attorney General. A whistleblower provision allows any individual to report suspected violations to the Attorney General. (See Neb. Rev. Stat. §73-907(4- 5)).

PROCESS: All bid proposals, contracts, and contract renewals need to have a Certification form submitted by the contractor and attached to the contract and the Foreign Adversary Contracting Prohibition Act Certification contract clause should be included in all contracts and renewals. If the contractor indicates on the form they are not supplying technology related goods or services, the contractor will not need to resubmit another certification form for any subsequent renewals.

 **RESPONSE: HAS READ, AGREE, AND WILL COMPLY WITH ALL ITEMS ABOVE.**

**FOREIGN ADVERSARY CONTRACTING PROHIBITION ACT
CERTIFICATION FORM FOR
TECHNOLOGY RELATED PRODUCT OR SERVICES**

For the purposes of complying with the Foreign Adversary Contracting Prohibition Act ("the Act"), Neb. Rev. Stat. §73-901 to §73-907, I attest and certify as follows:

Name of Company: NCIC Correctional Services

Check all that apply:

☒ I am authorized to attest and certify as the owner of the Company, in whole or in part, or as an authorized representative of the Company, to make the certifications required herein.

☐ The Company is providing technology related products and/or services to the public entity and is not a scrutinized company as defined in the Act; it is not subcontracting with a scrutinized company under the Act; and the technology related products and/or services provided herein do not originate with a scrutinized company under the Act.

☐ The Company is not providing technology related goods or services as defined under the Act.

☐ The Company is a scrutinized company and has entered into an agreement or an Agreement Renewal with the public entity to provide a technology related good manufactured by a scrutinized company that meets the exception for the provision of a technology related good by a scrutinized company.

☐ I hereby attest and certify on behalf of the Company that the responses and information provided on this form are true, complete, and accurate. The Company understands that any scrutinized company that violates this Act or that violates the certification may be subject to action by the Nebraska Attorney General, civil penalty, and that such violation may void the contract.

PRINT NAME William L. Pope
(First, Middle, Last)

SIGNATURE: 

TITLE: President

DATE: April 29, 2025

NCIC CERTIFICATIONS

IXC

Nebraska Technology & Telecommunications, Inc.	2308 S. 156th Circle	Omaha	NE	68130
NebraskaLink Holdings, LLC	3800 NW 12th St. Suite 100	Lincoln	NE	68521
NebraskaLink, LLC	3900 NW 12th St. Suite 100	Lincoln	NE	68521
Network Communications International Corp.	607 East Whaley St	Longview	TX	75601
Network Innovations, LLC	350 N Orleans St Suite 1300N	Chicago	IL	60654
NetworkIP, LLC	119 W Tyler St Suite 100	Longview	TX	75601
Neutral Tandem-Nebraska, LLC	One North Wacker Drive Suite 2500	Chicago	IL	60606
New Horizons Communications Corporation	200 Baker Ave Ste 300	Concord	MA	01742
NGA911, LLC	8383 Wilshire Blvd Ste 800	Beverly Hills	CA	90211
Norstan Network Services, Inc.	4710 Eisenhower Blvd Ste E8	Tampa	FL	33634
Northeast Nebraska Telephone Company	110 E Elk St	Jackson	NE	68743
NOS Communications, Inc.	250 Pilot Rd Ste 220	Las Vegas	NV	89119
NOSVA Limited Partnership	250 Pilot Rd Ste 220	Las Vegas	NV	89119
Nyecom Teleservices, Inc.	112 S. Main St. PO Box 117	Plainview	NE	68769-0117
Onvoy, LLC	One North Wacker Drive Suite 2500	Chicago	IL	60606
PAETEC Communications LLC	4005 N Rodney Parham Rd	Little Rock	AR	72212
Pay Tel Communications, Inc.	PO Box 8179	Greensboro	NC	27419
Peerless Network of Nebraska, LLC	433 W Van Buren St Ste 410S	Chicago	IL	60607
Peetz Cooperative Telephone Company	601 Main St	Peetz	CO	80747
Pinpoint Communications, Inc.	PO Box 490	Cambridge	NE	69022
PNG Telecommunications, Inc.	8805 Governors Hill Dr Ste 250	Cincinnati	OH	45249
Public Communications Services, Inc.	3120 Fairview Park Dr Ste 300	Falls Church	VA	22042
QuantumShift Communications, Inc.	12657 Alcosta Blvd. Suite 418	San Ramon	CA	94583
Quick Current-Nebraska, LLC	106 S Tallman St	Walthill	NE	68067
Qwest Corporation	11832 Kestrel Dr	New Port Richey	FL	34654
Reduced Rate Long Distance, LLC	1800 Pembroke Dr Ste 300	Orlando	FL	32810
Reliant Communications, Inc.	801 International Pkwy 5th Fl	Lake Mary	FL	32746
SBC Long Distance, LLC	7158 Othello St	Castle Pines	CO	80108
Securus Technologies, LLC	5360 Legacy Dr Suite 300	Plano	TX	75024
Skybeam, LLC	61 Inverness Dr E Ste 250	Englewood	CO	80112
Skywave Wireless, Inc.	121 South Main PO Box 253	West Point	NE	68788
Southeast Nebraska Communications, Inc.	110 W. 17th St	Fall City	NE	68355
Southwest Communications, Inc.	1801 NW Platte Rd. Ste 275	Riverside	MO	64150
Spectrotel of the West, LLC	3535 State Hwy 66 Ste 7	Neptune	NJ	07753

https://psc.nebraska.gov/sites/default/files/doc/IXC_33.pdf

**** PUBLIC NOTICE ****

Report# : I-8260 Released On : September 04,1997

OVERSEAS COMMON CARRIER SECTION 214 APPLICATIONS
ACTIONS TAKEN

The following applications for international section 214 certification have been granted pursuant to the Commission's streamlined processing procedures set forth in Section 63.12 of the Commission's Rules, 47 C.F.R. § 63.12. Unless otherwise noted, these authorizations grant the referenced applicants (1) global or limited global facilities-based authority; and/or (2) global or limited global resale authority. The general terms and conditions of such global authority are set forth in Section 63.18(e)(1) & (2) of the Commission's rules, 47 C.F.R. § 63.18(e)(1) & (2). These authorizations also are subject to all other applicable Commission rules and policies. This Public Notice serves as each referenced carrier's Section 214 authorization. It contains general and specific conditions which are set forth below.

ITC-97-412 AMERICAN METROCOMM LONG DISTANCE CORPORATION effective : 8/29/97
Global Resale Services
Application for authority to provide service in accordance with the provisions of Section 63.18(e)(2) of the rules.

ITC-97-411 USBG, INC. effective : 8/29/97
Global Resale Services
Application for authority to provide service in accordance with the provisions of Section 63.18(e)(2) of the rules.

ITC-97-410 EZ TEL CORPORATION effective : 8/29/97
Global Resale Services
Application for authority to provide service in accordance with the provisions of Section 63.18(e)(2) of the rules.

ITC-97-409 NETWORK COMMUNICATIONS INTERNATIONAL CORPORATION effective : 8/29/97
Global Resale Services
Application for authority to provide service in accordance with the provisions of Section 63.18(e)(2) of the rules.

ITC-97-408 MVS USA, INC. effective : 8/29/97
Global Resale Services
Application for authority to provide service in accordance with the provisions of Section 63.18(e)(2) of the rules.

ITC-97-407 PLANET 3 effective : 8/29/97
Global Facilities-based/Global Resale Services
Application for authority to operate as a facilities-based carrier in accordance with the provisions of Section 63.18(e)(1) of the rules and also to provide service in accordance with the provisions of Section 63.18(e)(2) of the rules.

ITC-97-406 APOLLO TELECOM INCORPORATED effective : 8/29/97
Global Facilities-based/Global Resale Services
Application for authority to operate as a facilities-based carrier in accordance with the provisions of Section 63.18(e)(1) of the rules and also to provide service in accordance with the provisions of Section 63.18(e)(2) of the rules.

ITC-97-405 V-SAT TELECOM, INC. effective : 8/29/97
Global Facilities-based/Global Resale Services
Application for authority to operate as a facilities-based carrier in accordance with the provisions of Section 63.18(e)(1) of the rules and also to provide service in accordance with the provisions of Section 63.18(e)(2) of the rules.

ITC-97-404 ACCESSPLUS, INC. effective : 8/29/97
Global Facilities-based/Global Resale Services
Application for authority to operate as a facilities-based carrier
in accordance with the provisions of Section 63.18(e)(1) of the rules
and also to provide service in accordance with the provisions of Section
63.18(e)(2) of the rules.

ITC-97-403 BBG COMMUNICATIONS, INC. effective : 8/29/97
Global Facilities-based/Global Resale Services
Application for authority to operate as a facilities-based carrier
in accordance with the provisions of Section 63.18(e)(1) of the rules
and also to provide service in accordance with the provisions of Section
63.18(e)(2) of the rules.

ITC-97-402 DISCOUNT TELECOM, INC. effective : 8/29/97
Global Facilities-based/Global Resale Services
Application for authority to operate as a facilities-based carrier
in accordance with the provisions of Section 63.18(e)(1) of the rules
and also to provide service in accordance with the provisions of Section
63.18(e)(2) of the rules.

ITC-97-401 BANDWIDTH SOLUTIONS INTERNATIONAL LLC effective : 8/29/97
Global Facilities-based/Global Resale Services
Application for authority to operate as a facilities-based carrier
in accordance with the provisions of Section 63.18(e)(1) of the rules
and also to provide service in accordance with the provisions of Section
63.18(e)(2) of the rules.

ITC-97-400 COMMUNICATION EXPRESS, INC. effective : 8/29/97
Global Facilities-based/Global Resale Services
Application for authority to operate as a facilities-based carrier
in accordance with the provisions of Section 63.18(e)(1) of the rules
and also to provide service in accordance with the provisions of Section
63.18(e)(2) of the rules.

ITC-97-399 IMPSAT USA INC effective : 8/29/97
Global Facilities-based/Global Resale Services
Application for authority to operate as a facilities-based carrier
in accordance with the provisions of Section 63.18(e)(1) of the rules
and also to provide service in accordance with the provisions of Section
63.18(e)(2) of the rules.

ITC-97-398 WARSUN INTERNATIONAL COMMUNICATIONS CORP. effective : 8/29/97
Global Facilities-based/Global Resale Services
Application for authority to operate as a facilities-based carrier
in accordance with the provisions of Section 63.18(e)(1) of the rules
and also to provide service in accordance with the provisions of Section
63.18(e)(2) of the rules.

ITC-97-397 TELCO 214, INC. effective : 8/29/97
Global Facilities-based/Global Resale Services
Application for authority to operate as a facilities-based carrier
in accordance with the provisions of Section 63.18(e)(1) of the rules
and also to provide service in accordance with the provisions of Section
63.18(e)(2) of the rules.

ITC-97-396 TELESWITCH INC. effective : 8/29/97
Global Facilities-based/Global Resale Services
Application for authority to operate as a facilities-based carrier
in accordance with the provisions of Section 63.18(e)(1) of the rules
and also to provide service in accordance with the provisions of Section
63.18(e)(2) of the rules..

ITC-97-395 ALLIANCE TELECOM SERVICES, INC. effective : 8/29/97

Global Resale Services

Application for authority to provide service in accordance with the provisions of Section 63.18(e)(2) of the rules.

ITC-97-394 DFT LONG DISTANCE CORPORATION D/B/A DFT LONG DISTANCE effective : 8/29/97

Global Resale Services

Application for authority to provide service in accordance with the provisions of Section 63.18(e)(2) of the rules. See Appendix A.

ITC-97-393 MONTANA WIRELESS, INC. effective : 8/29/97

Global Resale Services

Application for authority to provide service in accordance with the provisions of Section 63.18(e)(2) of the rules. See Appendix A.

ITC-97-392 TELECOMMUNICATIONS OF NEVADA, LLC D/B/A NEXTLINK NEVADA effective : 8/29/97

Global Resale Services

Application for authority to provide service in accordance with the provisions of Section 63.18(e)(2) of the rules.

ITC-97-391 BLACKFOOT TEL-COM, INC. effective : 8/29/97

Global Resale Services

Application for authority to provide service in accordance with the provisions of Section 63.18(e)(2) of the rules. See Appendix A.

ITC-97-390 WORLDWIDE TELECONNECT, INC. effective : 8/29/97

Global Facilities-based/Global Resale Services

Application for authority to operate as a facilities-based carrier in accordance with the provisions of Section 63.18(e)(1) of the rules and also to provide service in accordance with the provisions of Section 63.18(e)(2) of the rules.

ITC-97-389 PINE BELT COMMUNICATIONS, INC D/B/A PINE BELT LONG DISTANCE effective : 8/29/97

Global Resale Services

Application for authority to provide service in accordance with the provisions of Section 63.18(e)(2) of the rules. See Appendix A.

ITC-97-388 MID-IOWA LONG DISTANCE, INC. effective : 8/29/97

Global Resale Services

Application for authority to provide service in accordance with the provisions of Section 63.18(e)(2) of the rules. See Appendix A.

ITC-97-387 CFW NETWORK, INC. effective : 8/29/97

Global Resale Services

Application for authority to provide service in accordance with the provisions of Section 63.18(e)(2) of the rules. See Appendix A.

ITC-97-386 RCP COMMUNICATIONS effective : 8/29/97

Global Resale Services

Application for authority to provide service in accordance with the provisions of Section 63.18(e)(2) of the rules.

ITC-97-385 INTERNATIONAL GATEWAY COMMUNICATIONS, INC. effective : 8/29/97

Global Resale Services

Application for authority to provide service in accordance with the provisions of Section 63.18(e)(2) of the rules.

ITC-97-384 NORTHERN COMMUNICATIONS, INC. effective : 8/29/97

Global Resale Services

Application for authority to provide service in accordance with the provisions of Section 63.18(e)(2) of the rules. See Appendix A.

Carriers should review carefully the general terms and conditions of their authorizations.

These are set forth in detail below and in Section 63.18(e)(1) & (2) of the rules. Failure to comply with general or specific terms and conditions of the referenced authorizations, or with other relevant Commission rules and policies, could result in fines and forfeitures. GENERAL CONDITIONS OF AUTHORIZATION (1) These authorizations are subject to the International Bureau's Exclusion List that identifies restrictions on providing service to particular countries or using particular facilities. The most recent Exclusion List is attached to this Public Notice. The list applies to all U.S. international carriers, including those that have previously received global or limited global Section 214 authority, whether by streamlined grant or specific written order. Carriers are advised that the attached Exclusion List is subject to amendment at any time pursuant to the procedures set forth in Streamlining the International Section 214 Authorization Process and Tariff Requirements, IB Docket No. 95-118, FCC 96-79, released March 13, 1996, para. 18. A copy of the most current Exclusion List will be maintained in the International Bureau's Reference Center and will be available as a WordPerfect document at <http://www.fcc.gov/Bureaus/International/Orders/index.da961205.wp>.

It also will be attached to each Public Notice that grants international Section 214 authority. (2) The export of telecommunications services and related payments to countries that are subject to economic sanctions may be restricted. For information concerning current restrictions, call the Office of Foreign Assets Control, U.S. Department of the Treasury, (202) 622-2520. (3) In circumstances where the authorized carrier becomes affiliated with a foreign carrier within the meaning of Section 63.18(h)(1)(i)(A) of the rules, the authorized carrier must notify the Commission of such affiliation within thirty (30) days of the acquisition of the affiliation, in accordance with Section 63.11(a) of the rules. The carrier will be subject to possible reclassification as a dominant carrier on an affiliated route pursuant to the provisions of Section 63.10 of the rules. (4) Section 63.11(b) of the rules requires that authorized carriers that know of a planned investment by a foreign carrier of a ten (10) percent or greater interest, whether direct or indirect, in the capital stock of the authorized carrier shall notify the Commission within sixty (60) days prior to the acquisition of such interest. Carriers should calculate such ten percent ownership interests in the same manner as affiliations are calculated under the first clause of Section 63.18(h)(1)(i)(B), substituting "ten percent" for the "greater than 25 percent" ownership interest specified in that clause. That is, carriers should report: "A 10 percent ownership of capital stock, or controlling interest at any level, in the applicant by a foreign carrier, or by any entity that directly or indirectly controls or is controlled by a foreign carrier, or that is under direct or indirect common control with a foreign carrier." (5) Carriers shall file with the Commission a copy of all operating agreements entered into with their foreign correspondents and all amendments within thirty (30) days of their execution, and shall otherwise comply with the filing requirements contained in Section 43.51 of the Commission's Rules, 47 C.F.R. §43.51 (1994). In addition, any carrier interconnecting private lines to the U.S. public switched network at the carrier's central office shall file all intercarrier agreements for such private line interconnection pursuant to Section 43.51. (6) Carriers authorized to provide private line service either on a facilities or resale basis are limited to the provision of such private line service only between the United States and those foreign points covered by their referenced applications for Section 214 authority. In addition, the carriers may not - - and their tariffs must state that their customers may not - - connect private lines to the public switched network at either the U.S. or foreign end, or both, for the provision of international switched basic services, unless authorized to do so upon a finding by the Commission that the foreign administration affords resale opportunities equivalent to those available under U.S. law. See 47 C.F.R. §63.18(e)(2)(ii)(B) & (e)(3)-(4). This restriction on interconnection is subject to an exception for facilities-based private lines as set forth in 47 C.F.R. §63.18(e)(4)(ii). See generally Market Entry and Regulation of Foreign-Affiliated Entities, 11 FCC Rcd. 3873 (1995), paras. 136-138; 157-161. See also Regulation of International Accounting Rates, Phase II, First Report and Order, 7 FCC Rcd 559 (1991), Order on Reconsideration and Third Further Notice of Proposed Rulemaking, 7 FCC Rcd. 7927 (1992), Third Report and Order and Order on Reconsideration, FCC 96-160, released

May 20, 1996. (7) In addition, carriers authorized to provide switched services via facilities-based or resold international private lines between the United States and Sweden, Canada or the United Kingdom are limited to the provision of such services between the United States and Sweden, Canada or the United Kingdom -- that is, private lines which carry traffic that originates in the United States and terminates in Sweden, Canada or the United Kingdom, or traffic that originates in Sweden, Canada or the United Kingdom and terminates in the United States. This restriction is subject to the following exceptions: (a) the carriers may engage in "switched hubbing" consistent with Section 63.17(b) of the rules, adopted in Market Entry and Regulation of Foreign-affiliated Entities, 11 FCC Rcd 3873 (1995), paras. 169-70, and (b) carriers may provide U.S. inbound or outbound switched basic service via their authorized private lines extending between the United States, Sweden and the United Kingdom. (8) Authorization to provide switched services via facilities-based or resold international private lines between the United States and Sweden, Canada and/or the United Kingdom is conditioned upon Sweden, Canada, and/or the United Kingdom continuing to afford resale opportunities equivalent to those available under U.S. law. In addition, all non-dominant resellers providing switched services over resold international private lines, including traffic routed through an equivalent country via "switched hubbing," are required to file with the Commission on a semi-annual basis the information contained in the annual traffic reports required by Section 43.61 of the Commission's Rules. This reporting requirement applies to traffic carried through December 1995 for Canada; December 1997 for the United Kingdom; and December 1999 for Sweden. See FONOROLA/EMI, Order on Reconsideration, 9 FCC Rcd 4066, 4070 (1994); ACC Global Corp., 9 FCC Rcd 6240 (1994); and Cable & Wireless, Inc. et al, 11 FCC Rcd 1766 (1996). See also Foreign Carrier Entry Order at para. 170. These semi-annual reports shall be filed with the Commission not later than September 30 for the first six-month calendar period, and March 31 for the second six-month reporting period. This policy does not affect the requirement that carriers regulated as dominant pursuant to Sec. 63.10 of the rules are required to file with the Commission quarterly traffic reports. (9) Further, carriers shall be prohibited from agreeing to accept special concessions directly or indirectly from any foreign carrier or administration with respect to traffic or revenue flows between the United States and any foreign country and from agreeing to enter into such agreements in the future. A special concession is defined as any arrangement that affects traffic or revenue flows to or from the U.S. that is offered exclusively by a foreign carrier or administration to a particular U.S. international carrier and not also to similarly situated U.S. international carriers authorized to serve a particular route. (10) All of the applicants listed in this public notice shall file a tariff pursuant to Section 203 of the Communications Act of 1934, as amended, 47 U.S.C. Section 203, and Part 61 of the Commission's Rules, 47 C.F.R. Part 61, for the services requested in their application. (11) The carriers shall file the annual reports of overseas telecommunications traffic required by Section 43.61. (12) Carriers shall file annual reports of circuit status and/or circuit additions in accordance with the requirements set forth in Rules for Filing of International Circuit Status Reports, CC Docket No. 93-157, Report and Order, 10 FCC Rcd 8605 (1995). See 47 C.F.R. §§ 43.82 & 63.15(b). These requirements apply to facilities-based carriers and private line resellers, respectively. (13) Carriers should consult Sec. 63.19 of the rules when contemplating a discontinuance, reduction or impairment of service. Further, the grant of these applications shall not be construed to include authorization for the transmission of money in connection with the services the applicants have been given authority to provide. The transmission of money is not considered to be a common carrier service. (14) If any carrier is reselling service obtained pursuant to a contract with another carrier, that contract or a contract summary shall be filed publicly by the underlying carrier in accordance with Section 203 of the Communications Act, 47 U.S.C. § 203, and Competition in the Interstate Interexchange Marketplace, 6 FCC Rcd 5880, 5902 (1991). In addition, the services obtained by contract shall be made generally available by the underlying carrier to similarly situated customers at the same terms, conditions and rates. (15) To the extent that any of the above-listed applicants intends to provide international call-back services through the use of uncompleted call signaling, its authorization to resell international switched voice and/or data services to provide these services is expressly subject to the conditions listed in VIA USA Ltd., et. al., 9 FCC Rcd

2288 (1994), affirmed in Order on Reconsideration, 10 FCC Rcd 9540 (1995). Petitions for reconsideration under Section 1.106 or applications for review under Section 1.115 of the Commission's Rules in regard to the grant of any of these applications may be filed within thirty (30) days of this public notice (see Section 1.4 (b) (2)). For additional information concerning this matter, please contact the International Bureau Public Reference Center at (202) 418-1492 or (202) 418-1493.

International Section 214 Authorizations - Exclusion List as of July 26, 1996 -- The following is a list of countries and facilities not covered by grant of global Section 214 authority under Section 63.18(e) (1) of the Commission's Rules. 47 C.F.R. 63.18(e)(1). In addition, the facilities listed shall not be used by U.S. carriers authorized under Section 63.01 of the Commission's Rules, unless the carrier's Section 214 authorization specifically lists the facility. Carriers desiring to serve countries or use facilities listed as excluded hereon shall file a separate Section 214 application pursuant to Section 63.18(e) (6) of the Commission's Rules. Countries Cuba (applications for service to this country shall comply with the separate filing requirements of the Commission's Public Notice Report No. I-6831, dated July 27, 1993, "FCC to Accept Applications for Service to Cuba.") Facilities CANUS-1 Cable System All non-U.S. licensed Cable and Satellite Systems Except: Foreign Cable Systems Aden-Djibouti APC APCN APHRODITE 2 ARIANNE 2 ASEAN B-M-P Brunei-Singapore CADMOS CANTAT-3 CARAC CELTIC China-Japan CIOS Denmark-Russia 1 ECFS EMOS-1 EURAFRICA Germany-Denmark 1 Germany-Sweden No. 4 Germany-Sweden No. 5 H-J-K HONTAI-2 ITUR KATTEGAT-1 Kuantan-Kota Kinabalu LATVIA-SWEDEN Malaysia-Thailand Marseille/Palermo Link MAT-2 ODIN PENCAN-5 R-J-K RIOJA SAT-2 SEA-ME-WE 2 SEA-ME-WE 3 T-V-H TAGIDE 2 TASMAN 2 UGARIT UK-BEL 6 UK-Denmark 4 UK-Germany 5 UK-Netherlands 12 UK-Netherlands 14 UK-Spain 4 UNISUR This list is subject to change by the Commission when the public interest requires. Before amending the list, the Commission will first issue a public notice giving affected parties the opportunity for comment and hearing on the proposed changes. The Commission will then release an order amending the exclusion list. This list also is subject to change upon issuance of an Executive Order. See Streamlining the Section 214 Authorization Process and Tariff Requirements, IB Docket No. 95-118 FCC 96-79, released March 13, 1996. For additional information, contact the International Bureau's Telecommunications Division, Policy & Facilities Branch, (202) 418-1460.

**NETWORK COMMUNICATIONS
INTERNATIONAL CORP.**

Wed Apr 23 13:33:21 2020

SOS Account Number
1651315**Status**
Active**Principal Office Address**
607 EAST WHALEY STREET
LONGVIEW, TX 75601
USA**Registered Agent and Office Address**
NATIONAL REGISTERED AGENTS, INC.
5601 SOUTH 59TH STREET
LINCOLN, NE 68516**Nature of Business**
TELECOMMUNICATIONS**Entity Type**
Foreign Corp
Qualifying State: TX**Date Filed**
Jul 01 1998**Next Report Due Date**
Jun 01 2026

Corporation Position	Name	Address
President	WILLIAM L POPE	607 EAST WHALEY STREET LONGVIEW, TX 75601 USA
Secretary	JAY WALTERS	607 EAST WHALEY STREET LONGVIEW, TX 75601 USA
Treasurer	JAY WALTERS	607 EAST WHALEY STREET LONGVIEW, TX 75601 USA
Director	WILLIAM L POPE	607 EAST WHALEY STREET LONGVIEW, TX 75601 USA
Director	JAY WALTERS	607 EAST WHALEY STREET LONGVIEW, TX 75601 USA
Vice President	JAY WALTERS	607 EAST WHALEY STREET LONGVIEW, TX 75601 USA

Associated Entities

Account Number	Name	Type	Status
10052203	1800CALL4LESS	Trade Name	Inactive
10052201	MUNDO TELECOM	Trade Name	Inactive
2407160351	NCIC	Trade Name	Inactive
2407160342	NCIC CORRECTIONAL SERVICES	Trade Name	Inactive
10242119	NCIC INMATE COMMUNICATIONS	Trade Name	Active

