

ICSolutions PRESENTS THIS PROPOSAL TO:

Scotts Bluff County, Nebraska

RFP FOR INMATE COMMUNICATION SERVICES

ORIGINAL

DUE: MAY 1, 2025 @ 5:00 PM

VINCE LAURITA

REGIONAL ACCOUNT MANAGER

RFP@ICSOLUTIONS.COM



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Family First™
Message of the Day™
QuickConnect™
QwikCall®
The Analyzer™
The Attendant™
The Bridge™
The Bridge 5™

The Bridge 6™
The Bridge 8™
The Bridge 10™
The Communicator™
The Imposter™
The Observer™
The Verifier™
The Visitor™
The Word Detector™
The V10™
The V17™

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Section 1

Cover Letter / Executive Summary

April 29, 2025

Scotts Bluff County Detention Center
ATTN: Vonnie Cotant, Program Director
2522 7th St
Gering, NE 69341

RE: RFP for *Inmate Communication Service*

Dear Ms. Cotant and the Proposal Evaluation Committee:

Thank you for the opportunity to provide this proposal in response to Scotts Bluff County's inmate communication needs. As your inmate communications provider since 2015, ICSolutions is willing and fully capable of meeting the requirements of this RFP. Our proposal includes continued use of the inmate calling and video visitation platforms that are in place today, along with several key upgrades:

- Upgrade tablets to our newest BRIDGE 8.0 model
- Upgrade video visitation kiosks to our newest V17 model with 17" screens
- Upgrade law library to Lexis Nexis with expanded national case law

The V17 kiosks and BRIDGE 8.0 tablets have proven to be our best-performing and most reliable hardware released to date. THE BRIDGE 8.0 tablet solution features a tamper-proof design with no seams or fasteners, along with **tablet drop detection** to track and mitigate intentional damage to tablets. This solution also offers **the industry's only inmate self-service tablet management system** to minimize staff intervention in the tablet distribution and collection process. Features of this sophisticated system include:

- One touchscreen kiosk manages tablet charging and inventory controls
- Automatically dispenses the most charged tablet at the time of checkout
- Facial recognition + PIN enforce secure tablet checkout
- Prevents an inmate from taking a tablet without checking it out, and prevents an inmate from checking out more than one tablet at a time
- Automated inventory controls track tablet checkouts/check-ins
- Forces ALL tablets to be returned to the base at a scheduled time before ANY tablets can be checked out or used
- Send alerts to specified officer(s) if a tablet is not returned to the base on time
- Touchscreen distribution kiosk is also a backup device hosting all tablet/kiosk applications

With our inmate self-service kiosk, **Detention Center staff can entrust all tablet distribution, collection, and charging responsibilities entirely to THE BRIDGE tablet system!** Our tablet devices also feature **facial recognition** for inmate login – similar to Face ID on a cell phone – to ensure access to communication services is restricted to only the authorized inmate user.

Keeping your ICSolutions inmate calling and video visitation platforms in place offers several benefits to Scotts Bluff County, including:

- Continued online access to all existing voice recordings and data that have been saved since our initial service implementation in 2015
- No costly or disruptive new calling/visitation platform installation
- Inmates, staff, and call recipients can continue to use their existing PINs, logins, debit accounts and FAMILY FIRST PREPAID ACCOUNTS without interruption – no need to open and close accounts, transfer funds, or set up new login information
- Continued visitor support from our dedicated Video Visitation Services Team – a level of support offered only by ICSolutions!
- Continued agency support from your ICSolutions account team

By continuing to work with ICSolutions, the County will experience no disruption to facility operations or to your inmates' critical communication tools.

ICSolutions has its nationwide headquarters at 2200 Danbury St, San Antonio, TX 78217 (phone 866-228-4040, fax 210-693-1016), and regional offices, field technicians, and site administrators stationed around the U.S. to provide local services to our customers across the country.

ICSolutions certifies that 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. Pricing will remain firm for at least 90 business days from the date of the proposal closing. ICSolutions further certifies that the following company officer is authorized to participate in contract negotiations on behalf of ICSolutions and has signature authority to commit ICSolutions to a legally binding contract:

Mr. Mike Kennedy, ICSolutions Vice President Sales & Marketing
2200 Danbury St, San Antonio, TX 78217
Office: 866-228-4040 | Fax: 210-693-1016 | Email: mkenedy@icsolutions.com

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

Mr. Vince Laurita, ICSolutions Regional Account Manager
Office: 866-228-4040 | Email: vlaurita@icsolutions.com | CC: RFP@icsolutions.com

Thank you for taking the time to review our proposal. We are committed to keeping the business and complete satisfaction of the SBCDC, its staff, and its inmate communication service customers.

Sincerely,



Mike Kennedy
Vice President Sales & Marketing

Section 2

Company Information

SECTION 2

Company Information

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.

ICSolutions Response:

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

ICSolutions has provided inmate telecommunications services in correctional environments since 2002 – and **in Scotts Bluff County since 2015** – expanding and improving our technology to meet the evolving needs of our clients. ICSolutions has established a 99% contract renewal rate. Our management team includes experienced industry veterans supported by a diverse staff of technical and operational personnel. ICSolutions is headquartered in San Antonio, Texas, and has numerous regional offices nationwide. Moreover, our field technicians and site administrators are stationed across the country to better meet our clients' needs.

ICSolutions is wholly owned by Keefe Group, LLC, the nation's largest commissary provider. Keefe Group has served **the corrections industry since 1975, and** ICSolutions and Keefe Group have worked in tandem since 2010, utilizing our financial resources to strategically expand operations and developing supply-chain relationships to benefit our clients. Through this partnership, ICSolutions remains committed to Research and Development to continue to improve our services. Our commitment to providing state-of-the-art equipment for clients is demonstrated by our **ongoing and free system upgrades**, released approximately every quarter.

Across the U.S., ICSolutions provides our ENFORCER calling system and outstanding customer service to more than 550 individual facilities, making up more than 275 agencies that serve approximately 350,000 inmates. Agencies using THE ENFORCER range in size from small city, county, and regional facilities, to eight (8) large state DOCs housing as many as 20,000+ inmates.

ICSolutions also supplies our inmate phone services under a 15-year contract with the nation's largest correctional agency, the **Federal Bureau of Prisons (FBOP)**, housing 160,000 inmates. The FBOP sets the strictest standards in the U.S. for inmate calling services. As such, THE ENFORCER has been subjected to the most rigorous testing standards in the nation to ensure its features operate to spec and its security is beyond reproach.

Our clients of every size rely on our proprietary ENFORCER calling system to process calls; THE ENFORCER provides multiple levels of networking, call processing, and data redundancy that are unparalleled in the ITS industry – allowing ICSolutions to guarantee at least 99.99% system uptime for your facilities.

In addition, ICSolutions has successfully installed 4,000 video visitation units at more than 200 sites serving more than 80,000 inmates. ICSolutions designed and developed THE VISITOR Visitation Management & Video Visitation System based on our experience providing Video Visitation Systems from other vendors since 2005, as well as feedback and suggestions from our client facilities as to what they wanted in a VVS.

ICSolutions is also experienced in providing inmate tablets to our customers. ICSolutions has deployed tablet solutions in about 250 client facilities, supporting more than 100,000 inmates using 60,000+ tablets.

ICSolutions focuses on providing a secure and feature-rich inmate communication solution, and we continue to innovate and expand our offerings. Today we provide not only the latest generation ENFORCER CALLING PLATFORM, but a customizable total inmate communication and payments solution that can include advanced voice biometrics, video visitation, tablets, paperless grievance reporting, deposit kiosks, debit release cards, inmate voicemail, email, and much more. We also offer customized services like commissary and JMS interfaces that allow for the automated, electronic exchange of information across facility systems.

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



ICSolutions by the Numbers
THE ENFORCER®

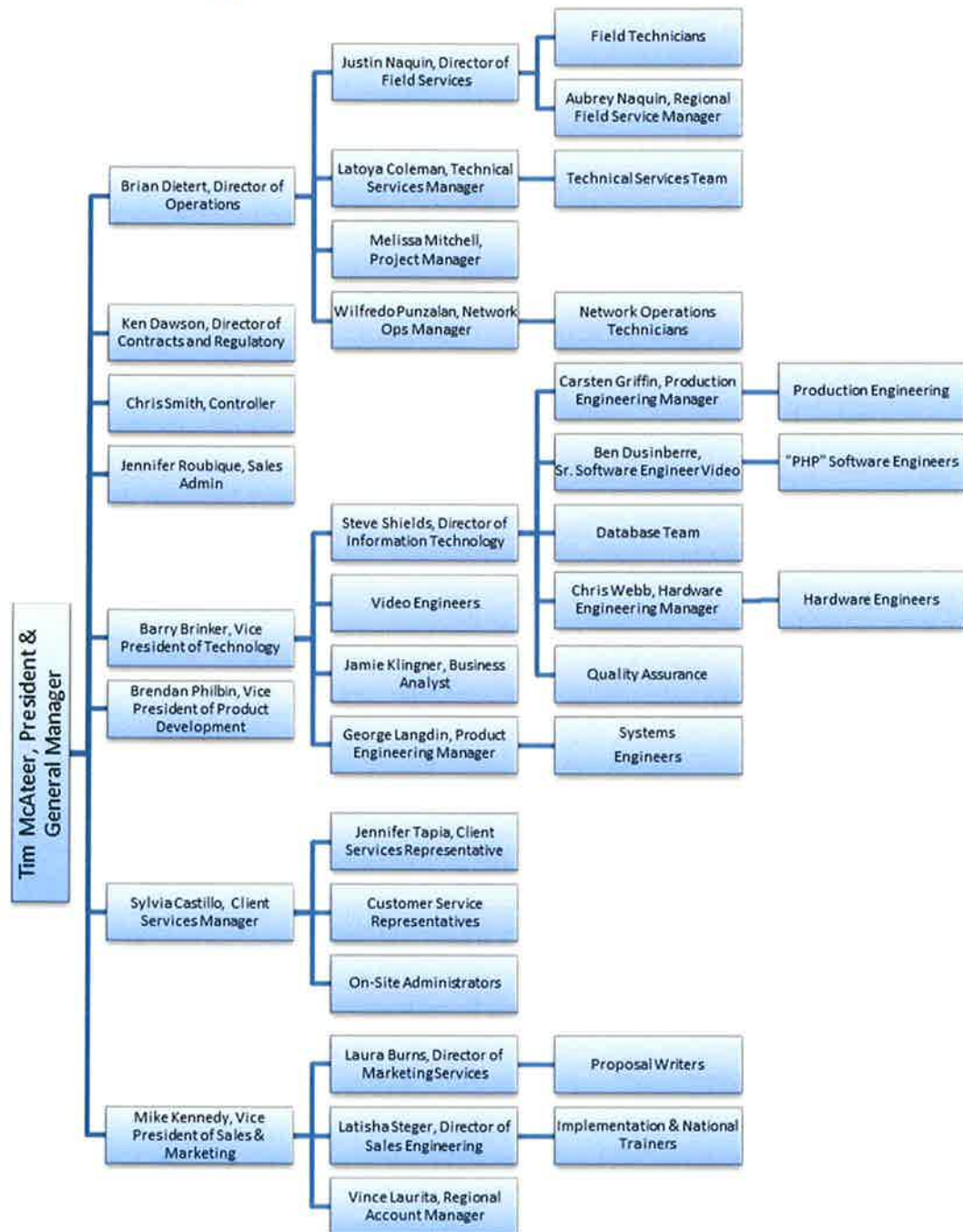
550 Correctional Facilities Served

**37,000+ Inmate Telephones
Deployed**

350,000 Inmates Served

40+ Customers with 1,000+ Inmates

ICSolutions' Organizational Chart



Assets Available to Meet County Requirements

ICSolutions is a financially strong and stable company that has been providing inmate telecommunication services in correctional environments since 2002. ICSolutions is also one of the fastest growing inmate calling providers in the country.

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

Local Field Service Technicians

ICSolutions' service is enhanced by the use of certified local and regional technical support personnel. In addition, we maintain a local supply of system components and replacement parts to minimize the time to service restoration. Scotts Bluff County will be served by a designated number of local primary field service technicians, and additional local technicians will be assigned as backups upon contract award. Site administrators and local technicians are fully trained onsite on both THE ENFORCER and each facility's exact equipment and system configuration.



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

Proposed Staffing Plan

ICSolutions' excellent customer service begins from the date of contract award through the life of the contract. Work begins with our knowledgeable Installation Team, whose expertise will ensure a seamless transition your new inmate communication solution; our 24 x 7 x 365 Technical Services Center, who will assist you if you have a question or if an issue arises; and **your Regional Account Manager, Vince Laurita**, who will work with you for the life of the contract to ensure that all of your needs are met.

ICSolutions has more than 160 employees dedicated to the development, installation, maintenance, and service of our inmate communication solutions. The professional team involved in the aforementioned duties and ongoing management of your services comprises the following experienced ICSolutions personnel for our Client Services, Installations & Operations (Technical Support), and Technology Development teams, including your Project Manager. Full résumés for these key personnel have also been attached at the end of **THIS SECTION**.

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

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| | <p>Qualifications</p> <p>Prior to joining ICSolutions in 2004, Mike started in the telecommunications industry in 1989 and has vast experience in account management and business development. Mike's experience includes both operator services and inmate telephone services offered nationwide. Mike studied Business Administration at the University of South Carolina.</p> |
| <p>Vince Laurita Regional Account Manager</p> | <p>Responsibilities</p> <p>As Regional Account Manager, Vince will be responsible for working directly with Scotts Bluff County throughout the entire contract term. ICSolutions recognizes that a facility's needs may evolve over the life of a contract, and Vince will work with you to adjust the system and features provided to best fit your requirements. This may include system expansions, feature additions, integration with JMS or Commissary vendors, etc. He will also be the single point of contact for any questions or requests concerning the contracted services, including (but not limited to) reports, compensation, service and maintenance, training, etc.</p> <p>Qualifications</p> <p>Vince has a dynamic background, including 13 years' experience in law enforcement, serving as a Police Officer, Investigator and S.W.A.T. Team Commander. As Chief Homicide Investigator, he maintained a 97% conviction rate, a rate which the FBI found impressive when they were recruiting him. Vince joined the telecommunications industry in 1996, with a focus on developing videoconferencing technology and markets. Drawing from his law enforcement background, Vince is adept at helping his clients acquire and learn to effectively use cutting-edge technology to increase security and enhance investigations at their facilities.</p> <p>Vince came to ICSolutions from VizVox where he spent 9 years as Business Development Manager and was integral in the VizVox product development from the beginning. Not only did Vince develop the training curriculum and help design the hardware device, he was also instrumental in the design, development and ongoing R&D of the VizVox Control and Scheduling module. Vince holds a Bachelor's Degree in Business Administration from St. Edward's University.</p> |
| <p>Sylvia Castillo Director of Client Services</p> | <p>Responsibilities</p> <p>As the Director of Client Services, Sylvia maintains excellent business relationships with all of ICSolutions' clients. Part of her role is to ensure that the products and services that are operating within each of our client's facilities are meeting and/or exceeding their expectations. Any time there is a concern Sylvia is one of the primary points of contact in resolving client-specific issues.</p> |

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| | <p>Qualifications</p> <p>Sylvia has been in customer relations since 1993. Some of her most notable qualifications lie in her management and allocation of resources in order to best serve clients. Her strong relationships with Attorney Generals and Public Utility Commissions personnel across the U.S. give her unique insight and perspective when managing ICSolutions' clients. She has implemented important policies and procedures over her career that have positively impacted customer and client relations.</p> |
| <p>Latisha Steger Director of Sales Engineering / Training Department</p> | <p>Responsibilities</p> <p>As the Director of Sales Engineering, Latisha works directly with each facility to schedule and provide training during installation and ongoing refresher training throughout the life of the contract. She will deliver training on THE ENFORCER system, video visitation, inmate tablets, and inmate telephone procedures face-to-face, over-the-phone, or via Teams, as the facility prefers. In addition, Latisha also manages and coordinates voice enrollments for Pre-Call Validation and Voice Biometrics services.</p> <p>Qualifications</p> <p>Latisha has served as a professional in telecommunications customer management and support since 2000, with a focus on inmate calling sales, service, training and support since 2007.</p> |
| <p>Mike Pickell Corporate Account Manager / Training Department</p> | <p>Responsibilities</p> <p>Mike works directly with each facility to provide initial training during installation and ongoing refresher training throughout the life of the contract. Mike delivers training on all services face-to-face, over-the-phone, or via Teams, as the facility prefers.</p> <p>Qualifications</p> <p>Mike began working with ICSolutions in 2022. He comes to us with a diverse background working in law enforcement and a District Attorney's Office. Mike served more than 20 years with the Seabrook Police Department in the Houston, Texas area.</p> |
| <p>Installations & Operations (Technical Support)</p> | |
| <p>Brian Dietert Director of Operations</p> | <p>Responsibilities</p> <p>Brian leads the team of technicians responsible for the 24x7x365 monitoring and service support of the inmate phone system and communication access lines. The ICSolutions Technical Support Center ("TSC") is staffed 24x7x365 with Level 1 and Level 2 technicians, and is the initial point of contact for any issues related to the operation of the inmate telephone system. TSC is equipped with the Nagios network monitoring application and Service Now for trouble ticket issuance and resolution.</p> |

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| | <p>Qualifications</p> <p>Brian has been in the telecommunications industry since 1986, specializing in inmate telephone services since 1990. He has held senior leadership positions with several companies that operate in inmate telephone industry. Before joining ICSolutions in 2011, Brian was the Director of Network and Billing Services for Public Communication Services (PCS). While at PCS, he managed over \$30 Million in annual revenue associated with collect, prepaid, and debit calling. Prior to PCS, Brian was a principal with AGM Telecom who helped start up and grow the company to 125 installations before being acquired by PCS in 2007. As a result of approximately three decades in this industry, Brian brings a wealth of knowledge and experience in all aspects of field services, engineering, project management, and local and toll network architecture, as well as leading edge products associated with VOIP telephony.</p> |
| <p>Melissa Mitchell Project Manager</p> | <p>Responsibilities</p> <p>Melissa will be responsible for managing the installation, including development of the Facility's project plan and overall management of the installation. Melissa brings her in-depth knowledge and expertise of project management to carry out smooth and efficient implementations from conception through completion.</p> <p>Qualifications</p> <p>Melissa has held leadership positions in project management and service coordination since 2002. Before joining ICSolutions, Melissa was the Project Manager at GTL, where she coordinated numerous simultaneous projects through to successful completion. Melissa is an integral part of every installation at ICSolutions – big or small. She has coordinated countless complex projects and is proficient at anticipating, identifying and addressing the unique circumstances each facility may have.</p> |
| <p>Jamie Klingner Project Manager, PMP</p> | <p>Responsibilities</p> <p>Jamie Klingner is a subject matter expert on THE ENFORCER and THE VISITOR user interface and Video Relay Services. She collaborates with engineers to prioritize and manage product development for improved user experience. As a PMP-certified Project Manager, Jamie is instrumental in analyzing the contract to determine necessary software development and developing project plans in Microsoft Project Gantt charts.</p> <p>Qualifications</p> <p>Jamie is a seasoned professional with more than 20 years of experience in project management, account management, business development, advertising and public relations, with a focus on the corrections industry since 2014. Jamie has a proven ability to develop and lead teams and execute multi-disciplined projects and programs from initiation to project completion including the managing of project costs, efficiencies,</p> |

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| | <p>compliance, and timelines. Jamie came to ICSolutions in 2016 from Praeses, LLC, where she managed contracts for correctional facilities to ensure contractual compliance. She has a Bachelor of Arts in communication from Denison University.</p> |
| <p>Justin Naquin Director of Field Services</p> | <p>Responsibilities Justin is the Director of Field Services for ICSolutions' installation teams nationwide. In addition to providing leadership of our field technicians, Justin provides hands-on management of the transition process, testing and on-site quality control for the Southern United States.</p> <p>Qualifications Justin joined ICSolutions in 2004 and has more than 30 years of telecommunications experience in the public and inmate telephone industry. Justin is skilled at installations of both inmate telephone systems and video visitation systems. He has completed over one hundred complex inmate telephone system installations for ICSolutions' existing customers, including State Departments of Corrections and large multi-site applications. Justin has led many installations, including the installations at Bexar County, Texas – Sacramento County, California – Erie County, New York – and Osceola County, Florida.</p> |
| <p>Aubrey Naquin Regional Field Service Manager</p> | <p>Responsibilities Aubrey is the field supervisor for ICSolutions' installation teams in the Midwestern United States. In addition to providing leadership of our field technicians, Aubrey provides hands-on management of the transition process, testing and on-site quality control.</p> <p>Qualifications Aubrey has nearly a decade of experience providing client services, installation, maintenance, and repair of telecommunications equipment. Aubrey has worked for ICSolutions since 2014 and is highly knowledgeable about the equipment and solutions provided to our customers. Aubrey's many years of experience and strong analytical and troubleshooting skills enable him to diagnose problems and develop workable solutions.</p> |
| <p>Latoya Coleman Technical Support Manager</p> | <p>Responsibilities Latoya Coleman supports the project as Technical Support Manager for ICSolutions clients after installation. She supervises the Technical Support team and serves as the first level of escalation for unresolved trouble tickets.</p> <p>Qualifications Latoya joined ICSolutions in 2009 as a Technical Services Representative, assisting clients with product related concerns, troubleshooting hardware and software issues, and coordinating with field technicians via telephone to change hardware and software configurations. In 2015, Latoya was promoted to Technical Support Manager due to her outstanding performance in issue resolution.</p> |

| | |
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| | Latoya has more than 10 years of technical support experience, with nearly a decade in the inmate telecommunications industry. Latoya holds a Bachelor of Science in Computer Science from Jackson State University. |
| Technology Development | |
| Brendan Philbin Vice President of Product Development | <p>Responsibilities Brendan Philbin oversees the design and development of all technologies, products, and applications deployed by ICSolutions for both customer and internal use. This responsibility includes overseeing the day-to-day IT operations, the assembly of product hardware as well technical oversight of product deployments in the field, as well as overseeing all aspects of technology from concept to delivery, with a market-focus approach to technology development, including identifying market needs and developing the appropriate products and services as solutions to meet those needs.</p> <p>Qualifications Brendan is an executive who first entered the industry of telecommunications for correctional markets in 1989, delivering strategic vision, market and product strategy, technology innovation, program and project management. He has a proven track record of building and leading successful teams that deliver major projects on time and within budget. Extensive knowledge of the Operator Services industry with domain expertise in telephony billing, collections, bad debt management and inmate telephone services.</p> |
| Barry Brinker Vice President of Technology | <p>Responsibilities Barry Brinker focuses on overseeing all aspects of technology from concept to delivery, including the design and development of cutting-edge technology, the assembly of product hardware, quality assurance, and day-to-day IT operations. Barry constantly evaluates the market to identify the ever-changing technology needs of our clients, working to develop the best solutions to meet those needs.</p> <p>Qualifications Barry brings 26 years of experience in Telecommunications – which includes 19 years in inmate telephone systems management specifically – providing leadership, vision and direction for technology-based corporations across North America. Managing all aspects of Operations and Customer Service – Implementation, Account Management, Field Operations, Engineering, Network Planning, Project Management, Procurement and Technical Support.</p> |
| Steve Shieldes Director of Information Technology | <p>Responsibilities Steve Shieldes is responsible for all software development activity at ICSolutions. He oversees the Software Engineering department and works with our in-house team to address any software issues and prioritize ongoing enhancements and upgrades.</p> |

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| | <p>Qualifications</p> <p>Steve has worked in software development since 1990. Steve has experience in all phases of IS/IT development, programming, implementation and operations, systems analysis, specifications, design, coding, optimization, quality assurance, documentation, database and application system conversion, software and hardware evaluation. Steve's experience includes management positions in multiple telecommunications agencies, leading teams in the development, maintenance, deployment and operation of custom software and applications. Since joining ICSolutions in 2013, Steve has overseen a database team managing 254 databases on 44 PostgreSQL clusters, Enterprise wide ETL processes, and Enterprise reporting and data analysis. He has also created a streamlined Quality Assurance environment leading our QA team to have an 80% improvement on the turnaround of software from development to production. Steve obtained degrees in Computer Programming and Computer Applications Design from San Antonio College.</p> |
| <p>George Langdin Technical Services Manager (IT Engineering)</p> | <p>Responsibilities</p> <p>George leads the engineering team responsible for building, configuring, and testing all ENFORCER equipment before it is delivered to each facility for implementation. George's team plays an important role in the quality assurance process by making sure each piece of equipment is configured to meet the requirements of the facility it is going to, and by ensuring that the equipment is functioning properly and free from manufacturing defects prior to deployment. After system installation, George is also a point of escalation for software support issues.</p> <p>Qualifications</p> <p>George joined ICSolutions in 2004 and has been in the technology industry since 1998. His InfoTech experience includes founding a market-leading "dot com" company and managing technical support for a multinational biotech corporation. George obtained his Bachelor of Science degree at University of California, Davis.</p> |

Executive Management Team

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

Tim McAteer, Company President has nearly 30 years' experience in management and administration within the correctional industry, including serving as Vice President and Chief Operating Officer for several commissary support and supply companies.

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

Barry Brinker, VP of Technology, has more than 20 years' experience in telecommunications technology. Managing all aspects of Operations and Customer Service - Implementation, Account Management, Field Operations, Engineering, Network Planning, Project Management, Procurement and Technical Support.

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

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

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

Sylvia Castillo, Director of Client Services, has more than 30 years' experience in customer relations.

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 Communication 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.

ICSolutions Response:

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

ICSolutions has attached the above required documentation as **EXHIBIT F** to this proposal, submitted meeting or exceeding all County requirements and expectations.

- 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.

ICSolutions Response:

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

Inmate Calling Solutions, LLC (dba ICSolutions) is a Limited Liability Company. We have been operating under the name Inmate Calling Solutions since the company's formation in August of 2002.

- 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.

ICSolutions Response:

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

ICSolutions is neither for sale, nor considering an acquisition or merger in the next 12 months.

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

ICSolutions Response:

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

Vince Laurita

Regional Account Manager

10+ Years of Service

vlaurita@icsolutions.com

720-220-8027

Qualifications

Vince has a dynamic background, including 13 years' experience in law enforcement, serving as a Police Officer, Investigator and S.W.A.T. Team Commander. As Chief Homicide Investigator, he maintained a 97% conviction rate, a rate which the FBI found impressive when they were recruiting him. Vince joined the telecommunications industry in 1996, with a focus on developing videoconferencing technology and markets. Drawing from his law enforcement background, Vince is adept at helping his clients acquire and learn to effectively use cutting-edge technology to increase security and enhance investigations at their facilities.

Vince came to ICSolutions from VizVox where he spent 9 years as Business Development Manager and was integral in the VizVox product development from the beginning. Not only did Vince develop the training curriculum and help design the hardware device, he was also instrumental in the design, development and ongoing R&D of the VizVox Control and Scheduling module. Vince holds a Bachelor's Degree in Business Administration from St. Edward's University.

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

ICSolutions Response:

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

ICSolutions' live customer service is available 24 hours a day, 365 days a year for payment support. Through our toll-free call center, customers will be connected to our knowledgeable customer service representatives who can help with billing questions, account setup, account status, payments, and more. Our customer service representatives can offer multilingual assistance, including both English and Spanish.



**Called party & community
support at 888-506-8407 or
online at www.icsolutions.com**

- Toll-free at (888-506-8407) 24 Hours a Day
- User-Friendly Website www.icsolutions.com

Customer service representatives are fully trained on ICSolutions products, services, and billing policies, and they will be thoroughly trained on the details of Scotts Bluff County's contract. ICSolutions' customer care call center is entirely in-house and is supervised and managed by our Director of Operations and Regional Account Managers to ensure that our service procedures adapt to meet each client's exact needs.

ICSolutions' customer care call center performance for the last three months is:

- Average Queue Time = 60 seconds
- **Ability to Reach a Live Operator** = live operators are available 24/7/365; caller can press "5" at any time to reach an operator
- **Resolution Time** = 98% resolved on first call, with average talk time of 3 ½ minutes
- **Supervisor Access** = supervisor available 24/7; immediate transfer upon customer request

Video support for visitors is available to customers from certified customer care specialists 7 days a week, from 8:00 a.m. to 7:00 p.m. CST Monday through Friday and 8:00 a.m. to 5:00 p.m. CST Saturday and Sunday, by calling toll-free at 888-646-9437.

Customer Service for Prepaid Account Holders

ICSolutions' prepaid calling options offer a **real-time payment alternative** for called parties that would ordinarily be blocked as a result of billing or credit issues, cell phone dependency, or lack of billing arrangements with the called party's local phone provider. At the time an attempted call is blocked, the **called party is instantly connected with a knowledgeable billing representative** who can explain the prepaid program, establish a prepaid account, and facilitate a variety of payment methods. Credit card and debit card payments can be processed, and inmate calling to that number can be enabled, in as little as **15 minutes**.

Payments may be made, real time via:

- Toll Free Telephone (888-506-8407) (24 Hours a Day)
- User-Friendly Website: www.icsolutions.com

The screenshot shows the ICSolutions website's 'Create New Account' page. At the top left is the ICSolutions logo with the tagline 'Advanced Technology' and 'A Kerle Group Company'. To the right is a dark blue navigation bar with white text links: 'Sign In', 'Create New Account', 'Product Availability', and 'Rates'. Below the navigation bar, the heading 'Create New Account' is displayed. The form contains several input fields: 'User Name', 'PIN', 'Password', and 'Confirm Password'. Below these is a 'Password strength' indicator. At the bottom left is a blue 'Sign Up' button. To the right of the button is a text prompt: 'Have a phone number you'd like to migrate?'.

ICSolutions' Family First Prepaid Customer Care Portal – Create an Account

Advantages of Family First Prepaid:

- Real-time account set-up
- Increased call volume and commission revenue
- Payment option for "unbillable calls"
- Eliminate complaints from CLEC customers
- Reduced inmate complaints
- Allows called party to budget phone expense
- Allows calls to numbers that cannot accept traditional collect calls (e.g., work phones, cell phones, unbillable parties)

Payment Methods Accepted:

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

ICSolutions developed our Family First prepaid calling to deliver a combination of proven calling technology and communication-enhancing services that enable inmates to easily and affordably connect with their loved ones and needed resources. ICSolutions' prepaid calling options feature a web-based payment system that is coupled with the ICSolutions' fraud reduction (FraudImpactSM) platform and interfaced to all online and traditional payment processors. Prepaid calling provides the called party with a vehicle to manage their budget while maintaining communication with an incarcerated friend or family member.

Prepaid Collect

[Home](#) / [Prepaid Collect](#)

Phone Number (210) 725-1561
Agency: Alabama DOC

Available Balance: **\$0.00**

What would you like to do? ▾

Rate Detail

| | | |
|--------------------|------------|--------|
| Call Type | Interstate | |
| First Period | 1 minute | \$0.21 |
| Subsequent Periods | 1 minute | \$0.21 |

[Rate Calculator](#)

Payment History

Show payments from ▾ From To

| Date | Type | Status | Amount |
|--------------|-------------------|--------------|---------|
| Apr 7, 2016 | Credit/Debit Card | Declined | \$6.95 |
| Apr 15, 2014 | Western Union | Pending Sent | \$58.47 |

ICSolutions' Family First Customer Care Portal – Payment History

Complimentary Call

Using our prepaid calling solutions, the requirement of billing arrangements with specific CLECs is no longer necessary to complete collect calls to a particular destination number. The system will allow the inmate a single **complimentary one-minute call to each dialed number** to explain account setup and funding options. Once the free call has been completed, the called party has the option to be instantly transferred to a **live ICSolutions Billing Specialist**, who can explain calling options and help the called party to set up and fund a Prepaid account. Calling will be enabled within 15 minutes of account setup and funding.

- 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.

ICSolutions Response:

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

Below is a summary of all litigation matters over the past 5 years that are related in any way to ICSolutions or ICSolutions' inmate telecommunications system:

| Plaintiff | Company | Case Number | Court | Case Description | Status |
|-----------------------------------|------------------|---------------|---|--|-------------------|
| Fotoohigham, Merhdad | ICSolutions, LLC | 2:24-cv-04182 | USDC of Missouri Western District | Plaintiff alleges that he spent nearly 6 years wrongfully imprisoned and that during his incarceration his privileged attorney-client calls were recorded. | Currently pending |
| Securus Technologies Inc | ICSolutions, LLC | 24CV005442 | State of Georgia, Fulton County | Plaintiff objected to the award of the public contract to ICS. | Dismissed |
| Israelson, Vanessa & Levan, Donna | ICSolutions, LLC | 2:24-cv-02027 | USDC of Kansas | Plaintiffs class action complaint alleged the collection of a "tax" that was higher than the authorized tax rate. | Dismissed |
| Wertz, Jeffrey | ICSolutions, LLC | 2:23-cv-01045 | USDC of Pennsylvania Western District | Plaintiff alleges violation of attorney-client communications. | Currently pending |
| Page, Emmanuel | ICSolutions, LLC | 3:21-cv-00761 | USDC of Wisconsin Western District | Plaintiff alleged violation of attorney-client communications. | Dismissed |
| Wertz, Jeffrey | ICSolutions, LLC | 2023-CV-1461 | State of Pennsylvania, Court of Common Pleas, Washington County | Plaintiff alleged violation of attorney-client communications. | Dismissed |
| Hurdsman, Rodney | ICSolutions, LLC | 1:22-cv-00254 | USDC of Texas Western District | Plaintiff alleges violation of attorney-client communications. | Currently pending |

| | | | | | |
|--|------------------|--------------|---|--|-----------|
| Leek, Kenneth | ICSolutions, LLC | 21-3100 | USDC of Kansas | Plaintiff alleged breach of contract due to failure to provide free law library access via tablets. | Dismissed |
| Board of County Commissioners of Larimer County, State of Colorado | ICSolutions, LLC | 22CV30159 | State of Colorado, District Court, Larimer County | Contract dispute. | Dismissed |
| Foster, Roger & Tammy | ICSolutions, LLC | 22MR-CV00036 | State of Missouri, 10th Judicial Circuit, Marion County | Plaintiff's complaint incorrectly named CenturyLink Public Communications, Inc. (purchased by ICSolutions, LLC) rather than CenturyLink Communications, LLC d/b/a LUMEN. | Dismissed |
| Beraha, Arthur a/k/a Greene, Travers | ICSolutions, LLC | 20-16516 | USCA 9th Circuit | Plaintiff appealed the District Court's Order dated July 10, 2020 granting Defendant's Motion for Summary Judgment. | Dismissed |

6.0 BIDDER QUALIFICATIONS

Bidder's 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:

ICSolutions Response:

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

As detailed above, ICSolutions has provided inmate telecommunications services in correctional environments, expanding and improving our technology to meet the ever evolving needs of our clients across the nation, throughout our 23 years of business.

Payment Methods

ICSolutions has described the points of sale that will accept payments for all services below.

Prepaid Accounts

FAMILY FIRST prepaid customers set up a prepaid account, which allows them to deposit money to pay for future calls to their telephone number(s), as well as any other available ICSolutions services like video visitation and email. Deposits can be made via the phone or web using a credit or debit card, through Western Union, by mailing in a money order, or via an Access Corrections lobby kiosk, if available.

Inmate Accounts

With inmate debit calling, calling time is traditionally purchased by the inmate through the commissary. However, ICSolutions also offers our "Call Center Debit" program, which allows friends and family to deposit funds into an inmate's account. The difference between this program and prepaid calling is that it enables inmates to call any facility-approved telephone number, as well as to pay for any other available ICSolutions services like video visitation and email. The inmate controls this account and can use the funds at their discretion. Prepaid, on the other hand, enables calling only to the telephone number(s) associated with the prepaid account. The same points-of-sale for FAMILY FIRST Prepaid calling (described above) are available for Call Center Debit.



Multiple Account Funding Options

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

Direct Billing

ICSolutions offers collect calling for qualified called parties, whereby payment is performed through direct billing by ICSolutions. Typically, this option is used by professionals, such as attorneys. THE ENFORCER tracks the cost of the call, including any taxes, which is used as the basis for the collect call billed directly by ICSolutions. Because ICSolutions performs its own billing for collect calling to qualified called parties, there is no separate billing company. All collect calls are available for search easily through the reports already available in THE ENFORCER, such as the CDR report, which permits ICSolutions to identify and validate collect calls for direct billing to the qualified called parties.

2. 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.

ICSolutions Response:

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

ICSolutions is pleased to offer the required references, provided as **SECTION 4**, that enjoy equipment and services similar to those offered in this proposal. These references can attest not only to the quality of our technical solution, but also to our commitment to outstanding service and customer care.

3. 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.

ICSolutions Response:

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

ICSolutions is experienced in providing ITS, Video Visitation, and Tablet solutions for our clients across the Country. We are proud to offer Scotts Bluff County the following account as a reference who can attest to their satisfaction not only with our ENFORCER calling system, but also with their ICSolutions-provided video visitation and tablet solutions.

| | | | |
|---------------------------|---|------------------------------------|---------------------------------|
| Customer Name: | Rock County Jail | Number of Facilities: | 1 |
| Contact Person: | Captain Kimberly Litsheim Jail Administrator Kimberly.Litsheim@co.rock.wi.us | Telephone Number: | (608) 757-7907 |
| Address: | 200 East US Hwy 14 | Total Number of Phones: | 50 |
| | Janesville, WI 53545 | Total Inmate Population: | 415 |
| Former Provider: | Telmate | Date Service Began: | March 2021 |
| Services Provided: | Inmate Telephone System Payment Services | Video Visitation Cell Detection | Inmate Tablets Debit Release |

4. 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.

ICSolutions Response:

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

ICSolutions is experienced in providing tablet solutions for our clients across the Country. We are proud to offer Scotts Bluff County the following account as a reference who can attest to their satisfaction not only with our ENFORCER calling system, but also with their ICSolutions-provided tablets.

| | | | |
|---------------------------|--|---------------------------------|--------------------------------------|
| Customer Name: | Dodge County Detention Facility | Number of Facilities: | 1 |
| Contact Person: | Tony Brugger Jail Administrator abrugger@co.dodge.wi.us | Telephone Number: | (920) 386-4016 (920) 386-3243 fax |
| Address: | 216 West Center Street | Total Number of Phones: | 47 |
| | Juneau, WI 53039 | Total Inmate Population: | 450 |
| Former Provider: | SBC/Securus | Date Service Began: | October 2003 |
| Services Provided: | Inmate Telephone System | Voice Biometrics | Inmate Tablets |



**ICSolutions
Client
Testimonial**

"ICS provides an outstanding array of service..."

"...The system is easy to use (even for the detectives), provides excellent reports, and has increased our revenues by over 20%. ICS provides an outstanding array of service. Big picture: I work with contract services on a variety of levels. My experience with ICS has been, by far, the most productive and professional. I highly recommend Inmate Calling Solutions..."

**Molly Soblewski, Jail Administrator
Dodge County Detention Facility, WI**

5. 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.

ICSolutions Response:

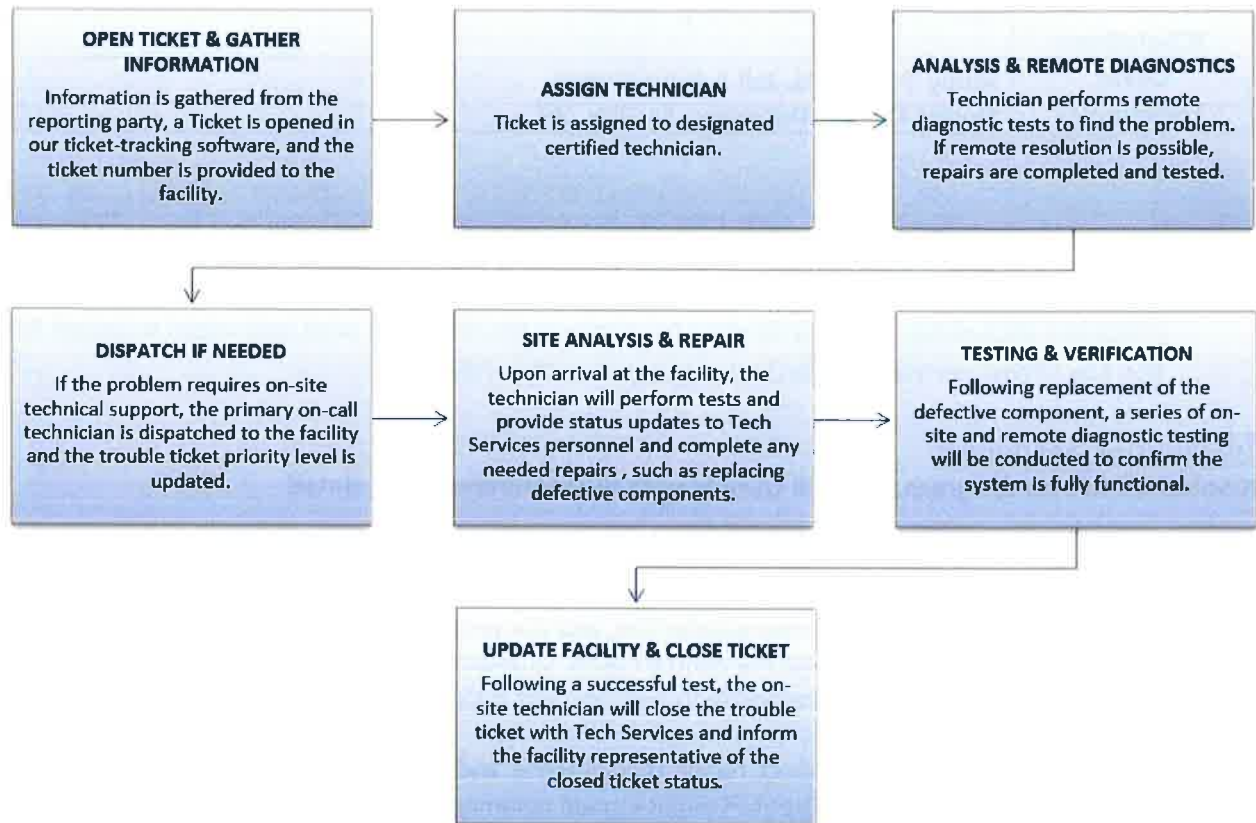
ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions has assembled a seasoned team of account management, technical support and repair personnel to support all of the County's ongoing service needs. In keeping with the company's mission, the support team is dedicated to customer satisfaction, and our primary goal is to provide continuous, reliable system performance throughout the contract term. Qualifications and responsibilities for these key personnel have been provided in response to Requirement 2: Company Information above.

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

Technical Services Center (TSC)

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



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

Local Field Service Technicians

Service is further enhanced by the use of certified local and regional technical support personnel. In addition, we maintain a local supply of system components and replacement parts to minimize the time to service restoration. Scotts Bluff County will be served by a designated number of local primary field service technicians, and additional local technicians will be assigned as backups upon contract award. Site administrators and local technicians are fully trained onsite on both THE ENFORCER and each facility's exact equipment and system configuration.



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

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

ICSolutions Response:

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

ICSolutions designs and builds the ENFORCER in-house and therefore we have complete ownership of the inmate calling system proposed herein. ICSolutions also possesses all appropriate rights to the proposed tablet solution for the County.

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.

ICSolutions Response:

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

All ICSolutions personnel entering the County facilities will be subject to a security and background check performed by SBCDC. All personnel are also subject to background checks by ICSolutions upon hiring, and we would be happy to provide our background check and drug testing policies to the County upon request.

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.

ICSolutions Response:

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

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.

ICSolutions Response:

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

ICSolutions possesses all required permits, licenses, and professional credentials required to supply the product and perform all services as specified in this RFP. For copies of all required business licenses and additional documentation, please refer to **EXHIBIT F**.

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.

ICSolutions Response:

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

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.

ICSolutions Response:

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

Vincent R. Laurita

Regional Account Manager, Inmate Calling Solutions, LLC

SUMMARY

- 30 years of Product & Business Development, with a focus on video conferencing in the corrections market since 2004
- 13 years' experience in law enforcement, serving as a Police Officer, Investigator, and S.W.A.T. Team Commander
- Extremely proficient investigative skills, as evidenced by a 97% conviction rate as Chief Homicide Investigator
- Talented training resource on corrections telecommunications, with in-depth experience as trainer and product developer of video visitation for inmates

PROFESSIONAL EXPERIENCE

Regional Account Manager, Inmate Calling Solutions, LLC 2014 - Present
Marketing and Sales of inmate calling technology and services to State and County government correctional facilities. Providing local and long distance telephone service for inmates utilizing automated call processing, call control, and LAN/WAN database systems incorporating traditional and alternative billing and payment services.

VizVox Sales Manager, M2 Technologies 2004 - 2014

- Develop new business opportunities for VizVox line of Video Visitation products into Corrections market
- Identified and established the core specifications for the VizVox product line
- Developed go to market strategy for VizVox
- Establish and managed distribution network and certification processes for VizVox partner and integration network
- Developed all marketing materials for VizVox Video Visitation platform
- Developed training curriculum for VizVox deployments and VizVox partner program
- Developed new business paradigm for National computer reseller to Federal Government Accounts
- Developed and established new account base in Colorado, Michigan, Wisconsin, Illinois, Tennessee, Florida,
- Met and exceeded all sales expectation

Sales Engineer, CNETICS Technologies 1999 - 2004

- Responsible for Design of Board Room Control Systems, and incorporate Video Distribution and Video Conferencing Systems
- Designed software based network control systems
- Developed video networking and video conferencing division generating immediate increase in profit base
- Number one profit generator each of last three years
- Managed client accounts with the Military, state and local government, K-12 and Higher Ed Accounts in the State of Georgia.
- Established a new product market in Corrections, Criminal Justice and Law Enforcement Accounts for video arraignments, electronic warrants, and video visitation
- Product Lines include: HP Desk Tops, Laptops, Servers, Printers, Avaya Wireless Ethernet access points and NIC Cards, AMX and Crestron Control Systems, JVC Professional and Consumer products, Cisco/Tandberg Video Conferencing Products, Polycom Video Conferencing Products, Broaddata Communications Fiber Distribution Products

Sales Representative, Ancha Electronics/SPL 1998 - 1999

- Managed the SAFARI Product line and video conferencing technology, both were new company offerings.
- Developed marketing strategy to utilize State contract procurement tool to maintain account control and avoid bid response through partner relationships
- Expanded sales to include Military, State Government and Higher Ed accounts, not previously considered
- Supervised numerous RFP responses
- Exceeded all sales expectations

National Sales Manager/Regional Sales Manager, Safari Technologies 1996 - 1998

- Managed partner relationship between SAFARI Technologies and Compaq Computer Corporation
- Managed nationwide marketing strategy for new product rollout for SAFARI in conjunction with Compaq
- Created new market for Safari Product Line in NY, PA, NJ, VA, and CT.
- Developed and Managed dealer network in four states throughout NE
- Developed new marketing strategy for A/V Distribution product focusing on video conferencing as core feature set.

Owner/Regional Sales Manager, Fan Fair Development Corp 1985 - 1996

- Owner/Regional Sales Manager
- Owned and Operated four Licensed product Gift Stores
- Managed regional chain of licensed products gifts stores for Franchisor
- Doubled corporate sales projections throughout tenure.
- Developed network based in-house inventory control system
- Expanded product offerings and customer base each year

Police Officer/Investigator, South Bend Bureau of Police 1972 - 1985

- Five Years Uniformed Patrol Division.
- Six Years Investigative Division – Two years as Chief Homicide Investigator with 97% conviction rate
- S.W.A.T Team Commander
- Recruited by F.B.I.

Management Trainee – Department Manager, J.C. Penney 1971 - 1972

- Responsible for the operation of the Boy's Department.
- Successfully completed JCP Management Trainee Program

EDUCATION & CERTIFICATIONS

BBA, Business Administration and Computer Science,
Graduated top 25%, Saint Edward's University, Austin, Texas 1971

University of Louisville, Southern Police Institute - Death investigation School 1979

FBI Academy – S.W.A.T. Training 1981

SAFARI Technologies – Certified System Engineer 1996

Extron Design Certification 2000

Melissa Mitchell

Project Manager, Inmate Calling Solutions, LLC

SUMMARY

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

Areas of Expertise

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

PROFESSIONAL EXPERIENCE

Project Manager, Inmate Calling Solutions, LLC

2020 - Present

Responsible for managing the installation, including development of each facility's project plan and overall management of the installation. Melissa brings her in-depth knowledge and expertise of project management to carry out smooth and efficient implementations from conception through completion. Melissa is an integral part of every installation at ICSolutions. She has coordinated countless complex projects and is proficient at anticipating, identifying and addressing the unique circumstances each facility may have.

Project Manager, GTL

2019 - 2020

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

Service Coordinator, Southwest Airlines

2018 - 2019

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

Customer Service and Sales Agent, Southwest Airlines

2016 - 2018

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

Director National Accounts, BSG Clearing Solutions

2009 - 2016

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

Director, Client Services, BSG Clearing Solutions

2002-2009

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

EDUCATION & CERTIFICATIONS

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

Lean Six Sigma Yellow Belt Certified

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

SUMMARY

Seasoned professional with more than 20 years of experience in project management, account management, business development, advertising and public relations. Proven ability to develop and lead teams and execute multi-disciplined projects and programs from initiation to project completion including the managing of project costs, efficiencies, compliance, and timelines. Possesses excellent relationship building and communication skills.

Core Competencies

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

Additional Proficiencies

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

PROFESSIONAL EXPERIENCE

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

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

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

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

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

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

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

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

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

EDUCATION & CERTIFICATIONS

PMP Certification

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

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

Timothy P. McAteer

President & General Manager, Inmate Calling Solutions, LLC

SUMMARY

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

PROFESSIONAL EXPERIENCE

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

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

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

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

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

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

Purchasing Agent, Keefe Group

1995 - 2001

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

Staff Accountant, Keefe Group

1992 - 1994

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

EDUCATION

Bachelor's of Science in Accounting, University of Missouri St. Louis 1992

Michael Kennedy

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

PROFESSIONAL EXPERIENCE

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

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

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

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

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

Account Manager, National Data Corporation 1989 - 1992

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

Field Service Technician, PAR Microsystems 1988 - 1989

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

Avionics Technician, United States Marine Corps 1980 - 1988

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

EDUCATION

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

INTERESTS

Technology, college athletics, furniture restoration.

Brendan Philbin

Vice President of Product Development, Inmate Calling Solutions, LLC

SUMMARY

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

PROFESSIONAL EXPERIENCE

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

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

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

EDUCATION

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

Barry Brinker

Vice President of Technology, Inmate Calling Solutions, LLC

SUMMARY

26 Years experience in Telecommunications providing leadership, vision and direction for technology-based corporations across North America. Managing all aspects of Operations and Customer Service - Implementation, Account Management, Field Operations, Engineering, Network Planning, Project Management, Procurement and Technical Support, and 19 Years experience in Inmate Call Control Systems Management.

PROFESSIONAL EXPERIENCE

Vice President of Technology, Inmate Calling Solutions, LLC 2008 - Present
Responsible for overseeing the company's technology vision, strategy and execution to enhance operational performance, stability, scalability and customer experience.

- Develop and implement the technology roadmap, ensuring alignment with business needs and industry trends
- Lead cross-functional teams in the design, deployment and maintenance of datacenter infrastructure and software solutions
- Oversee cybersecurity and data privacy policies to safeguard company and customer information, ensuring compliance with NIST 800-53 and CJIS security practices when applicable
- Application of data driven improvements for software and service reliability
- Manage vendor relationships, negotiate contracts and optimize technology partnerships
- Develop and closely manage expense, capital and headcount budgets
- P&L accountability

Director Field Services, Securus Technologies 2006 - 2008
Responsible for a National Field Service Operations organization of 200+ Field Engineers, Field Service Managers, Installers, Project Managers and Dispatchers with an emphasis on customer service. Developed and closely managed expense, capital and headcount budgets with an annual operating budget of over \$18M. Negotiated and managed 3rd party contracts as required to meet business needs.

Manager Professional Services, Fujitsu Network Communications 1999 - 2006
Responsible for a Technical Support organization of Field Engineers who provided Professional Services such as Engineering, Installation, Turn Up and Maintenance of all Fujitsu and OEM equipment in the US, Canada, Mexico and Puerto Rico. Developed and managed expense, capital and manpower budgets with P&L responsibility of revenue streams in excess of \$3M annually.

Brian P. Dietert

Director of Operations, Inmate Calling Solutions, LLC

SUMMARY

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

PROFESSIONAL EXPERIENCE

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

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

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

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

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

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

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

Director of Sales Engineering, Solutions, Evercom Systems, Inc.

1998 - 2003

Directed all aspects of a \$24M annualized client base that included high profile companies such as AT&T, Sprint, BellSouth, DynCorp, Federal Bureau of Prisons, Vartec, and Qwest. Responsible for hardware and software solutions to national and regional Inmate Telecommunication providers, mega county, state municipalities, and small to large private companies. Responsible for recognizing new business opportunities and developing non-traditional lines of business for the company and cultivating key business relationships to facilitate further sales.

Collaborate with multiple groups of IT professionals, engineers, product managers, and marketing teams for product implementation. Proactively identified client needs then formulated appropriate product packages for effective sales presentations.

Director of IT Operations

2000 - 2002

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

Director of Network Engineering

1999 - 2000

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

Director of Operations

1998 - 1999

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

Director of Engineering, NAI/TSC/VAC

1990 - 1998

Developed and maintained the Domestic and International least-cost routing design for the long distance network.

Managed a group of switch engineers responsible maintaining tandem (OSP) switch, prepaid calling platform, and earth station. Managed the implementation of network integration/optimization plans to maximize network synergy of multiple carriers and systems.

Manager of Engineering and Technical Support

1992 - 1996

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

Installation Manager

1986 - 1992

Responsible for the management and installation of all correctional facilities.

Responsibilities included design, procurement, and implementation of all associated hardware.

Supervised a team of several installers and inside support personnel.

Vincent West

Regional Field Service Manager, Inmate Calling Solutions, LLC

SUMMARY

Results-driven Field Service Manager with progressive background coordinating service work and overseeing team operations. Promotes culture of performance, quality and customer satisfaction. Versed in regulatory requirements and industry best practices.

- Customer Service
- Policy and Procedure
- Project Planning Enforcement Development
- Goal Setting
- Employee Training and
- Inventory Management
- Employee Supervision
- Workflow Management

PROFESSIONAL EXPERIENCE

Regional Field Service Manager, Inmate Calling Solutions, LLC 2024 - Present
Responsible for managing the on-site installation, including overseeing on-site technicians and the quality assurance process. Vince is the field supervisor for ICSolutions' installation teams in the Western Region of the United States. In addition to providing leadership of our field technicians, Vince provides hands-on management of the transition process, testing and on-site quality control.

Manager of Service, Correct Solutions Group - Ruston, LA 2015 - 2024
Balanced schedules and team activities with 16 technicians. Monitored repair progress and contacted customers regarding delays or cost increases for 130 correctional facilities. Handled escalated customer issues with tact and diplomacy to restore satisfaction. Oversaw service and communications telephone and video for 10 states and US territories. Implemented 330 phones and 800 tablets within 4 months.

Telecommunications Technician, Cooper Communications Group - Garden City, NY 2000 - 2015
Installed, maintained and repaired telecommunications equipment for 20 facilities within 3 states. Performed routine maintenance on telecommunications infrastructure. Coordinated schedules with other technicians to ensure efficient use of resources. Diagnosed and repaired damaged or malfunctioning equipment to minimize downtime.

Fabrication Welder, Old Dominion Brush Co. - Richmond, VA 1997 - 2000
Fabricated and joined required parts to finalize work. Determined structural soundness of completed welds through inspections and tests. Inspected finished products for quality and adherence to design specifications. Operated welding equipment, including MIG, TIG, and arc welders, to join metal components. Welded components by operating equipment in different settings and environments.

Field Radio Operator, United States Marine Corps - USA 1983 - 1996
Adjusted transmission settings based on atmospheric conditions or interference from other sources. Managed inventory of spare parts and supplies necessary for maintaining radio operations. Participated in training exercises designed to improve response times during real-world scenarios. Operated various types of radio equipment, including transmitters and receivers. Troubleshoot technical issues with radio equipment to ensure continuous operation. Arranged communications between vessels and on-site crew members, keeping lines open and equipment functional with careful management.

EDUCATION

Diploma, USMC Communications School - Twentynine Palms, CA

High School Diploma, South Bend High School - South Bend, IN

CERTIFICATIONS & LICENSES

OSHA 10
OSHA - bloodborne Pathogens (GI) OSHA - CPR and First Aid
OSHA - Radiofrequency (RF) Awareness

George W. Langdin
Technical Services Manager (IT Engineering)

PROFESSIONAL EXPERIENCE

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

Student Asst. IV, IET MediaWorks, UC Davis 4/2003 – 9/2003
Developed interactive lessons for Spanish classes using Adobe Flash.

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

Teaching Assistant/Advisor, Steve Wozniak 6/2001 – 9/2001
Assisted in teaching classes and provided general technology advice and assistance.

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

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

Private consulting and tutoring

SKILLS

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

EDUCATION

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

Sylvia Castillo

Director of Client Services, Inmate Calling Solutions, LLC

SUMMARY

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

PROFESSIONAL EXPERIENCE

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

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

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

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

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

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

EDUCATION

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

Associate of Art Degree, San Antonio College - San Antonio, TX 1995

Latisha Steger

Director of Sales Engineering, Inmate Calling Solutions, LLC

SUMMARY

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

PROFESSIONAL EXPERIENCE

Director of Sales Engineering, Inmate Calling Solutions, LLC

2012 - Present

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

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

Regional Account Manager, Inmate Calling Solutions, LLC

2007 - 2012

Responsible for marketing and sales development for inmate telephone companies and county/state correctional facilities, providing local and long distance telephone service for inmates utilizing automated call processing, call control, and LAN/WAN database security incorporating both traditional and alternative billing & payment solutions.

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

Senior Recruiter, MISource, Inc.

2006 - 2007

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

Account Support Manager, Pro Tech Monitoring, Inc.

2006 - 2007

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

Senior Representative, Verizon Wireless

2000 - 2006

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

EDUCATION

Bachelor of Business Administration, American InterContinental University 2005 - 2007

Associate's degree, Florida Metropolitan University 2003

Michael Pickell

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

SUMMARY

I am a highly skilled and motivated law enforcement professional with over 29 years' experience in planning, risk analysis, contingency/crisis intervention strategy, Criminal Investigations, local, state and federal law enforcement and case protocol. I am a team player, always willing to help and collaborate with my colleagues and team members who may be in need of assistance with their cases or projects. I am proficient, organized, and confident in my ability with all aspects of criminal investigations.

PROFESSIONAL EXPERIENCE

Corporate Account Manager / Training Department, Inmate Calling Solutions, LLC 2022 - Present
Works directly with the facility to provide initial training for The Visitor™ Video Visitation System during installation and ongoing refresher training throughout the life of the contract. Delivers face-to-face, over-the-phone, or via WebEx, as the facility prefers.

Investigator, Harris County District attorney's office 2016 – 2022
Served as an investigator in the Trial Bureau Division of the Harris County District Attorney's Office. In this position I would locate complainants and witnesses, serve subpoenas and assist with trial preparation for Felony cases. Previously I was assigned to the Public Corruption Division for three years. I investigated and assisted in all aspects of the prosecution for trials from the initial arraignment to preparing for trial. These cases involved public officials, high profile major crimes and any county, municipal or state employee charged with a criminal offense or penal code violation.

Investigator, SEABROOK Police Department 1995 – 2016
Served as a Detective from 2001 to 2016 working in Criminal Investigations from 2001 to 2005. Worked all types of cases from Misdemeanor offenses to Murder cases. My duties consisted of taking an offense report and developing leads by interviewing witnesses and analyzing evidence. I was also responsible for interviewing suspects and presenting cases to the District Attorney's Office for charges.

From 2005 to 2016, was assigned to various Narcotics Task Forces in the Houston Area. My first narcotics assignment was with Harris County Organized Crime for a period of one year. The next assignment was to the Pasadena Narcotics Task Force for a period of 7 years. In this position I worked major Narcotics cases all over the Houston Metropolitan area including several joint cases with the Drug Enforcement Agency. My duties consisted of mobile surveillance, writing search warrants, conducting undercover transactions which resulted in large Narcotics seizures and arrests. In 2013 I was assigned to the Galveston office of the DEA, where I continued the multiple investigations and under cover work. These investigations covered the entire gulf coast, extending as far as the interior of Mexico.

Police Officer

I began my career with Seabrook Police Department in January 1995 and worked the first six years as a patrol officer. While in this position, I worked various other shifts, including nights. During this time in Patrol, I became certified in Standardized Field Sobriety Testing, as well as a Field Training Officer. During my time as a patrol officer, I responded to and worked all types of calls, from major fatality accidents to making felony arrest.

EDUCATION

Alvin Community College/Navarro Junior College – 75 Credits

PROFESSIONAL CERTIFICATIONS:

- THE REID TECHNIQUE, Investigative Interviewing and Advanced Interrogation
- OSHA 30-Hour General Safety and Health
- Basic Peace Officer Certificate
- Intermediate Peace Officer Certificate
- Advanced Peace Officer Certificate
- Master Peace Officer Certificate
- Standardized Field Sobriety Testing Practitioner
- Sexual Assault/Family Violence Investigator
- Management/Supervision Seminar
- Cultural Diversity
- Ethics for Law Enforcement
- Human Trafficking
- Narcotics/Dangerous Drug Investigations
- Officer Safety/Survival
- Crisis Communication

SKILLS

- Microsoft Office (10+ years)
- Risk Management (10+ years)
- Risk Assessment (10+ years)
- criminal investigations (10+ year)
- Surveillance Investigations (10+ years)
- Interviewing (10+ years)
- Property Management (10+ year)
- Report Writing (10+ years)
- Crime Analysis (10+ years)
- Statistical Analysis (10+ years)

Stephen L. Shieldes

Director of Information Technology, Inmate Calling Solutions, LLC

SUMMARY

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

PROFESSIONAL EXPERIENCE

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

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

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

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

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

Database Administrator, ILD Telecommunications

1997 - 1998

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

Lead Systems Programmer, WorldCom.

1994 - 1997

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

Programmer/Analyst, Operational Technologies

1993 - 1994

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

Journeyman Analyst, Technology Systems

1992 - 1993

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

Programmer, OAO Corporation

1990 - 1992

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

EDUCATION

Associate of Applied Science

Major: Computer Programming San Antonio College, San Antonio, Texas 1989

Associate of Applied Science

Major: Computer Applications Design San Antonio College, San Antonio, Texas 1989

Latoya Coleman

Technical Support Manager, Inmate Calling Solutions, LLC

PROFESSIONAL EXPERIENCE

Technical Support Manager, Inmate Calling Solutions, LLC 2015 - Present
Oversee Technical Services team to assist clients with product related concerns, troubleshooting hardware and software issues, and coordinate with field technicians via telephone to change hardware and software configurations. Work to resolve escalated client issues quickly and efficiently.

Systems Engineer, Inmate Calling Solutions, LLC 2012 - 2015
Assembling and testing Linux servers Responding to trouble tickets reported in ticketing system Configuration of ICSolutions developed software for new installs Updating ICSolutions developed software in a production environment

Tech Support Representative, Inmate Calling Solutions, LLC 2009 - 2011
Assisted customers with product related issues. Assisted in troubleshooting hardware and software issues across multiple Microsoft Windows and Linux platforms. Coordinated with field tech via telephone to change hardware and software configurations. Field tested new applications on live systems.

Tier II Technical Support Representative, Comcast 2008 - 2009
Provided customer service/technical support for hardware/software, and operating system issues, as well as, installation of hardware and software (Windows and Macintosh Environments).

Computer Forensics Lab Teachers Assistant, Jackson State University 2006 - 2007
Assisted in testing and maintaining forensics hardware for lab usage. Also, created procedural study material for student testing.

Voluntary Internship, CyberCrime Fusion Center of MS 2005 - 2006
Assisted with development of informational material regarding various cybercrimes and prevention.

EDUCATION

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

Section 3

Technical & Feature Overview

SECTION 3

Technical & Feature Overview

- 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.

ICSolutions Response:

ICSolutions appreciates the opportunity to submit this proposal to provide Inmate Phone, Video Visitation, and Tablet Services for Scotts Bluff County, Nebraska. ICSolutions has offered innovative, cutting-edge communications technology to correctional facilities since 2002 and to **Scotts Bluff County since 2015.**

Throughout our 23 years, we have enhanced correctional facility safety, security, and efficiency through the continuous development and improvement of calling features, investigative tools, video visitation services, and tablet technology. As a result, we offer the industry's most flexible and secure correctional technology solutions.

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

Experience in Inmate Communications

ICSolutions currently provides our ENFORCER calling system and outstanding customer service to more than 500 individual facilities, making up more than 250 agencies that serve approximately 350,000 inmates across the United States.

Agencies using our services range in size from small city, county, and regional facilities to eight (8) large state DOCs housing as many as 20,000+ inmates. ICSolutions also supplies our inmate phone services under a 15-year contract with the nation's largest correctional agency, **the Federal Bureau of Prisons (FBOP), housing 160,000 inmates.** The FBOP sets the strictest standards in the U.S. for correctional



ICSolutions by the Numbers
THE ENFORCER®

500 Correctional Facilities Served
28,000+ Inmate Phones Deployed
350,000 Inmates Served
40+ Customers with 1,000+ Inmates

calling services. As such, THE ENFORCER has been subjected to the most rigorous testing standards in the nation to ensure its features operate to spec and its security is beyond reproach.

Our clients of every size rely on our proprietary ENFORCER calling system to process calls; THE ENFORCER is a truly scalable, proven platform that can be custom configured to meet specific needs in a wide variety of correctional environments. Furthermore, THE ENFORCER provides multiple levels of networking, call processing, and data redundancy that are unparalleled in the ITS industry – allowing ICSolutions to guarantee at least 99.99% system uptime for your facilities.

In addition, ICSolutions has successfully installed 4,000 video visitation units at more than 200 sites serving nearly 77,000 inmates. ICSolutions is also experienced in providing inmate tablets to our customers. ICSolutions has deployed tablet solutions in about 250 client facilities, supporting more than 100,000 inmates using 59,000 tablets.

Included Technology & Services

ICSolutions' offer includes the following technology and services – with a **single staff interface** to access all services – at no cost to the County:

THE ENFORCER® Inmate Calling Platform

- ✓ 29 inmate telephones
 - Calling through THE ENFORCER also available using inmate tablets & kiosks
- ✓ Captel, TDD/TTY, &/or VRS units, as needed, for deaf and hard of hearing inmates
- ✓ Transcription of 100% of call recordings
- ✓ Translation available in 100+ languages
- ✓ Inmate voicemail messaging
- ✓ Redundant data storage in our Atlanta and San Antonio data centers
- ✓ Online storage of all call recordings and call data for the entire contract duration, plus any required retention period thereafter
- ✓ Unlimited ENFORCER user licenses

THE VISITOR™ Video Visitation Module *All New V17 Kiosks Included*

- ✓ 34 inmate video kiosks with 17" screens enabled for:
 - Onsite video visitation
 - Remote video visitation, with required bandwidth provided by ICSolutions
 - Inmate phone calling
 - Resident Portal inmate visitation viewing & management
 - Access to the County's digital law library subscription, if applicable
 - Document viewing – inmate rules, handbook, PREA information, etc.
- ✓ 6 public video kiosks with 17" screens to enable onsite video visitation
- ✓ 1 master control / monitoring workstation (PC or laptop) with printer
- ✓ 1 lobby visitation registration station, equipped with security keyboard
- ✓ Consolidated user management of phone and video services via a single GUI (*single login*)
- ✓ Universal public Web portal to support Prepaid Account funding and visitation scheduling

THE VISITOR™ Visitation Management Module

- ✓ Scheduling & management of all types of visits (video, across-the-glass, and/or contact visits)
- ✓ Web-based visitor registration

THE ENFORCER® Investigative Suite

- ✓ THE WORD DETECTOR keyword search toolset
- ✓ THE ANALYZER link analysis / data mining tools
- ✓ THE VERIFIER pre-call inmate voice verification
- ✓ THE IMPOSTER in-call continuous voice biometrics

THE ENFORCER® IVR Suite

- ✓ THE INFORMER PREA module
- ✓ THE COMMUNICATOR paperless inmate communications portal
- ✓ THE ATTENDANT automated information line

THE BRIDGE 8.0™ Inmate Tablet & Kiosk System *All New, Upgraded Tablet Solution*

- ✓ Tablets with 8" screens **One for Every Inmate + Spares**
- ✓ Tablet charging stations / Tablet Distribution System terminals
 - With 8" touchscreens, stations are also fully functional kiosks for inmate applications
- ✓ Secure communication made easy using handheld tablets
 - Inmate email / text messaging and inbound photo sharing
 - Privileged messaging with registered attorneys, with **document signature** capability
 - Inmate calling through ICSolutions' ENFORCER platform
- ✓ Translation available in 100+ languages for inmate grievances and email messages
- ✓ FREE access to scanned postal mail
- ✓ FREE inmate self-service apps
 - Commissary ordering + balance check
 - Bonds / court dates
 - Customizable forms
 - Grievance reporting + inmate requests
 - Medical requests / sick call
 - Inmate handbook & other facility documents
- ✓ FREE educational content, including iPathways, GED/HiSet materials, & cognitive adult education
- ✓ FREE premium educational content from **Edovo Core**
 - Full library, GED prep, behavioral therapy, vocational training, and more
 - Enables the County to upload its own content
 - Supports continued learning after release, at no cost to the County or user
- ✓ FREE eBooks, including religious materials
- ✓ FREE Purple video relay service to ensure ADA compliance
- ✓ FREE access to the ICSolutions-provided digital law library
- ✓ Large collection of streaming entertainment content available – music, movies, sports, games, etc.

Unique BRIDGE 8.0™ Tablet Distribution System

- ✓ Inmates enter their unique login credentials to check a tablet out from a secure self-service kiosk
- ✓ Kiosk camera photographs each inmate who accesses the system
- ✓ Only the inmate who checked out a tablet can operate it
- ✓ System tracks which inmate has checked out each tablet and sends an alert to the specified officer(s) if the tablet is not returned within the configured timeframe
- ✓ Forces each inmate to return a previous tablet before they can check out another
- ✓ **Minimizes staff involvement in managing tablet distribution & collection**

Offsite Postal Mail Scanning

- ✓ Non-legal postal mail is directed to ICSolutions' scanning center, where it is scanned and digitized
- ✓ Delivered to inmates via the inmate tablets & kiosks

Lexis Nexis Law Library Subscription *Upgraded Law Library*

- ✓ Accessible on the inmate kiosks & optional tablets using a simple, secure URL
- ✓ Includes more Federal case law than previous solution

JMS & Commissary/Banking Interfaces

- ✓ Inmate Debit Accounts – funded from their Trust Account as a simple commissary purchase
 - A single Debit Account to pay for all phone, video, & tablet services
- ✓ Automated inmate ID/PINs

Turnkey Installation & Onsite Support

- ✓ Turnkey installation encompassing all necessary hardware, software, & network infrastructure
- ✓ Full-time Project Manager during installation
- ✓ Full-time Account Manager throughout the contract term
- ✓ Initial and ongoing training for all County users
- ✓ Local technicians to provide regular onsite maintenance & emergency service
- ✓ 24 x 7 x 365 live, U.S.-based service for County staff and public users
- ✓ All-inclusive warranty, support, and repair/replace maintenance package

Key components of our solution and the value they offer to inmates, facility staff, and the public are described in the sections that follow.

Continuity of Service *Only with ICSolutions*

Our proposal includes continued use of the inmate calling and video visitation platforms that are in place today, along with several key upgrades:

- Upgrade tablets to our newest BRIDGE 8.0 model
- Upgrade video visitation kiosks to our newest V17 model with 17" screens
- Upgrade law library to Lexis Nexis with expanded national case law

With our Inmate Calling & Video Visitation System in place, software already configured and interfaced with the County's other technology systems, and experienced account team, ICSolutions can guarantee its ability to fulfill the requirements of this RFP.

Keeping your ICSolutions inmate communication platform in place offers several benefits to Scotts Bluff County, including:

- Continued online access to all existing voice recordings and data that have been saved since our initial service implementation in 2015
- No costly or disruptive new platform installation

- Inmates, staff, and call recipients can continue to use their existing PINs, logins, debit accounts and FAMILY FIRST PREPAID ACCOUNTS without interruption – no need to open and close accounts, transfer funds, or set up new login information
- Continued visitor support from our **dedicated Video Visitation Services Team** – a level of support offered only by ICSolutions!
- Continued agency support from your ICSolutions account team

While other providers will have a significant transition period, ICSolutions can simply deploy any new services and equipment while keeping your ICSolutions calling and video visitation systems completely operational! By continuing to work with ICSolutions, the County will experience no disruption to facility operations or to your inmates' critical communication tools.

THE ENFORCER® Calling Platform

At the heart of our communications solution is continued use of ICSolutions' centralized ENFORCER calling platform, which houses call processing and call detail records in redundant, geographically separate data centers. Whether calls are placed using a kiosk, optional tablet, or standard inmate phone, all calling is processed through THE ENFORCER. Our system features an open architecture that allows it to easily integrate with other facility systems, such as your Jail Management, Commissary, and Banking Systems, to enable data sharing across multiple systems. THE ENFORCER employs redundancy at every level to guarantee 99.999% uptime.

THE VISITOR™ Video Visitation Solution

Another key feature of our proposal is the continued use of ICSolutions' world-class, market-driven video visitation solution, THE VISITOR. ICSolutions developed and regularly updates THE VISITOR in direct response to our customers' video visitation needs. This system is a fully integrated component of our ENFORCER calling platform, and it features our V17 kiosks with 17" color monitors and multi-tasking touchscreen capabilities; web-based visitor registration and scheduling; a staff scheduling option; and robust visitation management for facility staff – reducing inmate movement throughout the facility and maximizing utilization of the dedicated video kiosks. In addition, our Inmate Outreach feature offers inmates the ability to request and/or schedule their own visits.

The V17 has proven to be our best-performing and most reliable kiosk released to date. We have installed thousands of V17 kiosks, and the feedback from those client facilities has been overwhelmingly positive – whether they were deploying video visitation for the first time or upgrading from an older hardware solution. THE VISITOR offers the utmost flexibility, efficiency, and security for inmates, visitors, and facility staff; and its hardened V17 kiosks deliver **a visitation experience that is vastly superior to wall-mounted tablets.**

Investigative & Administrative Tools

ICSolutions' offer will enhance security by introducing an array of useful new investigative tools, including the automatic Transcription of 100% of all call recordings, as well as Link Analysis / Data Mining, Voice Biometrics, and Keyword Search modules and call translation available in 100+ languages. Plus, all call recordings and data will be stored online for the entire contract duration, plus any required retention period thereafter – guaranteeing constant and uninterrupted access to your valuable investigative data.

Upgrade to our Newest Tablet Equipment Fully Managed by ICSolutions

ICSolutions' newest BRIDGE 8.0 tablet solution features a tamper-proof design with no seams or fasteners, along with **tablet drop detection** to track and mitigate intentional damage to tablets. Together, the tablets' sturdy construction and the drop detection create a hardware solution that is substantially more reliable and resistant to damage than any previous tablet models.

Our latest tablet offering also features **the industry's only inmate self-service tablet management system** to minimize staff intervention in the tablet distribution and collection process. Features of this sophisticated system include:

- One touchscreen kiosk manages tablet charging and inventory controls
- Automatically dispenses the most charged tablet at the time of checkout
- Facial recognition + PIN enforce secure tablet checkout
- Prevents an inmate from taking a tablet without checking it out, and prevents an inmate from checking out more than one tablet at a time
- Automated inventory controls track tablet checkouts/check-ins
- Forces ALL tablets to be returned to the base at a scheduled time before ANY tablets can be checked out or used
- Send alerts to specified officer(s) if a tablet is not returned to the base on time
- Touchscreen distribution kiosk is also a backup device hosting all tablet/kiosk applications

With our inmate self-service kiosk, **facility staff can entrust all tablet distribution, collection, and charging responsibilities entirely to THE BRIDGE tablet system!** Our tablet devices also feature **facial recognition** for inmate login – similar to Face ID on a cell phone – to ensure access to communication services is restricted to only the authorized inmate user.

The self-service distribution kiosks will save Detention Center staff countless hours by automating tablet checkout and collection; and the improved tablet durability and damage indicator will ensure every inmate will always have access to a tablet when they want one.

| | BRIDGE 8 Tablets (current program) | BRIDGE 8.0 Tablets (NEW program) |
|-------------------------|--|---|
| Distribution | Staff manually distribute & collect | Automated inmate self-service via kiosk with security controls (PINs, facial recognition) |
| Tablet Construction | Clear, security screws | Opaque (no visibility to battery), no seams or fasteners |
| Tablet Damage Indicator | None | Automatic damage tracking & mitigation |
| Average Device Breakage | 30% - 50% annually | < 10% annually |

**New BRIDGE 8.0 Tablet Program:
Improves Tablet Availability – Reduces Staff Workload**

Reliable Service to Minimize Facility Staff Involvement

ICSolutions' proposal includes full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of the inmate communication system. Our commitment extends to all systems, telephones, tablets, kiosks, software, and peripheral hardware. ICSolutions' support team is dedicated to customer satisfaction, and our primary goal is to provide continuous, reliable system performance throughout the contract term.

ICSolutions follows a preventative maintenance schedule to ensure that we meet the goal of continuous, reliable service. ICSolutions sends out technicians for routine maintenance monthly, or as desired by the County. To facilitate speedy repairs, ICSolutions maintains an inventory of spare parts either onsite or with an on-call local technician for each facility, typically storing a local inventory of 10% of the installed components.

In addition, ICSolutions deploys remote monitoring 24 hours a day, 7 days a week, 365 days a year to ensure optimal system performance at all times. Many issues can be detected and even repaired remotely – maximizing system uptime and minimizing any onsite disruptions.

Ethics & Accountability

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

Like all Keefe companies, ICSolutions operates with unimpeachable standards. This includes how we treat our employees, our business ethics, and especially how we serve our customers. Unlike our competitors, ICSolutions' reputation has never been blemished with security data breeches, illegal use of call recipient cell phone location technology, multiple class action lawsuits, and fines by regulatory agencies.

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

Free Services for Inmates

We are proud to offer our KEEP FAMILIES CONNECTED™ Program – providing **FREE calls and email messages to all inmates** for as long as you are an ICSolutions customer! This program, coupled with the complimentary call we offer to each new call recipient, will reduce the financial burden even beyond the affordable calling rates we have proposed.

And, regardless of their financial standing, all inmates will always be able to access free services and administrative resources on our kiosks and tablets. Our shared tablet model **guarantees universal tablet access to ALL inmates** for critical, no-cost services like legal research, job viewing, form submission, education, etc. – with no rental, subscription, or other such fees.

ICSolutions-Keefe Integrations

Because **ICSolutions is a Keefe company**, we support a **unique integration** between the inmate communication system and KCN's commissary and banking systems. Our integrations with KCN support automated services such as:

- ✓ Electronic Commissary Ordering
- ✓ Electronic Balance Inquiry
- ✓ Phone Account Funding via Financial Kiosks
- ✓ Automated Funding Alerts

Electronic Commissary Ordering

Inmates will be able to easily order KCN commissary items using the ICSolutions-provided equipment. This gives inmates greater accessibility to Keefe products – anytime they have access to the ICSolutions-provided inmate kiosks or optional tablets.

Electronic Balance Inquiry

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

Phone Account Funding via Financial Kiosks

Access Corrections financial kiosks can be used to add funds to an inmate's Trust Account (which he or she can then use to pay for inmate debit calling), or to add funds to a visitor's own FAMILY FIRST Prepaid Account. The former allows inmates to pay for calls to any facility-approved phone number, and the latter allows inmates to place calls only to the owner of the FAMILY FIRST Prepaid Account.

Automated Funding Alerts

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

Familiar Account Manager & Primary Contact

Scotts Bluff County will continue to be served by Mr. Vince Laurita, your Regional Account Manager and Primary Contact for this contract. As your account manager, Vince will continue to work directly with the County and the KCN Account Team throughout the new contract term to ensure Scotts Bluff County's ongoing satisfaction. Vince is already familiar with the details of your contract, facility policies and procedures, unique requirements, and customized technology configuration, and he will use this information to ensure that the County continues to receive the best possible service throughout the next contract term.

Thank You

Following this page, you will find point-by-point responses to the RFP specifications, including an Implementation Plan demonstrating how we will deploy new services – including your upgraded kiosks and tablets – in just 23.5 days. A sample schedule can also be found in **EXHIBIT D**. Thank you for taking the time to review this information! We have created an offer that we believe meets your unique needs; please don't hesitate to contact us with any questions, or to request a live demonstration of any of the new technology described herein.

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.

ICSolutions Response:

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

ICSolutions is proud to offer Scotts Bluff County continued use of our ENFORCER inmate telephone system and THE VISITOR video visitation module, with upgraded kiosk equipment and a complete upgrade to our latest BRIDGE 8.0 inmate tablet system. We have described how we will meet or exceed the County's requirements throughout this section.

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

ICSolutions Response:

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

ICSolutions will continue to provide our completely turnkey, fully operational, secure and reliable inmate telephone system that includes our state-of-the art investigative call control software, corrections-hardened hardware, on-time installation, responsive service, prompt repair and ongoing maintenance throughout the life of the contract **at no cost** to the County.

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

ICSolutions Response:

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

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

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

The County's facility will be connected by an always-on, fully managed, and secure WAN to our data center where all the call-processing, recording and investigative applications will run in our secure server

rooms which are monitored and maintained 24/7/365. We can perform all system maintenance, install software updates, expand capacity etc. all without ever having to disturb your regular operations by performing any work onsite at the facility.

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

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

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

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

Benefits of a Centralized Architecture

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

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

THE ENFORCER® Call Processing System

THE ENFORCER is operated through an easy-to-use browser-based GUI (graphical User Interface), that allows control, monitoring searching and reporting of all inmate calls to any authorized user, **accessible remotely and securely anytime, anywhere**. Anyone with a password and log-in ID granted by County administrators can access the system from **any computer running a modern browser**, as if they were opening a website. THE ENFORCER currently supports the use of modern browsers such as Internet Explorer, Firefox, and Chrome for the performance of system administration and reporting functions.

THE ENFORCER is password-protected, but accessible over WAN or VPN so that all of the tools can be used by an authorized user remotely or onsite, whether or not they are actually at an ENFORCER workstation. b platform offers great flexibility and convenience with regard to remote access for investigators. Multiple investigators can access the system remotely at the same time without impacting on-going system operations or performance. While connected, users may monitor live conversations, access recordings, search system data and generate reports as though they were on-site. This capability facilitates cooperative investigations among law enforcement and corrections agencies.

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.

ICSolutions Response:

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

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.

ICSolutions Response:

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

ICSolutions will continue to maintain all current interfaces with the ITS. If the County were to select a new provider at any point during the contract, ICSolutions can develop any new interfaces as necessary.

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

ICSolutions designs, builds and runs our own back office, including data centers, networked systems, and dozens of secure interfaces linking our network and databases to third-party services and vendors across the country. We have implemented hundreds of real-time web service integrations, as well as batch processes using FTP and sFTP, incorporating SOAP, XML, and CSV data exchange protocols. With our dedicated, in-house team of software engineers and network architects, we guarantee our ability to create customized interfaces with the County's other software systems to support our full range of premium integrated services.

ICSolutions can integrate with your JMS, commissary, and trust account software and VINE systems to provide enhanced integrated services, such as automated PIN administration, electronic commissary ordering, inmate debit accounts, and more!



**Open
Architecture**

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.

ICSolutions Response:

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

Any ICSolutions personnel who are required to work on-site at the facility will be subject to background checks required by the County.

- 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.

ICSolutions Response:

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

- b. If clearance is refused on any individual, Bidder will be notified, and Bidder shall provide a replacement suitable to SBCDC.

ICSolutions Response:

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

- 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.

ICSolutions Response:

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

THE ENFORCER® ITS

Disaster Recovery & Business Continuity

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

The Atlanta data center is supported by multiple, active power and cooling supplies composed of redundant, fault-tolerant, enterprise-grade components yielding 99.999% service availability. The data center itself is constructed of solid concrete and is therefore tornado-resistant. Weekly tests are conducted of the onsite generator and power transfer unit to ensure operational readiness and seamless service failover. Access to the network is front-ended with a series of load-balancer devices that ensures maximum efficiency of the call processing platform and downstream processes.

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

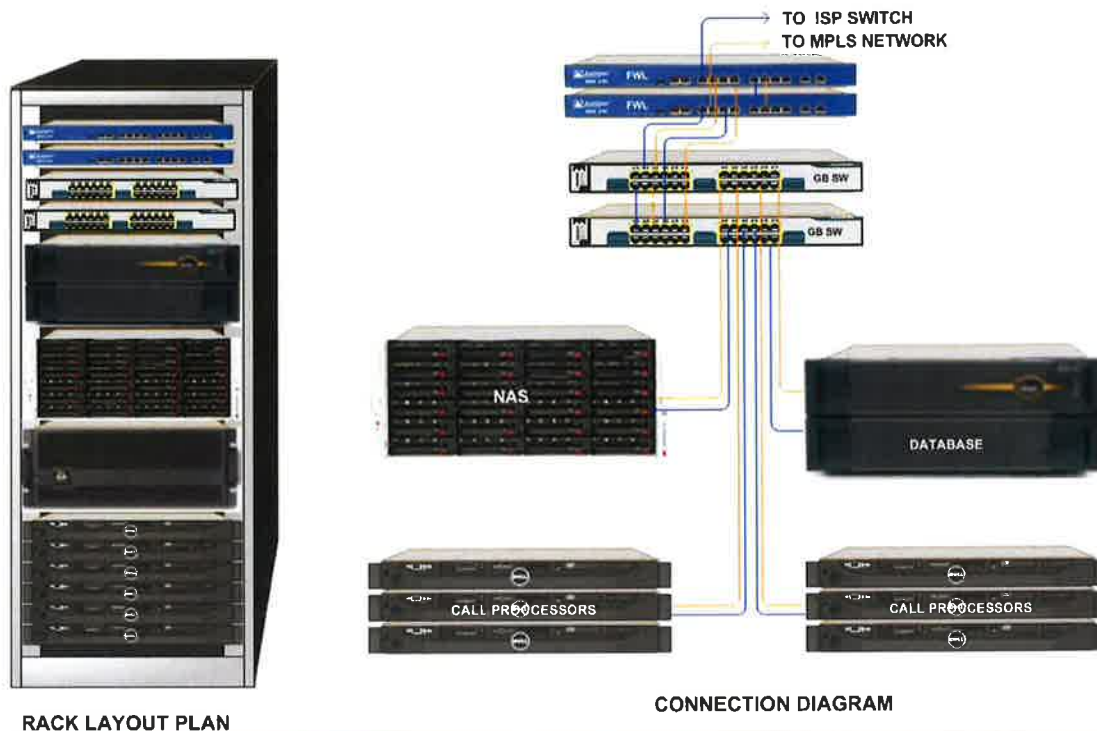
Our San Antonio data center is classified as a Tier IV facility supported by multiple, active power and cooling supplies composed of redundant, fault-tolerant, enterprise-grade components yielding 99.999% service availability. The data center itself is constructed of solid concrete and is therefore tornado-resistant. In addition to the aforementioned redundancies, the data center is located in the same commercial power grid as the San Antonio International Airport and, as such, can expect a rapid recovery

in the event of a major power outage. ICSolutions conducts weekly tests of the onsite generator and power transfer unit to ensure operational readiness and seamless service failover.

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

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

- **Lockstep technology**
Replicated, fault-tolerant hardware components process the same instructions at the same time. In the event of a component malfunction, the partner component is an active spare that continues normal operation. There is no system downtime and no data loss.
- **Failsafe software**
THE ENFORCER failsafe software works in concert with lockstep technology to prevent many software errors from escalating into outages. Software issues are captured, analyzed, and reported to Stratus. This process enables support personnel to take a proactive approach to correcting software problems before they recur. Even in-memory data is constantly protected and maintained. Stratus's hardened device drivers add yet another level of reliability to the operating system environment.
- **ftServer systems**
ActiveService architecture ftServer systems constantly monitor their own operation. Remote support capabilities — made possible by the global Stratus ActiveService™ Network — enable service engineers to diagnose, troubleshoot, and resolve problems online as if they were onsite. If needed, the 4500 system automatically orders its own customer- or field-replaceable parts.



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

ICSolutions provisions enterprise-class network connectivity to each location serviced by the centralized ENFORCER call processing platform. THE ENFORCER is built on full network redundancy. We start with the "last-mile" connection between each correctional facility and the Internet where we provide multiple links via high-speed digital data transmission lines. These transmission lines are far more reliable than cable modem connections and we use multiple lines to maximize reliability.

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

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

THE ENFORCER® Platform

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

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

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

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

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

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

The diagram illustrates a multi-site VoIP network architecture designed for redundancy and failover. It features three main data centers and three site facilities:

- Primary Data Center (Atlanta, GA):** Contains ENFORCER® Call Processors, RAID-6 Storage (redundant copies of call recordings and data), and Database Servers.
- Secondary Data Center (San Antonio, TX):** Also contains ENFORCER® Call Processors, RAID-6 Storage, and Database Servers.
- Single Site Facility (Site 1):** Includes three IP phones and a Redundant IP Gateways Firewall.
- Multi-Site Facility (Sites 1, 2, and 3):** Each site includes three IP phones and a Redundant IP Gateways Firewall.

The network is connected via two ISP Network Carriers (Carrier A and Carrier B) and a VoIP & PSTN Provider. The connections are as follows:

- Primary VPN Tunnel (Blue line):** Connects the Primary Data Center to the Single Site Facility and the Multi-Site Facility.
- Secondary VPN Tunnel (Orange line):** Connects the Secondary Data Center to the Single Site Facility and the Multi-Site Facility.
- ISP Network Carrier A:** Connects the Primary Data Center to the Multi-Site Facility.
- ISP Network Carrier B (for large deployments):** Connects the Primary Data Center to the Multi-Site Facility.
- VoIP & PSTN Provider:** Connects the Primary Data Center to the Secondary Data Center.

Legend:

- Blue line: Primary VPN Tunnel
- Orange line: Secondary VPN Tunnel

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System Redundancy

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

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

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

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

- **Network Redundancy:** THE ENFORCER is built on full network redundancy. We start with the "last-mile" connection between the facility and the Internet, where we provide multiple links via high-speed digital data transmission lines. These transmission lines are far more reliable than cable modem connections and we use multiple lines to maximize reliability. In addition, our data centers have multiple connections to the Internet. Our data centers also have multiple connections to the Internet. Our San Antonio data center uses bandwidth via fiber optic connections to two different network providers. Every network component inside our data center is duplicated, ensuring that there will be no impact to our service should any device fail

For large County and State deployments, ICSolutions obtains service from two different network carriers, so that if one carrier experiences an outage, service will instantly fail over to the second carrier.

- **Call Processing Redundancy:** While the primary call processor is housed at our primary data center in Atlanta, we also install a fully functional, always-on backup call processor 900 miles away in our national headquarters and engineering center in San Antonio. Therefore, if a disaster should ever disrupt call processing in Atlanta, service would instantly fail over to the secondary processor in San Antonio.
- **Storage Redundancy:** Call data and recordings are stored digitally on internally redundant storage devices for the entire contract duration, in two separate geographic locations (one data center in Atlanta and one data center in San Antonio). This storage redundancy ensures that, even if a disaster were to completely destroy one data center, additional copies would still be available for disaster recovery purposes. At each of the data centers, call recordings and data are stored on internally redundant digital storage devices.
- **Power Redundancy:** Our servers are built with redundant power supplies and no two power supplies in a server share a circuit. This ensures that if a power supply fails or a circuit needs to be

taken offline, there will be no interruption to call processing. In our San Antonio data center, servers are powered by redundant UPS systems (Liebert and APC) and backed by a generator.

- **Cooling Redundancy:** Our data centers have redundant AC units and remote environmental monitoring.

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

Disaster Recovery

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

Our internal planning covers:

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

Service RPO & RTO Targets for the ENFORCER®

Primary System Failure Only

- RPO: 1 hour
- RTO: 12 Hours
- Priority: Critical

Secondary / Back Up System Failure

- RPO: 1 Hour
- RTO: 4 Hours
- Priority: Emergency (Top Priority)

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

Type 1 – Onsite Equipment Disruption

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

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

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

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

Type 2 – Network Connectivity Disruption

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

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

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

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

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

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

Type 3 – Data Center Disruption

THE ENFORCER's primary call-processing platform is housed at the primary data center in Atlanta. The Atlanta data center is one of the most sophisticated multi-tenant colocation centers in the country. This

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

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

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

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

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

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

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

Type 4 – Loss of Key Personnel

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

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

THE VISITOR™ Video Visitation System (VVS)

Disaster Recovery Plan

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

Service RPO & RTO Targets for the ENFORCER® & The Visitor™

Primary System Failure Only

- RPO: 1 hour
- RTO: 12 Hours
- Priority: Critical

Secondary / Back Up System Failure

- RPO: 1 Hour
- RTO: 4 Hours
- Priority: Emergency (Top Priority)

Standard

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

- Network Switches and Routers
- Database Server
- Application Server

- Control Workstation
- THE VISITOR video visitation units

Preventative Steps

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

Recovery Strategies

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

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

THE BRIDGE 8.0 Tablets

Disaster Recovery Plan

Our BRIDGE 8.0 solution includes a Business Continuity and Disaster Recovery Plan for restoration of internal and customer services. THE BRIDGE system is hosted on centralized Azure Servers. Managed disks are designed for 99.999% availability. Managed disks achieve this by providing you with three replicas of your data, allowing for high durability. If one or even two replicas experience issues, the remaining replicas help ensure persistence of your data and high tolerance against failures:

This architecture has helped Azure consistently deliver enterprise-grade durability for infrastructure as a service (IaaS) disks, with an industry-leading ZERO% annualized failure rate. Locally redundant storage (LRS) disks provide at least 99.999999999% (11 9's) of durability over a given year and zone-redundant storage (ZRS) disks provide at least 99.999999999% (12 9's) of durability over a given year. The Azure SQL database which has 35 days of Point-in-time Restore capabilities with geo-redundant backups. A full outage of an Azure region has an RPO of under 10 minutes and an RTO of under 12 hours.

Network connectivity is monitored for reliability on a regular basis and any issues suspect will be addressed in timely manner. Our system utilizes cloud backup through azure services and has a three-tier backup. Recovery is simplified by this redundancy and data is safeguarded against loss.

THE BRIDGE system is also audited through an independent company to maintain standards of certification and compliance with PCI-SSC, ISO 27001, SSAE and HIPAA. The system is regularly subjected to Penetration Testing to assure our commitment to data security. Methodology used is based on:

- NIST SP 800-115 - Technical Guide to Information Security Testing and Assessment
- Penetration Testing Execution Standard (PTES)
- Open Web Application Security Project (OWASP) Application Security Verification Standard
- Common Weakness Enumeration (CWE)

Proactive Risk Management, Disaster Preparedness & Remote Diagnostics:

ICSolutions takes proactive steps to minimize the occurrence and impact of situations that could interrupt THE BRIDGE 8.0 service. ICSolutions installs a robust, redundant network system and a fault-tolerant computer-controlled wireless system with redundant data storage. ICSolutions safeguards our network and services by using event-recognition technology including wireless system remote diagnostics.

Incident Response

ICSolutions maintains a readiness to respond to any incident. Any disaster or incident is communicated to appropriate personnel and includes the following:

- Escalation procedures
- Incident severity identification and classification
- Roles, responsibilities, and communication strategies in the event of a compromise, to include designation of an Incident Response Team
- Containment and eradication strategies
- Communications protocols, internally and externally
- A retrospective analysis to determine the root cause and implement incident response enhancements

This plan is updated annually, and more frequently, based upon incident outcomes and lessons learned, as appropriate. Gaps, areas of improvement, and lessons learned are utilized to modify the plan as needed.

ICSolutions maintains a record that is used to track investigation details and resolution of incidents. The incident records include a description of the incident and relevant facts (e.g., information that was disclosed), mitigations, risk assessments, and outcomes.

Restoration of Facility Electrical Power Outages

In a power failure, uninterruptible power supply (UPS) units provide temporary power for the entire system. Once power is restored, the system reboots without human intervention and resumes normal operations. In a power failure at one of our Data Centers, all Data Centers are lightning and surge-protected and have UPS and back-up power generators. Should the power outage last an extended amount of time, all traffic will be routed to an alternate Data Center.

Disaster Recovery Progress Reports

From disaster awareness to restoration of services, ICSolutions' Disaster Recovery Team will keep the County fully informed regarding recovery effort status. Progress reports will be provided every 30 minutes, or other agreed upon time frames, until service is restored.

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.

ICSolutions Response:

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

ICSolutions will retain the County's current call list.

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

ICSolutions Response:

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

Inmate PINs

THE ENFORCER system accommodates the use of inmate personal identification numbers (PINs) for call tracking and control. Various numbering schemes are supported in order to best fit the existing inmate identification method in use. This ranges from adopting a number assigned by the County booking system to assigning a new random unique number for calling to something in between. This will be

customized based on the County's preference and with the goal of **minimizing County personnel time**. THE ENFORCER accommodates various PIN lengths ranging from 4 digits to 20 digits. This enables us to fit THE ENFORCER to any existing inmate identification method in use today.

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

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

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

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

Inmate Detail

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

General Information

| | | | |
|-------------------------|---|---|--|
| Status Active | Last Name SMITH | First Name PAMELA | Middle Name DAWN |
| ID 100206 | Location BOOK | Facility ICS Demo 01, TX | Recorded Name No Recording |
| PIN 0020 | Passcode <input type="text"/> Edit | Pin Reset <input type="checkbox"/> | TDD / VRS <input type="checkbox"/> |
| | | High Profile <input type="checkbox"/> | Edit |

Calling Rules

| | | | |
|-----------------------------------|-------------------------|-----------------------|---------------------------------|
| Free Calls Enabled | Allowed 2 | Remaining 2 | Last Reset 11/23/2018 |
| PANs Required Enabled | Max PANs Allowed | Default : 20 | |
| Station Group Restrictions | | | |

Balances

| |
|-----------------------------|
| Debit Acct \$0.00 |
| Debit Acct |

Class of Service

| |
|--------------------------------|
| Current Class Normal |
| Show Rules |

Suspensions

Activity

Last Call

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

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

Voice Verification

| | |
|--------------------------------|-------------------------------|
| The Verifier Enabled | Status Not Enrolled |
| Verification Stats | |
| Attempt 0 | Retry Request 0 |
| Rejected 0 | |

Alerts

| | |
|--|--|
| <input type="checkbox"/> General Alert | <input type="checkbox"/> Attach Recordings |
|--|--|

Inmate Profile – Assign PINs

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

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

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

ICSolutions Response:

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

ICSolutions' current interface with Keefe Commissary Network will remain in place, ensuring a seamless transition to the new contract.

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.

ICSolutions Response:

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

The County will access all proposed systems through a single interface – THE ENFORCER, as described below. Furthermore, County personnel are already familiar with this system and web-based platform; all County personnel login information and role-based permissions are in place and will carry over to the new contract. ICSolutions will work with the County to update any user roles or permissions during the installation process.

THE ENFORCER®

Graphical User Interface



Graphical User Interface

THE ENFORCER is operated through an easy-to-use browser-based GUI (Graphical User Interface) that allows control, monitoring searching and reporting of all inmate calls to any authorized user, **accessible remotely and securely anytime, anywhere.** Anyone with a password and login ID granted by County administrators can access the system from any computer running a modern browser, as if they were opening a website. THE ENFORCER currently supports the use of modern browsers such as Microsoft Edge, Firefox, and Chrome for the performance of system administration and reporting functions.

THE ENFORCER is password-protected, but accessible over WAN or VPN so that all of the tools can be used by an authorized user remotely or onsite, whether or not they are actually at an ENFORCER workstation. THE ENFORCER platform offers great flexibility and convenience with regard to remote access for investigators. Multiple investigators can access the system remotely at the same time without impacting ongoing system operations or performance. While connected, users may monitor live conversations, access recordings, search system data and generate reports as though they were onsite. This capability facilitates cooperative investigations among law enforcement and corrections agencies.

THE ENFORCER's feature-rich GUI divides its tools by group into sections with tabs across the top of every screen allowing users to jump from tool to tool.

THE ENFORCER® DEMO
User: apetterson (V 4070.231-F)
Copyright 2005-2016

INMATE CALLING ICSolutions

Inmate Global Accounts Monitor Call Detail The Visitor Visitation Detail Reports Site Admin ICS Admin Tools Logout

Inmate ID: (type name for suggestions)
Find/New

THE ENFORCER is also an "intelligent" application that adds links to the bottom of the page in use based on each user's current activity. For instance, if you are checking an inmate's call privileges, THE ENFORCER will generate a link directly to a Call Detail Report showing that inmate's calls at the bottom of your screen so that you don't have to open the Reporting tool and re-enter an inmate's PIN. Some sample screens are provided below.

Inmate Detail

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

General Information

| | | | |
|-------------------------|---------------------------|---|--------------------------------------|
| Status Active | Last Name SMITH | First Name PAMELA | Middle Name DAWN |
| ID 100206 | Location BOOK | Facility ICS Demo 01, TX | Recorded Name No Recording |
| PIN | Passcode | <input type="checkbox"/> Pin Reset <input type="checkbox"/> TDD / VRS <input type="checkbox"/> High Profile | |

Calling Rules

| | | |
|--|-------------------|-------------------|
| Free Calls | Allowed | Last Reset |
| <input checked="" type="checkbox"/> Enabled <input type="checkbox"/> Disabled | 2 Remaining: 2 | 11/23/2018 |

PANs Required

☐ Enabled ☐ Disabled

Max PANs Allowed Default: 20

Station Group Restrictions

Balances

Debit Acct

\$0.00

Class of Service

Current Class

Normal

Suspensions

Activity

Last Call

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

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

Voice Verification

The Verifier

Enabled

Verification Stats

0 0 0

Alerts

☐ General Alert ☐ Attach Recordings

Inmate Account Screen from THE ENFORCER®

Select All Displayed CDRs

Add Call Note View Call Notes Play Call Recording View Inmate Profile Sort Column

Showing 1 to 100 of 7,360 entries

| | Play | Notes | Inmate ID | Last Name | Phone Number | Call Type | Tariff Band | Station | Talk Secs | Billed Time | Final Cost | Validation | End Type | Alert | DTMF | CSN | Start Time |
|--------------------------|------|-------|-----------|-----------|----------------|-----------|----------------------|---------|-----------|-------------|------------|------------------|-----------------|-------|------|-------|---------------------|
| <input type="checkbox"/> | | | 48239 | MINKERT | 1-928-327-4517 | Prepaid | Local | K-2 | 0 | 0:00 | \$0.00 | OK: call allowed | Max ring time | 0 | 0 | 93789 | 06/23/2014 09:28:16 |
| <input type="checkbox"/> | | | 27113 | PERRAULT | 1-928-846-5426 | Prepaid | IntraLata IntraState | K-4 | 0 | 0:00 | \$0.00 | OK: call allowed | Station Hangup | 0 | 0 | 93788 | 06/23/2014 09:28:43 |
| <input type="checkbox"/> | | | 26528 | FARMER | 1-928-327-4509 | Prepaid | Local | K-1 | 0 | 0:00 | \$0.00 | OK: call allowed | Max ring time | 0 | 0 | 93786 | 06/23/2014 09:27:24 |
| <input type="checkbox"/> | | | 27141 | PERRAULT | 1-928-846-5426 | Prepaid | IntraLata IntraState | K-4 | 0 | 0:00 | \$0.00 | OK: call allowed | Max Accept Time | 0 | 0 | 93789 | 06/23/2014 09:27:13 |
| <input type="checkbox"/> | | | 27141 | PERRAULT | 1-928-846-5426 | Prepaid | IntraLata IntraState | K-4 | 0 | 0:00 | \$0.00 | OK: call allowed | Refused | 0 | 0 | 93773 | 06/23/2014 09:25:37 |
| <input type="checkbox"/> | | | 27141 | PERRAULT | 1-928-846-5426 | Prepaid | IntraLata IntraState | K-4 | 0 | 0:00 | \$0.00 | OK: call allowed | Max ring time | 0 | 0 | 93772 | 06/23/2014 09:23:49 |
| <input type="checkbox"/> | | | 396722 | FULKERSON | 1-928-530-9081 | Prepaid | IntraCell | F-4 | 688 | 12:00 | \$2.76 | OK: call allowed | Normal | 0 | 0 | 93756 | 06/23/2014 09:23:35 |
| <input type="checkbox"/> | | | 298524 | HAKES | 1-928-756-1871 | Prepaid | IntraLata IntraState | K-3 | 491 | 9:00 | \$2.07 | OK: call allowed | Normal | 0 | 0 | 93759 | 06/23/2014 09:21:46 |
| <input type="checkbox"/> | | | 26528 | FARMER | 1-928-327-4508 | Prepaid | Local | K-1 | 0 | 0:00 | \$0.00 | OK: call allowed | Max ring time | 0 | 0 | 93723 | 06/23/2014 09:18:46 |
| <input type="checkbox"/> | | | 26528 | FARMER | 1-928-327-4508 | Prepaid | Local | K-1 | 0 | 0:00 | \$0.00 | OK: call allowed | Max ring time | 0 | 0 | 93722 | 06/23/2014 09:18:43 |
| <input type="checkbox"/> | | | 19118 | FASSLER | 1-928-329-1020 | Prepaid | Local | A-1 | 0 | 0:00 | \$0.00 | OK: call allowed | Max ring time | 0 | 0 | 93728 | 06/23/2014 09:06:18 |
| <input type="checkbox"/> | | | 19118 | FASSLER | 1-928-329-1020 | Prepaid | Local | A-1 | 0 | 0:00 | \$0.00 | OK: call allowed | Max ring time | 0 | 0 | 93727 | 06/23/2014 09:05:12 |

Select Calls for Save, Copy, or Share

View List of Users Who Have Listened to Call

Look Up Called Party Name/Address

View Call Log

Call Detail Results Screen from THE ENFORCER®

Back Delete Add Note Cancel Changes Save Changes

General Information

Number: 1-202-321-0221

Speed Dial:

Dial Pattern:

Site: All

Category:

Inmates w/PAN: 0

Last Updated: 07/11/2017 13:33 By: bclark

Name: Bailey, Roscoe

Description: ICS Block

Address:

Line 2:

City:

State:

ZIP:

Access Control

Call Type: All

Block Type: Not Blocked

Block Voicemail:

Features

None

Edit Features

Edit Alerts

ICS BLOCKS

Facility

Security

Agent

Keypad

Soft Blk

One Call

Accounting

OMS Block

ICS Block

Global Number Edit screen from THE ENFORCER®

Login & User Privileges

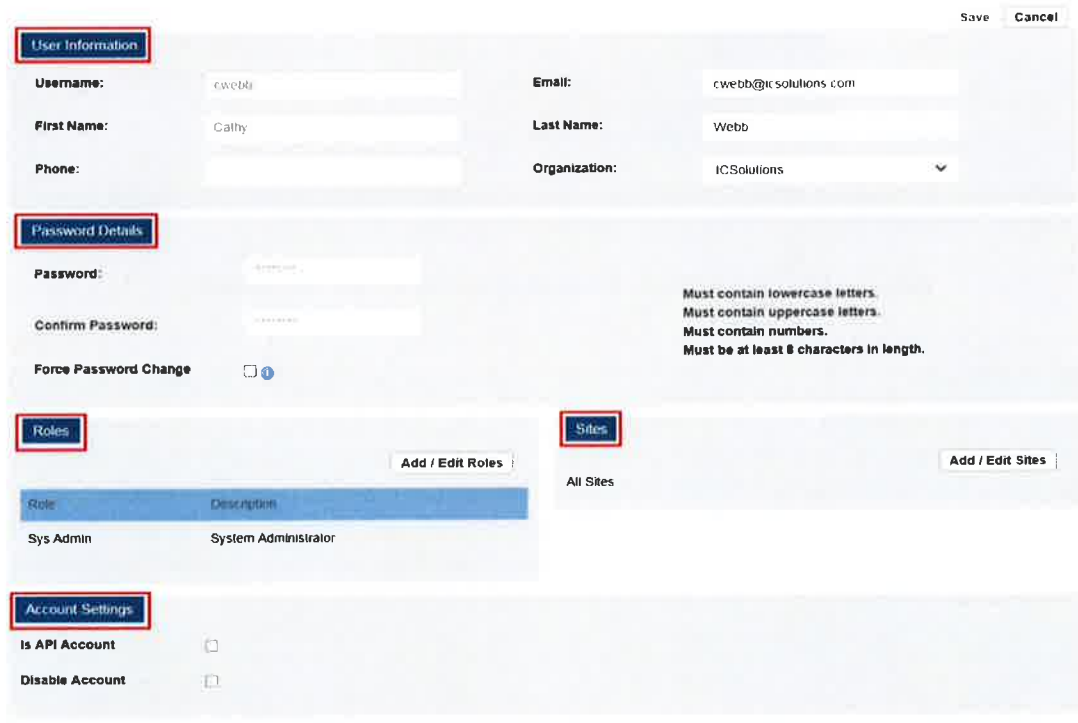
THE ENFORCER controls access to call record data, call recordings, call monitoring, reporting and all other system features by requiring a unique username and log-in password to initiate a session. When the browser-based GUI is launched, the user must "login" (see following example) to the system with a valid username and password.



The login screen features the ICSolutions logo at the top. Below it, the text "Enter Username and Password for: County Jail" is displayed. There are two input fields: "Username:" and "Password:". Below the password field is an "Ok" button. At the bottom, the version number "(V 2.040)" is shown.

ENFORCER® Login Screen

Each username is linked to a customized set of privileges (functions) established by administrators when they granted that user access. These privileges range from being able to create or modify inmate data to being able to display reports, playback recordings, etc.



The interface is divided into several sections, each with a red-bordered header:

- User Information:** Contains fields for Username (cwebb), Email (cwebb@icsolutions.com), First Name (Cathy), Last Name (Webb), Phone, and Organization (ICSolutions).
- Password Details:** Contains fields for Password and Confirm Password. To the right, there are instructions: "Must contain lowercase letters.", "Must contain uppercase letters.", "Must contain numbers.", and "Must be at least 8 characters in length." There is also a "Force Password Change" checkbox.
- Roles:** Includes an "Add / Edit Roles" button and a table with the following data:

| Role | Description |
|-----------|----------------------|
| Sys Admin | System Administrator |
- Sites:** Includes an "Add / Edit Sites" button and a section labeled "All Sites".
- Account Settings:** Contains checkboxes for "Is API Account" and "Disable Account".

Account Settings - Assign/Revise User Function Privileges

A standard set (or several sets) of privileges can be created for booking officers, investigators and administrators prior to installation to speed up enrollment of all County users, but County staff with "Administrator" access will always be able to alter or revise the privileges allowed to any user, can revoke access, or can require a user to select a new password at any time through the easy-to-use browser-based GUI (Graphical User Interface).

Clicking the "Edit Roles" button displays the Role Definitions table.

All roles defined in the Role Definitions Table will create a column in the Role/Access Definitions matrix.

Adding a new role in the Role Definitions Table will create a new column in the Role/Access Definitions Matrix.

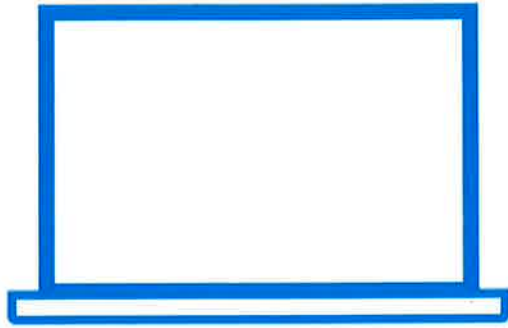
The screenshot shows the 'Role / Access Definitions' window. At the top, there are buttons: 'Edit Roles', 'Cancel Changes', 'Save Changes', 'Edit Column Visibility', and 'Export to CSV'. Below these are checkboxes for 'Disabled', 'Read Only', and 'Read/Write'. The main area is divided into two parts. The top part is the 'Role Definitions' table, which lists various roles and their descriptions. The bottom part is the 'Role/Access Definitions' matrix, which shows the permissions for each role across different system components.

| Name | Description | Level | Deleted |
|----------------------|---------------------------------|-------|------------------------------------|
| Sys Admin | System Administrator | 0 | |
| Site Admin | Site Administrator | 0 | |
| Site User | Site User | 0 | |
| Invest. | Investigator | 0 | |
| Booking | Booking | 0 | |
| Monitor | Monitor | 0 | |
| Comm. | Commissary | 0 | |
| PPC | Prepaid Collect | 0 | |
| Comm Admin | Commissary Admin | 0 | |
| Acct | Accounting | 0 | |
| Rec Admin | Recording Admin | 0 | |
| Class. | Classification | 0 | |
| Embarq Agent | Embarq Agent | 0 | |
| Phone Admin | Phone Admin | 25 | |
| CDR Share | CDR Share | 0 | |
| Cust Serv | Customer Service | 0 | |
| HPInmate Share | High Profile Inmate Share | 0 | |
| CDR Limited | CDR Limited | 0 | |
| Sys Admin RO | System Administrator: Read Only | 10 | |
| API Billing Service | Billing Service Access | 0 | |
| PREA Coordinator | PREA | 50 | |
| <input type="text"/> | <input type="text"/> | | <input type="button" value="Add"/> |

System Administration - Customize Role/Access Definitions

Remote Access

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



Remote Access

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

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

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

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

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

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

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

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.

ICSolutions Response:

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

ICSolutions' proposal includes full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of proposed system. Our commitment extends to all systems, telephones, kiosks, tablets, software, and peripheral hardware. This level of support is part of our turn-key proposal to each customer. As such, there will be no cost whatsoever to the County for this service. No modifications will be made to the system without County approval.

Anytime throughout the contract term, the County can call our Regional Account Manager Vince Laurita or contact our 24/7/365 Technical Assistance Hotline to make a MAC (Move Add Change) request. Non-urgent requests will be filled by our local service technician during their next scheduled visit. More complicated requests (installing phones in a new wing of the jail, upgrading to full video phones in the booking areas, etc.) will be assigned an ICSolutions project manager and handled like the initial implementation with a Site Survey, a meeting with the County, a Project Plan, and weekly progress reports.

If, at any point, the County plans to expand a jail, add a new facility or requests additional phones at an existing facility, ICSolutions can add storage and phones at any time without affecting the operations of the existing system. Additional network capacity may require up to 30 days' notice if it requires a local network access provider to hang new line(s), but does not require any system downtime.

System feature upgrades are released regularly to ensure the system is always state-of-the-art. Many features that are currently available on THE ENFORCER are the result of specific suggestions and requests from our clients. Regardless of which client requests the new feature, the functionality is automatically made available to all clients at no cost. Whenever an upgrade or enhancement to THE ENFORCER finishes testing and is ready for wide release, the County will be notified of the new release updates and provided documentation of the features and functions of the new software. New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption.

THE BRIDGE 8.0 tablets are Wi-Fi enabled. Tablets are connected online through our secure network infrastructure, and updates are provided over the air at no cost to the County.

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.

ICSolutions Response:

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

The system contains a file of attorney numbers that have been pre-configured for "non-record" status and can be marked as free calls, as well. Calls made to these numbers are not recorded today, nor will they be in the future. Should a call be made to an attorney with a new or unknown number, the system will notify the parties that the call is being recorded or monitored. This feature will enable attorneys to be sure to notify the facility of their new number.

A list of current attorney/privileged telephone numbers is already entered into the system; new numbers can be added during the implementation process. Once in the system with the DO NOT RECORD or PRIVILEGED status, calls to those numbers are exempt from recording and monitoring. Additional attorney numbers may be added at any time.

As the facility receives new attorney numbers, those numbers are added to the database immediately. The facility can then search, identify, and "protect" any calls made to those numbers prior to their identification as PRIVILEGED, which would prevent any system user from accessing any recordings that were made of calls to that number before it was identified as an attorney number.

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.

ICSolutions Response:

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

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.

ICSolutions Response:

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

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.

ICSolutions Response:

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

Choosing ICSolutions will prove extremely beneficial during system implementation. Transition to the new contract will be smoother and require less time, because our centralized ENFORCER and its VISITOR module is in place, and we are already well acquainted with the Agency's needs. The onsite portion of the installation will only take **7.5 days** to upgrade all the County's video visitation kiosks to our latest V17 model, replace and refresh telephones as needed, and deploy our latest BRIDGE 8.0 tablet system. The total implementation time is 23.5 days. Below we have included a timeline for all facets of implementation, including key deliverables and milestones; a Gantt chart has been provided as **EXHIBIT D**.

Benefits to the Agency

Choosing ICSolutions will benefit the Agency's transition by:

| | |
|--|---|
| Familiar Project Team | You will continue to work with our Project Team, many of whom have been supporting your current system or were involved in the initial installation. |
| Existing Settings & Profiles | We will maintain your current site profiles, facility layout, visitation rules, and structure that are already in place. |
| No Configuration Time | No configuration time is necessary for call processing and video visitation since the current system settings are already defined, in place, and up to date. |
| Continuous Access to Investigative Data | Investigators will have continuous access to all the Agency's call data, information, and call recordings since your initial transition to THE ENFORCER. |
| Familiar ITS & VVS System | Your personnel are already familiar with THE ENFORCER system and its VISITOR module. |
| Existing Debit & Prepaid Accounts | Inmates and public users can continue using their existing debit and prepaid accounts. |
| Same Support Procedures & Personnel | Your service, support, maintenance and escalation procedures remain the same. |
| No Equipment Removal / Pickup | There is no potential delay from coordinating equipment removal and pickup from another vendor. |
| Seamless Transition | We commit to providing a seamless transition to a new contract with uninterrupted service from our centralized ENFORCER and VISITOR video visitation system during the deployment of your |

new BRIDGE 8.0 tablet system and continued exceptional support throughout the term of our agreement.

Pre-Installation

| Ref | WBS | Task | Duration |
|---|--------------|--|------------------|
| 1.1 Implementation Project Initiation – Contract Execution | | | |
| 1.1 Initiating | | | |
| 1 | 1.1.1 | Contract Execution | 1 day |
| 1.2 Planning | | | |
| 2 | 1.2.1 | Installation Plan Review/Approval from County | 0.5 days |
| 3 | 1.2.2 | Scheduling for Onsite Installation | 1 day |
| 3.1 | 1.2.2.1 | Onsite Escort Identification & Scheduling for onsite installation, training, etc. | 1 day |
| 1.3 Execution | | | |
| 4 | 1.3.1 | Equipment & Network Provisioning | 0.5 days |
| 4.1 | 1.3.1.1 | Order Additional Network Services, as needed | 0.5 days |
| 5 | 1.3.2 | Order System Hardware | 0.5 days |
| 5.1 | 1.3.2.1 | Requisition System Hardware from Inventory (where applicable) | 0.5 days |
| 5.2 | 1.3.2.2 | Order video kiosks, access points, charging stations, tablets, phones as needed, and any other miscellaneous materials | 0.5 days |
| 6 | 1.3.3 | JMS Interface (Inmate Data) | 1 day |
| 6.1 | 1.3.3.1 | Review current interface specifications and format and QA testing | 1 day |
| 7 | 1.3.4 | Delivery of Equipment and Materials | 10.5 days |
| 7.1 | 1.3.4.1 | Upgraded Network Services Delivered | 10 days |
| 7.2 | 1.3.4.2 | Receive IPs (internal and external) | 1 day |
| 7.3 | 1.3.4.3 | Hardware and materials delivered to SAT | 10 days |
| 8 | 1.3.5 | Equipment Configuration (Build/Test/Ship) | 5.5 days |
| 8.1 | 1.3.5.1 | Wiring Diagram updated | 0.5 days |
| 8.2 | 1.3.5.2 | Configure Network IAD, QA Test and Burn In | 0.5 days |
| 8.3 | 1.3.5.3 | UPS and NMC configuration | 0.5 days |
| 8.4 | 1.3.5.4 | Configure Hardware – QA Testing | 0.5 days |
| 8.5 | 1.3.5.5 | Rate File QA | 0.5 days |
| 8.6 | 1.3.5.6 | Prepare Equipment and Materials for Shipping/Delivery | 5 days |
| 9 | 1.3.6 | Phone, VVS, and Tablet Configuration | 1 day |
| 9.1 | 1.3.6.1 | Confirm phone, visitation, and tablet rules and user access needs from County | 0.5 days |
| 9.2 | 1.3.6.2 | Making any necessary updates to current phone and VVS and tablet configurations | 0.5 days |

| | | | |
|-----|---------|---|----------|
| 9.3 | 1.3.6.3 | Create user accounts (tablets) and assign authorized user roles as needed | 0.5 days |
| 9.4 | 1.3.6.4 | Testing configurations and user access | 0.5 days |

1. Contract Execution – Finalize and execute new contract.

2. Installation Plan Review / Approval from County - ICSolutions will then review the customized Installation Plan with the appropriate County personnel. We will go over all project milestones and the timeline, and we will ensure you have received identification for the project team for any required background checks.

3. Scheduling for Onsite Installation – After you have had a chance to review the customized Installation Plan, ICSolutions' Project Team will begin making the necessary scheduling arrangements for the onsite installation, such as identifying and scheduling facility escorts who can accompany our project team, schedule training times and locations for each user group, and make travel arrangements for the onsite installation team and trainer.

4. Equipment & Network Provisioning – ICSolutions will order any additional network services, if and as needed, to support the tablet system upgrade.

5. Order System Hardware – All call processing and recording equipment is built and assembled at our corporate headquarters in San Antonio, Texas. ICSolutions' Project Team will requisition the equipment necessary for installation. This includes ordering new video kiosks, access points, charging stations, tablets, phones as needed, and any other miscellaneous materials.

6. JMS Interface (Inmate Data) – Since ICSolutions is currently providing inmate communication services to Scotts Bluff County, we will simply need to review the current JMS interface specifications and format, as well as perform QA testing.

7. Delivery of Equipment and Materials – During this phase of implementation, the upgraded network services will be delivered, internal and external IPS will be received, and all hardware and materials will be delivered to our headquarters in San Antonio, Texas for configuration.

8. Equipment Configuration (Build/Test/Ship) – During this phase, ICSolutions will update the County's wiring diagram, configuring the network IAD, QA testing and burn in, configure the UPS and NMC, configure all hardware and QA testing, performing a rate file QA, and preparing equipment and materials for shipping and delivery to the County.

9. Phone, VVS, and Tablet Configuration – This phase will be streamlined since all of our services are already in place. During this phase ICSolutions will make any necessary updates to the existing configurations, confirm all rules and user access needs have not changed, as well as test all configurations and user access.

On-Site Installation

| Ref | WBS | Task | Duration |
|---------------|------------------|--|-----------------|
| 10 | 1.3.7 | Installation | 7.5 days |
| 10.1 | 1.3.7.1 | Infrastructure hardware receipt and inventory | 1 day |
| 10.2 | 1.3.7.2 | Circuit turn-up, verify / test network / upgrade backend equipment | 1 day |
| 10.3 | 1.3.7.3 | Infrastructure Installation (phone refresh, video kiosk swap, tablet system swap/upgrade – QA testing and test plan execution) | 5 days |
| 10.4 | 1.3.7.4 | Verify inmate data integration in phone, VVS and tablet systems are accurate | 0.5 days |
| 10.5 | 1.3.7.5 | ID switches/stations, etc. and create equipment inventory list | 0.5 days |
| 10.6 | 1.3.7.6 | Deployment | 2.5 days |
| 10.6.1 | 1.3.7.6.1 | System checks | 0.5 days |
| 10.6.2 | 1.3.7.6.2 | System cutover / go-live per housing unit deployment and assignment of tablets | 2 days |
| 10.6.3 | 1.3.7.6.3 | User Acceptance Testing (phones, tablets, and VVS) | 0.5 days |
| 10.6.4 | 1.3.7.6.4 | Modifications/Additions, Clean up, Monitor for problems | 0.5 days |
| 10.6.5 | 1.3.7.6.5 | Training | 1 day |
| 10.6.5.1 | 1.3.7.6.5.1 | Conduct training scheduled with Facility | 1 day |
| 10.6.5.2 | 1.3.7.6.5.2 | Provide training guides and materials | 0.15 days |

10. Installation – The steps in the installation phase will occur onsite as part of the system upgrade. This includes the receipt and inventory of all infrastructure hardware, turning up the new circuit and verifying and testing the network, as well as upgrading all backend equipment. The infrastructure installation will include upgrading all existing video visitation kiosks, upgrading all existing tablets to the latest BRIDGE 8.0 model, and refreshing and replacing phones as needed. We will also perform QA testing and execute our test plan. Installation also includes verifying that the inmate data integration is accurate for phones, the video system, and our tablets, as well as ID switches and stations and creating an equipment inventory list.

As part of the deployment of your upgraded system, ICSolutions will perform system checks and go-live of all new hardware. This will happen in a phased approach by housing unit and includes the assignment of tablets per housing unit. We will also perform all user acceptance testing, clean up our areas and monitor the system for problems. We will also provide refresher training for all existing County personnel, as well as training for all new personnel. This includes upgraded training guides and materials.

Post-Installation

| Ref | WBS | Task | Duration |
|---|--------------|---|------------------|
| 1.4 Monitoring & Controlling | | | |
| 11 | 1.4.1 | Monitor for Problems | 10 days |
| 12 | 1.4.2 | Handoff to Tech Support for Continued Maintenance and Operations | 0.15 days |
| 1.5 Project Completion / Close | | | |

| | | | |
|----|-------|---|-------|
| 13 | 1.5.1 | After Action Reporting – Meet with Customer to Review Implementation | 1 day |
|----|-------|---|-------|

11. Monitoring for Problems – ICSolutions closely monitors the status of the project throughout the implementation, with monitoring provided on-site during the system upgrade, training, and user acceptance testing. During this step, ICSolutions will closely monitor your upgraded system and processes to ensure it continues to operate as specified.

12. Handoff to Tech Support for Continued Maintenance and Operations – Following completion of the onsite portion of the upgrade, the County will be handed over to Tech Support (which the County is already familiar with) for continued maintenance and operations.

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

Training Plan

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

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

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

ICSolutions will provide training on the new BRIDGE 8.0 tablets for both facility staff and inmates. Training on the tablet system will include:

Tablet System Training

- Tablet System Administration
- User Management
- Investigative Features
 - Reporting
 - Restrictions
 - Export Data
- Inmate Management
- Complete training of various roles
- Tablet Setup
- Tablet Program Best Practices

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.

ICSolutions Response:

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

Testing Protocol

ICSolutions implementation procedure includes a detailed testing and acceptance plan for both our Project Manager and a designated County representative to ensure that the entire system is deployed and performs exactly as requested by the County. The testing procedures extend to all systems, telephones, kiosks, tablets, software, and peripheral hardware. Since the County's ENFORCER and VISITOR systems are already installed and configured, testing will be simplified.

Testing of THE ENFORCER, THE VISITOR and THE BRIDGE tablet systems will be conducted by a certified Quality Control ("QC") team. The QC Team will test all features and functionality to ensure adherence to the specifications of the RFP and the contract, consistent with the PMP's waterfall approach for system implementations. The QC Team documents all testing and walkthroughs, and all results are reviewed by another QC team member. Quality Assurance testing status and results are tracked and monitored daily by the Project Manager. System testing will encompass the following:

| | |
|----------------------------------|--|
| External System Interface | <ul style="list-style-type: none"> Interface protocol Access and security Error logging |
| Data Exchange | <ul style="list-style-type: none"> Data format File exchange/transfer timelines Error logging Confirm inmate count in JMS is synced with THE VISITOR video visitation (Admin page) |
| Database Integrity | <ul style="list-style-type: none"> Inmate Table <ul style="list-style-type: none"> Inmate ID |

| | |
|------------------------------|--|
| | <ul style="list-style-type: none"> ○ Inmate full name ○ Inmate PIN (if applicable) ○ Inmate housing location ○ Inmate Status ○ Inmate PAN list (if applicable) • Global Number Table <ul style="list-style-type: none"> ○ Block List ○ Attorney List ○ Privileged List ○ Free numbers ○ TDD Access numbers ○ PREA Hotline • Inmate Station Table <ul style="list-style-type: none"> ○ Station port labeling – Confirm accuracy ○ Station Grouping ○ Station Class-of-Service designation ○ Station On/Off times ○ TDD Access numbers • Rates & Dialing Table <ul style="list-style-type: none"> ○ Surcharge & Per Minute entries by Tariff Type ○ Local number listing ○ Dialing rules by Tariff type ○ Dialing rule override (if any) ○ Carrier access protocol • Approved Visitor Table • Video Visitation Station table • Video Visitation Station Locations (e.g., identification, type, rules, etc.) • Video Visitation Policies <ul style="list-style-type: none"> ○ Schedule (Allowable visitation times by type of visit and visitor) ○ Rates & Fees ○ Designate free and paid visitations by visitor or type of visitation (e.g., remote visitations where the visitor is off-site using a home or office computer to visit) |
| System Access | <ul style="list-style-type: none"> • User Role privileges • User Role assignments • Username & passwords • Register as new user • Approve new user |
| Facility Workstations | <ul style="list-style-type: none"> • Access to THE ENFORCER system (including THE VISITOR module) • Ability to monitor live recordings from both workstation and Facility Network if applicable • Ability to download and burn recordings using the following formats: <ul style="list-style-type: none"> ○ Wav |

| | |
|---|--|
| | <ul style="list-style-type: none"> ○ MP3 ○ Speex • Run and test reports for accuracy of information |
| Visitor Equipment & Network Preliminary Installation Check | <ul style="list-style-type: none"> • Check cabling • Turn on/off system • Test IP devices • IP external assignments – confirm accuracy • IP internal assignments – confirm accuracy • Confirm firewall setup • Equipment setup on domain • Database communications • Software version |
| Tablet Testing | <ul style="list-style-type: none"> • Check cabling • Turn on/off system • Test IP devices • Turn up server • Confirm firewall setup • Equipment setup on domain • Software version • Test AP connections • Adopt APs • Test Wi-Fi • Test tablets • Test streaming services |
| Quality Assurance (QA) Testing | <ul style="list-style-type: none"> • Video Visitation Station Center Application • Control Software / Facility workstation(s) • Monitoring • Lobby Visitor Registration & Scheduling Terminal • Remote Visitors • Inmate Terminals |
| User Acceptance Testing (UAT) | <ul style="list-style-type: none"> • Coincides with hands-on training • Training Curriculum & tests performed in UAT customized per County's requests |

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:

ICSolutions Response:

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

Calling Options

ICSolutions will continue to offer prepaid calling for call recipients; inmate-paid debit calling; and, for select professional users, direct billing. These programs feature multiple ways to pay, ensuring inmates can connect with their loved ones and the resources they need while incarcerated.

FAMILY FIRST Prepaid Accounts

By setting up and funding a FAMILY FIRST Prepaid Account, a call recipient can pay for calls to their designated phone number(s) only. Setting up a FAMILY FIRST account is fast and easy – helping newly incarcerated inmates to connect more quickly to needed resources and loved ones. And the FAMILY FIRST Prepaid Account can be used to pay for not only phone calls, but also other available ICSolutions services like messaging and video visitation.

With ICSolutions, all existing FAMILY FIRST Prepaid accounts will seamlessly transfer to the new contract.

The ICSolutions advantage is real-time access. Upon the first attempt to call a number that is not associated with a prepaid account, the inmate and called party are connected for a free one-minute call to discuss the situation. After this free call, the called party is given the option to be instantly connected to a live ICSolutions billing specialist, who can assist with account setup and funding.

ICSolutions has found that connecting friends and family members to a live agent on the first call attempt is more effective than having them go through the process using an automated system. It is beneficial for them to speak with one of our knowledgeable live agents who can inform them of all the options that are available to them and answer any questions they may have. Customer Care call center professionals are available 24 x 7 x 365.

Funds can be added to a prepaid account via website, phone, or mail using a credit/debit card, Western Union, or money order.



Family First Prepaid Advantages

Real-time account set-up

Reduced inmate complaints

**Allows called party to budget inmate
phone expenses**

Provides multiple funding options



Unique ICSolutions Service!

Live Customer Service for Account Setup

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

Not only do our billing specialists provide outstanding customer care, but this personal and proactive approach to account setup leads to larger numbers of prepaid accounts established – resulting in faster and more frequent contact between inmates and their loved ones.

Inmate Debit Calling

Inmate-paid debit calling is also available using our SINGLE COMMUNICATIONS ACCOUNT. With the SINGLE COMMUNICATIONS ACCOUNT, inmates can pay for not only debit phone calls, but also other available ICSolutions solutions like messaging and video visitation. The SINGLE COMMUNICATIONS ACCOUNT **puts inmates in total control of their communication**, offering the most seamless experience to date for inmates to manage their communication needs.

The SINGLE COMMUNICATIONS ACCOUNT is funded through the Trust Account. Using a simple touchscreen TRUST TRANSFER REQUEST application on a kiosk or tablet, inmates can transfer funds into their SINGLE COMMUNICATIONS ACCOUNT in any dollar amount, up to the balance of their Trust Account. When the inmate enters the requested amount, the app communicates in real time with the banking system, and the funds are transferred from the Trust Account to the SINGLE COMMUNICATIONS ACCOUNT.

Friends and family may also be allowed to contribute funds to the SINGLE COMMUNICATIONS ACCOUNT (instead of making a trust fund deposit) if they want to ensure that the funds are used specifically for communication services.

Direct Billing

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

Reporting

All transactions can be tracked by querying the information logged under the inmate PIN in our Reporting function. In addition, authorized facility personnel may run reports on-demand in THE ENFORCER that outline many options for accessing debit transaction information:

| | |
|--------------------------|--|
| Debit Balance | Shows the balance in the debit account for each inmate who has set up a debit account to pay for phone calls. For each account, the report lists the site name, inmate ID, inmate name, account number, call number, inmate status (active/inactive), and account balance. The report can be requested by site, inmate status, and balance amount (negative, positive, non-zero). Also, the report can be sorted by inmate ID, inmate name, or site. |
| Debit Statement | Shows all transactions for debit card and PIN-based debit including a beginning and ending balance, cost and duration of calls, and deposits made to an inmate's account. |
| Debit Activity | Shows all deposits, transactions, refunds, and closing balance for all debit accounts for inmates |
| Debit Transaction | Provides a reconciliation record for all debit transactions for an Inmate ID for a user-specified date range |

1. Efficiently interact with the commissary vendor to allow inmates to use funds in their commissary account to pay for telephone services.

ICSolutions Response:

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

ICSolutions will continue to provide our unique and seamless integration with the Keefe Commissary Network. This will allow inmates to use funds in their commissary/trust account to pay for all communication services proposed herein via a SINGLE COMMUNICATIONS ACCOUNT.

2. Ability to efficiently and immediately transfer money from the detainee's trust fund/commissary account to the Bidder's Payment Platform.

ICSolutions Response:

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

As previously described, the SINGLE COMMUNICATIONS ACCOUNT is funded through the Trust Account. Using a simple touchscreen TRUST TRANSFER REQUEST application on a kiosk or tablet, inmates can transfer funds into their SINGLE COMMUNICATIONS ACCOUNT in any dollar amount, up to the balance of their Trust Account. When the inmate enters the requested amount, the app communicates in real time with the banking system, and the funds are transferred from the Trust Account to the SINGLE COMMUNICATIONS ACCOUNT.

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.

ICSolutions Response:

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

Friends and family may also be allowed to contribute funds to the SINGLE COMMUNICATIONS ACCOUNT (instead of making a trust fund deposit) if they want to ensure that the funds are used specifically for communication services.

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.

ICSolutions Response:

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

Refunds for inmates are processed in real time as soon as the inmate is released. When a SINGLE COMMUNICATIONS ACCOUNT is used (whereby inmates purchase communication time and tablet funds through the commissary), any remaining funds are returned in real time to the Trust Account that was used to make the initial purchase. This funds transfer is made possible by the same interface that allows for Debit time/SINGLE COMMUNICATIONS ACCOUNT purchase.

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.

ICSolutions Response:

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

ICSolutions takes full responsibility for the billing and collection of all inmate calls in accordance with FCC and CPUC recorded and approved tariff rates and the contract.

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

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

ICSolutions Response:

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

ICSolutions offers multiple calling and payment options for all Users, as described in [REQUIREMENT 8.0.A](#) above. These options include:

- Call Center Debit
- Integrated Cardless Debit / SINGLE COMMUNICATIONS ACCOUNT
- Direct Billing

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

ICSolutions Response:

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

ICSolutions will be responsible for unbillable calls, uncollectible revenue, line costs, incomplete calls, or any other cost of providing inmate telephone services.

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

ICSolutions Response:

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

The called party must press, dial, or say a digit to indicate positive acceptance. Positive call acceptance is required for all collect, debit, and prepaid calls. THE ENFORCER system supports both DTMF and pulse-based call acceptance responses.

The call will not be connected should the system detect irregular ringing signals, answering machines, digital voice mail, cellular telephones, ring-back tones, pagers, operator intercepts, quick disconnects, chain dialing, no voice from called party, etc. **Billing begins when the called party answers and positively accepts call charges. No charges are assessed for refused calls, no answer, busy, answering machines, faxes, or pagers.**

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

ICSolutions Response:

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

Billing of all calls will be handled solely through ICSolutions and will not require the involvement of the County.

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.

ICSolutions Response:

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

No Incoming Calls

No incoming calls are ever allowed with THE ENFORCER call processing system. THE ENFORCER is hosted at the primary data center in Atlanta. All inmate calls are processed by this centralized system and terminated over outbound-dial only trunks. Additionally, the on-premise IP Gateways that provide talk battery to the inmate telephones are incapable of processing an inbound call, and, as such, ICSolutions can warrant that no inmate telephone shall be capable of receiving an incoming call.

Calls will be funded by Debit, Prepaid and Direct Billing options through the ICSolutions Payment Platform.

- b. Permit collect calls.

ICSolutions Response:

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

The proposed ENFORCER provides fully automated direct bill collect, prepaid and debit calling. Access to live operators is neither required nor permitted at any time.

Calling Options

ICSolutions offers prepaid calling for call recipients; inmate-paid debit calling; single-pay calls; and, for select professional users, direct billing. These programs feature multiple ways to pay, ensuring inmates can connect with their loved ones and the resources they need while incarcerated.

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Advantages**

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- c. Provide automated operator telephone system for all calls.

ICSolutions Response:

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

The proposed ENFORCER provides fully automated inmate calling. Access to live operators is neither required nor permitted at any time.

- 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.

ICSolutions Response:

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

ADA Compliance

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

Ultratec Minicom TDD/TTY

ICSolutions can offer the Ultratec Minicom IV TDD/TTY, or a functional equivalent, if required by the County. This is older technology. Alternatively, we can offer Tidal Wave's OneTRS, the latest IP Relay technology available.

The unit is compact, lightweight, portable and easy to use. It has an easy-touch keyboard with a bright, tilted 20-character display for hours of comfortable use. Minicom IV includes a printer port to connect an external printer.

- Turbo Code® and Auto ID™
- Convenient GA/SK keys



- Printer port to connect to your external printer
- 20-character display
- 43-key, 4-row keyboard
- Rechargeable batteries and AC adapter included
- Baudot code (45.5/50 baud rate)

Additionally, **each TDD/TTY call is recorded** by THE ENFORCER and **converted to text**, which is inserted into a NOTE and **attached to the call recording**. Recordings can be accessed from the CALL DETAIL SCREEN, and attached NOTES can be printed locally or remotely by users with appropriate security credentials.

OneTRS Powered by Tidal Wave

State of the Art Telecommunications Relay Services

ICSolutions partners with Tidal Wave to provide relay services for deaf and hard of hearing individuals. Tidal Wave's OneTRS is the latest IP Relay technology available.

OneTRS is available as an app for iOS and Android, as well as a WebRTC client for browser-based requirements. Unlike Secure-VRS, OneTRS does not require deployment of facility hardware.

OneTRS is the future of providing secure, FCC-compliant Telecommunications Relay Service (TRS) to correctional facilities nationwide. OneTRS provides a gateway between the facility and the TRS providers, allowing these communication sessions to be subject to recording, monitoring and additional security measures, just as any other modes of communication for incarcerated individuals.

OneTRS Application & Setup Process

Prior to being able to utilize the TRS, an incarcerated person must submit an application to the FCC demonstrating a need for such a service. Before the application is sent to the FCC, a facility or agency may choose to accept or deny individual applications. Since TRS is subject to the same levels of security as all other modes of communication, ICSolutions can also offer enterprise registration, which means that the facility would not need to review every application prior to submission to the FCC. Rather, the information provided by the inmate will be verified against the information contained in ICSolutions' database, including person location, ID, etc. Once that incarcerated individual has been verified, the confirmed data will be submitted to the FCC.

OneTRS offers three secure communication options for incarcerated persons with hearing disabilities. During the FCC application process, the user will select which type of assisted communication they are applying for and once approved, will be locked into that specific type. They will also select their primary language as either English or Spanish during the application process.

Using OneTRS

Once the application has been approved, the user will be able to utilize the OneTRS service they applied for (VRS, caption telephone service, or IP relay). The OneTRS icon can be shown to all incarcerated individuals upon login to the kiosk or tablet device, or only shown to those with IDs that have been specified to require these services, depending upon the agency's configuration preferences.

Services Offered by OneTRS

OneTRS is a one-stop-shop for three secure service options for those with hearing difficulties, utilizing existing corrections-hardened equipment such as video kiosks and/or tablet devices.

1. **Video Relay Services (VRS) via Purple Communications** – Video relay services enable incarcerated individuals who are deaf or hard of hearing to communicate with hearing-capable or hard of hearing called parties via the ICSolutions video kiosk or tablet. OneTRS will securely connect the incarcerated person to VRS provider Purple Communications who will provide a qualified interpreter. The incarcerated individual is then able to communicate with the interpreter using sign language. The interpreter places a call to the telephone number the incarcerated person is trying to reach and subsequently relays the conversation back and forth between the parties. Purple also provides point-to-point communication for cases where the called party also communicates using sign language.
2. **Caption Telephone Service** – Another option with OneTRS is caption telephone service, which functions as an additional option to support hard of hearing individuals. When a call is placed via either a video kiosk or a tablet device, the speech of the called party will be provided to the incarcerated person along with captions.
3. **IP Relay Service via T-Mobile** – IP Relay allows an incarcerated person with a hearing or speech disability to communicate via text with a hearing person. The incarcerated person will securely connect to the IP relay center using the OneTRS application on the kiosk or tablet, type their message to the relay operator who will speak the message to the called party, and type the response back to the incarcerated person. IP Relay service has replaced the need for TTY terminals for both the incarcerated individual and the called party; this is preferable for the corrections environment, as IP Relay does not require introducing separate, non-hardened equipment into the facility.

All the above services will be subject to both recording and monitoring. Call records and recordings will be stored and accessible via THE ENFORCER interface.

Please note that, if preferred, ICSolutions can also provide standalone VRS, Captel, and TDD/TTY devices to provide these services.

Inmates with Low Vision

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

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

Inmate Voice Messaging can be used by authorized staff to broadcast messages to one, many, or all inmates in a correctional facility. This keeps inmates with low vision informed of facility updates without the need to read announcements on paper. Authorized staff simply type the message into THE ENFORCER, which then converts the message to synthesized speech and delivers it to the designated inmates' voice mailboxes on the inmate phones. Any time an inmate picks up any inmate phone during the designated timeframe, he or she will hear the Message of the Day before call connection. When the message expires, it is no longer played to inmates, with no further action necessary from County staff.

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

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

ICSolutions Response:

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

International Calling

For international calling, ICSolutions highly recommends the use of our inmate debit calling option. With International Debit calling, an inmate can call virtually any County-approved international phone number, using funds from his or her account. International calls are charged at cost plus the FCC-approved per-minute interstate rate. In this case, "cost" means ICSolutions' underlying carrier cost based on an average rate per minute per destination calculated quarterly pursuant to FCC 47 CFR § 64.6030 (e).

ICSolutions offers international calling to **more than 145 countries** using the debit calling method. International calls are processed through an automated operator in the same manner as domestic calls, with no access to a live operator allowed. The call is processed with all standard call controls in place.

- 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.

ICSolutions Response:

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

Free Calls

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

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

Free Calls by Phone Number

A global free calling status is set by selecting the **FREE CALL** call type on the **GLOBAL NUMBER TABLE** entry for the number in THE ENFORCER. This ensures *all* calls to that phone number are processed at no cost. Once set in the database, the free call function operates automatically with no County personnel intervention required.

The screenshot displays the 'Global Number Edit' interface. The 'General Information' tab is active, showing fields for Number (1-210-908-9377), Name (Public Defender), Speed Dial (*97), Dial Pattern, Site (All), Category (ANONYMOUS - Mask inmate info), Inmates w/PAN (0), and Last Updated (07/10/2017 12:41 By: bclark). The 'Access Control' section shows 'Call Type' set to 'Free call' (highlighted with a red box), 'Block Type' set to 'Not Blocked', and 'Block Voicemail' set to 'No'. The 'Features' section shows 'Do Not Record' and 'Edit Features'. The 'Alerts' section shows 'General Alert' set to 'No Contacts' and 'Edit Alerts'.

Global Number Edit screen – "Free call" Call Type

Free Calls for Individual Inmates

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

Inmate Detail

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

General Information

| | | | |
|---------------|------------------|-------------------|----------------------|
| Status | Last Name | First Name | Middle Name |
| Active | SMITH | PAMELA | DAWN |
| ID | Location | Facility | Recorded Name |
| 100206 | BOOK | ICS Demo 01, TX | No Recording |
| PIN | Passcode | | |
| 0020 | | | |

Pin Reset TDD / VRS High Profile Edit

Calling Rules

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

PANs Max PANs Allowed Default: 20

Required Enabled

Station Group Restrictions

Activity

Last Call

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

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

Inmate Account screen – Setting Free Call

- 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.

ICSolutions Response:

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

Free calling can be configured for a selected phone station, such as allowing free local calls from a phone in the County's booking area. Additionally, selected phone stations in the incarceration area can be set up to allow free calls (if allowed for the inmate or the called party number).

Free Services for Inmates

Additionally, we are proud to offer our KEEP FAMILIES CONNECTED program – providing **FREE calls and email messages to all inmates** for as long as you are an ICSolutions customer! This program, coupled with the complimentary call we offer to each new call recipient, will reduce the financial burden even beyond the affordable calling rates we have proposed.

And, regardless of their financial standing, all inmates will always be able to access free services and administrative resources on our kiosks and tablets. Our shared tablet model **guarantees universal tablet access to ALL inmates** for critical, no-cost services like legal research, job viewing, form submission, education, etc. – with no rental, subscription, or other such fees.

- 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.

ICSolutions Response:

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

Call set-up and acceptance will be completed within 30 seconds or less. Billing and call duration timers do not begin until the call is positively accepted and connected to the called party.

- 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.

ICSolutions Response:

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

THE ENFORCER continuously monitors each call connection for any inmate attempts to bypass the system controls. Inmates are not permitted to dial extra digits or chain dial at any time. Dialing controls will be preconfigured in the system, according to County requirements.

Any attempts to manipulate the inmate phone or hook-switch in order to bypass system controls will result in immediate call disconnection, forcing the inmate to begin a new call with all call controls in full effect. Upon termination of each call, the inmate is returned to the call initiation script and required to go through the entire controlled process to place another call.

THE ENFORCER will disable the inmate phone keypad once the inmate dials the allowed number of digits and once the call is connected. For example, if an inmate selects the option to make a domestic call, the system allows the inmate to dial only 10 digits. After 10 digits are dialed, the keypad is disabled when the call is connected. Once a call is disconnected, the inmate is automatically returned to the call initiation script, forcing the inmate to enter their PIN to begin a new call, ensuring all call controls apply to every call attempt.

In addition, any time THE ENFORCER detects extra digits dialed during the call, the system will either terminate the call or allow the call to continue, according to the County's preference. In either case, the call is marked accordingly in the call detail record. ICSolutions highly recommends allowing the call to proceed, because **valuable investigative data** can be found by querying calls that were flagged for fraudulent dialing.

- 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.

ICSolutions Response:

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

Inmate Muting

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

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

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

THE ENFORCER will disable the inmate phone keypad once the inmate dials the allowed number of digits and once the call is connected.

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

ICSolutions Response:

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

Three-Way Call Detection

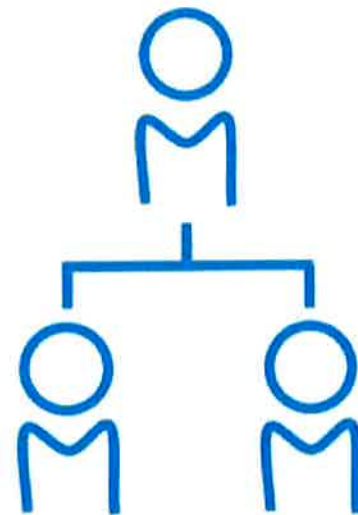
THE ENFORCER automatically detects attempts by destination parties to connect, or forward, calls to a 3rd party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation. When a three-way call attempt is detected, the system can either

- flag the call for investigation;
- flag the call for investigation, and play a warning message to the inmate and called party;
or
- flag the call for investigation, play a notification to the inmate and called party, and terminate the call.

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

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

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



Three-Way Call Detection

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



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

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

Call Forwarding Detection

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

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

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

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

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

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

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

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

ICSolutions Response:

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

Called Party Block

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

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

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

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

Back Delete Add Note Cancel Changes Save Changes

General Information

Number: 1-202-321-0221

Speed Dial:

Dial Pattern:

Site: All

Category:

Inmates w/PAN: 0

Last Updated: 07/11/2017 13:33 By: bclark

Name: Bailey, Roscoe

Description: ICS Block

Address:

Line 2:

City:

State:

ZIP:

Access Control

Call Type: All

Block Type: Not Blocked

Block Voicemail: ☒

Features

None

Edit Features

Edit Alerts

Not Blocked
Facility Security
Keypad
One Call
Accounting
OMS Block
ICS Block

Global Number Edit – Keypad Block

- 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.

ICSolutions Response:

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

Call Blocking

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

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

THE ENFORCER enables authorized users to immediately enter blocked numbers into the system using the user-friendly Administrator interface. Blocks may be added for a specific telephone number or group of numbers.

Important Block Features include:

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

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

The screenshot displays the 'Global Number Edit' interface. At the top right, there are navigation buttons: 'Back', 'Delete', 'Add Note', 'Cancel Changes', and 'Save Changes'. The form is divided into three main sections: 'General Information', 'Access Control', and 'Features'.
In the 'General Information' section, the 'Number' field is highlighted with a blue box and contains the value '1-202-321-0221'. Other fields include 'Name' (Bailey Roscoe), 'Description' (ICS Block), 'Address', 'Line 2', 'City', 'State', and 'ZIP'. The 'Site' is set to 'All' and 'Category' is a dropdown menu. The 'Inmates w/PAN' is set to '0'. The 'Last Updated' timestamp is '07/11/2017 13:33 By: bclark'.
The 'Access Control' section shows 'Call Type' set to 'All' and 'Block Type' set to 'Not Blocked' (highlighted with a red box). The 'Block Voicemail' checkbox is unchecked.
The 'Features' section shows 'None' selected. A dropdown menu is open, listing various block categories: 'Not Blocked', 'Facility', 'Security', 'Agent', 'Keypad', 'Soft Blk', 'One Call', 'Accounting', 'OHS Block', and 'ICS Block'. The 'ICS Block' option is highlighted with a red box.

Global Number Edit - Add blocked Number

Standard blocks are established for each system at the time of installation. These include directory assistance, 911, emergency, pay-per-call services, 1010XXX access codes, toll free numbers, and live operators. In addition, ICSolutions' project team will work with the site to populate the blocked number table with facility personnel telephone numbers and will work with the outgoing vendor to incorporate any telephone numbers which were blocked due to complaints of harassment.

Inmate-Specific Blocked Numbers

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

PANs (Personal Allowed/Blocked Numbers)

Inmate ID: 101360 IAN WAYNE SMITH

[Save Changes](#) [Back to Inmate Editor](#) [PAN History](#)
(3 digit speed dials must start with a '1' for PANs)

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

| PAN Num. | Active | Phone Number | Speed Dial | First Name | Last Name | Relationship | Description | Allow | In-Use | Call Type | Approved |
|----------|-------------------------------------|-----------------------------------|------------|------------|-----------|---------------|-------------|-------------|--------------------------|-----------|--------------------------|
| 1 | <input checked="" type="checkbox"/> | 1-321-456-8790 123 Main Street | | John | Smith | Brother | | Family | <input type="checkbox"/> | All | 04/11/2019 spetterson |
| 2 | <input checked="" type="checkbox"/> | 1-807-654-3210 123 Main Street | | April | Smith | Sister-in-Law | | Family | <input type="checkbox"/> | All | 04/11/2019 spetterson |
| 3 | <input type="checkbox"/> | | | | | | | Not Blocked | <input type="checkbox"/> | All | |

Edit PAN - Add Inmate-Specific Call Block

- 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.
 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.

ICSolutions Response:

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

No customer is ever blocked for non-payment or exceeding the collect threshold, because he or she will always have the option to set up a Prepaid account. Utilizing our prepaid calling solutions, the requirement of billing arrangements with specific CLECs is no longer necessary to complete collect calls to a particular destination number.

The system will allow the inmate a single **complimentary one-minute call to each dialed number** to explain account setup and funding options. Once the free call has been completed, the called party has the option to be instantly transferred to a **live ICSolutions Billing Specialist**, who can explain calling options and help the called party to set up and fund a FAMILY FIRST PREPAID account. Calling will be enabled within 15 minutes of account setup and funding. Our success in setting up prepaid accounts after the first call attempt increases the number of completed calls.

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

e. **Security.** The ITS must:

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

ICSolutions Response:

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

Unauthorized call attempts, such as attempts to call restricted numbers, are typically terminated before the call is connected and marked in the call detail record with the appropriate termination reason, such as Blocked number, Telco Block, Facility Block, etc. Calls can be flagged and reports run on any call termination reason.

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

ICSolutions Response:

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

Live Call Monitoring

THE ENFORCER offers real-time, live call monitoring of calls in progress. Call monitoring with THE OBSERVER is accessed through the MONITOR tab of THE ENFORCER. The authorized user selects a station or trunk to monitor with a click of the mouse, and then clicks the LISTEN button. This function is silent and undetectable by either the inmate or called party. Multiple monitoring sessions can occur at the same time without any impact to ongoing call processing or recording.



ICSolutions Client Testimonial

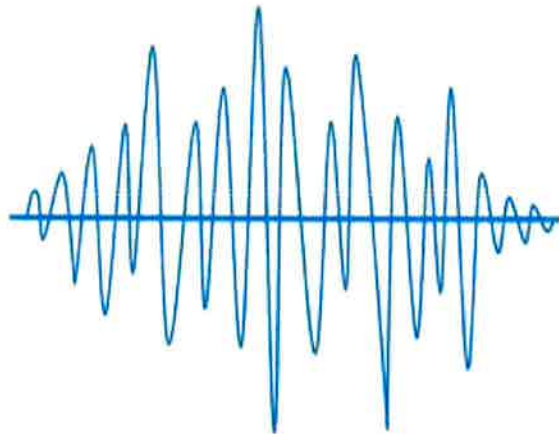
Intelligence Gathering Through the ENFORCER®

"Osceola County Corrections Department's Internal Affairs Unit has capitalized in the benefits of ICSolutions by **gathering intelligence** resulting in arrests and/or assisting in clearing allegations of wrongdoing. One of the highlights in this area was in August 2013, while monitoring inmate calls due to an anonymous tip; our unit was able to uncover fraudulent use of credit cards which resulted in two (2) arrests. Three (3) victims of this crime were confirmed but we were able to identify at least forty-six (46) additional victims."

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

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

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



Live Call Monitoring

The Observer

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

| Action | Status | Station | Number | Min | Cost | Inmate | Name | Alert |
|--------|----------|---------|----------------|-------|--------|--------|----------------|--------|
| | Greeting | B-4 | 1-480-928-4069 | 0:00 | \$3.45 | 347122 | ALVES, CORAN | none |
| | Talking | E-2 | 1-775-287-7127 | 8:24 | \$3.15 | 410656 | WILLIAMS, NIKI | none |
| | Talking | C-4 | 1-316-218-5613 | 13:41 | \$2.38 | 084183 | OSIL, ROBERT | Inmate |
| | Dialing | F-1 | 1-230-230-5330 | 0:00 | \$0.00 | 067122 | LANG, MARK | none |
| | Greeting | G-1 | 1-928-486-8148 | 0:00 | \$3.45 | 363912 | ESTEFAN, ETHAN | none |
| | Talking | J-4 | 1-928-230-5335 | 4:49 | \$1.15 | 067606 | BAILEY, EMILY | none |
| | Talking | K-4 | 1-480-348-5401 | 12:59 | \$2.99 | 393912 | DUNCAN, WILL | none |
| | Talking | L-1 | 1-210-555-9999 | 2:30 | \$5.00 | 185575 | MCKAY, MARK | none |

Call details

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

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

When the LIVE MONITOR screen appears, a default set of columns is pre-selected based on the most frequently used call information. To view additional parameters in the LIVE MONITOR screen, the authorized user can click CHANGE COLUMNS to add or delete columns that contain specific parameters in THE OBSERVER.

Critical Call Monitoring Functions include:

- Silent, undetectable monitoring
- Allows multiple simultaneous monitoring sessions
- Search function to isolate calls of interest
- Monitoring has no impact to recording function
- Ability to monitor from a remote workstation or PC via LAN, WAN or Internet
- Protection of privileged calls from monitoring
- **Ability to disconnect call in progress while monitoring**
- Ability to "bargue in" to calls in progress and speak to both parties

The Observer

Action Buttons

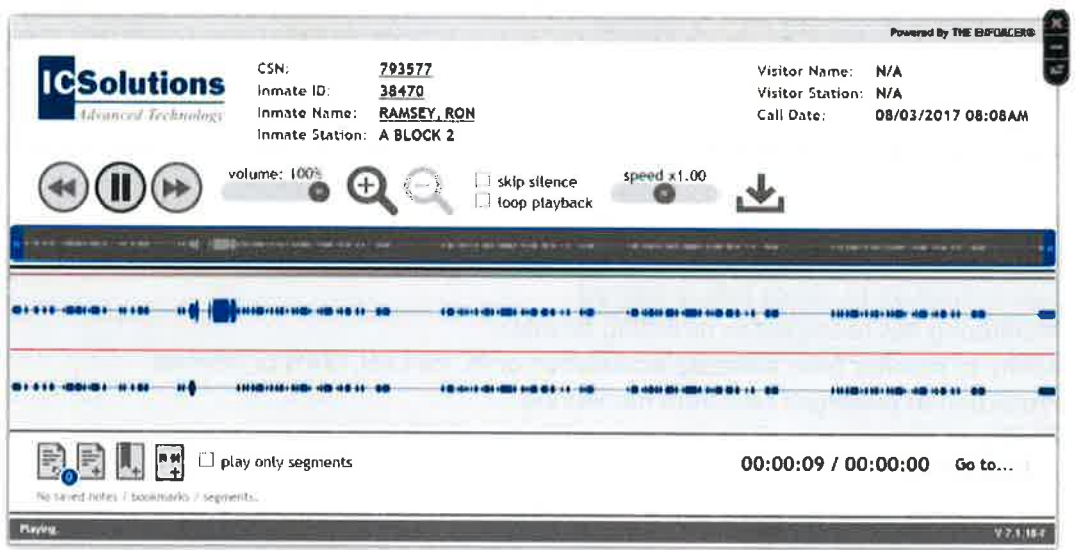
Customization

| Action | Status | Station | Number | Min | Cost | Inmate | Name | Host | Alert |
|--------|---------|----------------------------------|----------------|-------|--------|--------|-------------------------|----------|-------|
| | Dialing | STATION 7107 | 1-208-3 | | | | H, CLAYTON | ctlati05 | none |
| | Talking | REC ROOM PH 8 | 1-417-5 | | | | VIN, LYLE | ctlati01 | none |
| | Talking | LAUNDRY PH 1 | 1-208-3 | | | | EN, MICHAEL | ctlati06 | none |
| | Talking | J BLOCK TIER 2 CORDLESS PHONE 2 | 1-208-3 | | | | ON, JESUS | ctlati04 | none |
| | Talking | J BLOCK TIER 2 CORDLESS PHONE 3 | 1-208-3 | | | | LAH, AZAD | ctlati02 | none |
| | Talking | A TIER 3 CORDLESS PHONE 2 | 1-208-7 | | | | ER, CASEY | ctlati01 | none |
| | Talking | A TIER 2 CORDLESS PHONE 1 | 1-385-620-8300 | 17:24 | \$2.74 | 5195 | ORRICO CORNEJO, RICARDO | ctlati06 | none |
| | Talking | E BLOCK TIER 2 PHONE 2 | 1-208-785-5781 | 28:23 | \$4.06 | 107564 | RODRIGUEZ, PATRICK | ctlati02 | none |
| | Talking | G BLOCK DAYROOM CORDLESS PHONE 1 | 1-208-571-8275 | 20:41 | \$3.08 | 103803 | TORSTENBO, JOHN | ctlati02 | none |
| | Talking | STATION 13101 | 1-208-899-6846 | 21:30 | \$3.22 | 78515 | TRINKAUS, DUSTIN | ctlati01 | none |

Call Station List

Display of Calls in Progress

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



Web Player

Add Listener

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

The Observer

The screenshot shows the 'The Observer' interface. At the top, there are buttons: Pause, Comment, Cut off, Disable, Add Listener (highlighted with a red box), and Show Map. Below these are filters: All Active, All Stations, All Facilities, and Agency time. A status bar shows: Offhook:55 Talking:40 Alert:0 DNR:3.

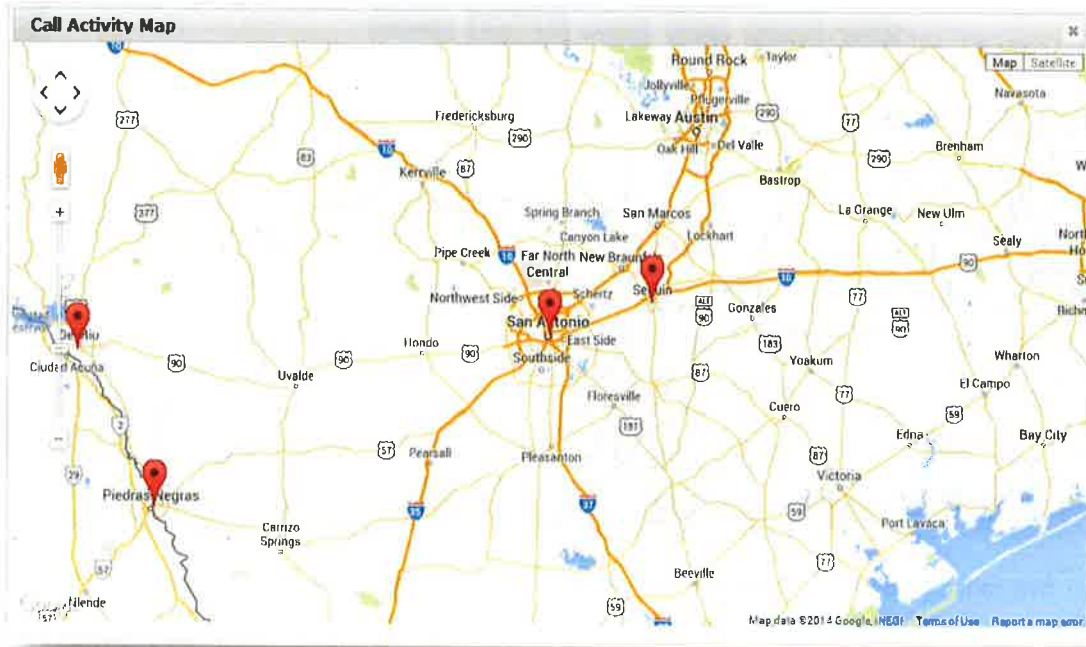
| Action | Status | Station | Number | Min | Cost | Inmate | Name | Host | Alert | | |
|--------|----------|----------------------------------|--------|-----|-------|--------|-------|-------|----------|----------|------|
| 0 | Greeting | STATION 7107 | 1-208 | 26 | 0:00 | \$4.20 | 80160 | NULP | ctlat105 | none | |
| 0 | Talking | REC ROOM PH 8 | 1-417 | 47 | 5:36 | \$0.98 | 65511 | NEV | ctlat101 | none | |
| 0 | Talking | LAUNDRY PH 1 | 1-208 | 20 | 14:21 | \$2.10 | 10572 | HARND | EL | ctlat106 | none |
| 0 | Talking | J BLOCK TIER 2 CORDLESS PHONE 2 | 1-208 | 23 | 5:22 | \$0.98 | 72862 | CHAC | ctlat104 | none | |
| 0 | Talking | J BLOCK TIER 2 CORDLESS PHONE 3 | 1-208 | 12 | 19:40 | | | | | none | |
| 0 | Talking | A TIER 3 CORDLESS PHONE 2 | 1-208 | 03 | 5:33 | | | | | none | |
| 0 | Talking | A TIER 2 CORDLESS PHONE 1 | 1-385 | 06 | 18:13 | | | | | none | |
| 0 | Talking | G BLOCK DAYROOM CORDLESS PHONE 1 | 1-208 | 75 | 21:30 | | | | | none | |
| 0 | Talking | STATION 13101 | 1-208 | 46 | 22:19 | | | | | none | |
| 0 | Dialing | UNIT 1 - PH 1 | | | 0:00 | | | | | none | |
| 0 | Talking | UNIT 1 - PH 9 | 1-208 | 04 | 1:07 | \$0.14 | 76958 | WEI | 4DA | ctlat105 | none |
| 0 | Talking | CLASS ROOM A - PH 4 | 1-208 | 90 | 5:10 | \$0.98 | 92919 | | | ctlat103 | none |
| 0 | Talking | STATION 14117 | 1-208 | 18 | 2:53 | \$0.56 | 71811 | | | ctlat105 | none |

An 'Add Listener' dialog box is open over the table. It contains the text 'Add Listener' and a 'Phone Number' field with the value '813469906'. There are 'Connect' and 'Cancel' buttons at the bottom of the dialog.

In addition, live calls can be forwarded to other phones using our ALERTS feature. THE ENFORCER alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation. Alerts can be sent to any investigator cell phone, land line, email, and/or pager. This alert will be triggered when an alerted number is dialed/connected from any inmate phone regardless of which inmate dialed the number.

Displaying a Geographical Map

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



Live Monitoring Call Activity Map

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

ICSolutions Response:

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

Authorized staff will be able to retrieve unauthorized call activity logs through THE ENFORCER. This includes three-way call attempts, PIN fraud, and more. To run a report on unauthorized call activity, authorized facility personnel simply enter the parameters they wish to investigate, such as inmate ID, date range, call type, etc.

Users can add additional parameters to a call detail query by clicking on **More Search Criteria**. This will display a pull-down list or dialog box to define a value or range for the parameter, allowing further customization options of call detail queries. Unauthorized calls may be searched by defining the End Type parameters (call termination reason).

Call Details

Inmate ID Last Name CSN or Phone Number + Search Clear

09/01/2015 09/08/2015 More Search Criteria

Quick Searches Load Save Delete Show All

Buttons: Burn Save Email Call Recordings Show

More Search Criteria

General

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

Call Origin

| | | |
|--------------|---------------|------------|
| Site | Station Group | Station ID |
| Station Name | Trunk ID | |

Validation

| | |
|----------|------------|
| Imposter | Validation |
|----------|------------|

Billing

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

Called Party

| | | |
|----------|------------------|-----------------|
| Location | Response Digits | Show 3-Way only |
| State | Supervision Type | |

Call Details

Inmate ID Last Name CSN or Phone Number + Search Clear

09/01/2015 09/08/2015 More Search Criteria

Quick Searches Load Save Delete Show All

| | | | |
|------------------|-------------|-----|-----------|
| Call Type: | CSN Range: | Min | Max |
| Duration: | Min | Max | End Type: |
| Response Digits: | Cost Range: | Min | Max |

Buttons: Burn Save Email Call Recordings Share CDR Change Columns Reset columns Export CDR to File Print

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

Call Detail Report – Select criteria for custom query

4. 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.

ICSolutions Response:

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

THE ENFORCER system offers fully integrated digital recording capability, with the option to record every call or to track only those phone numbers selected for recording. All inmate telephone stations will be connected to THE ENFORCER call processor and will have full recording and monitoring capability, with the exception of privileged attorney calls as required by the County. Specific phone numbers can be set as "privileged" or "do not record" so that calls to these phone numbers are never recorded. ICSolutions will not delete, add, or change any unmonitored number without SBCDC approval.

Privileged Calls

The system will be preloaded with a file of attorney numbers that have been pre-configured for "non-record" status. Calls made to these numbers will not be recorded. Should a call be made to an attorney with a new or unknown number, the system will notify the parties that the call is being recorded or monitored. This feature will enable attorneys to be sure to notify the facility of their new number.

A list of current attorney/privileged telephone numbers will be entered into the system as part of the implementation process. Once in the system with the DO NOT RECORD or PRIVILEGED status, calls to those numbers are exempt from recording and monitoring. Additional attorney numbers may be added at any time.

As the facility receives new attorney numbers, those numbers are added to the database immediately. The facility can then search, identify, and protect any calls made to those numbers prior to their identification as PRIVILEGED, which would prevent any system user from accessing any recordings that were made of calls to that number before it was identified as an attorney number.

Attorney Registration

If desired, ICSolutions offers an ATTORNEY REGISTRATION feature which permits inmates to enter new attorney telephone numbers via the inmate telephone. Those numbers will be added to a list that authorized facility or ICSolutions personnel must approve before they become active. The screen below shows the optional ATTORNEY REGISTRATION approval function.

| Phone | First Request | Status | Last Update | Note | Inmates Requesting | Resolution |
|----------------|---------------|------------------|-------------|----------|--------------------|----------------|
| 1-210-756-3218 | 07/11/2017 | Pending Approval | 07/11/2017 | Show Add | Show | Approve Reject |
| 1-615-496-5400 | 07/11/2017 | Pending Approval | 07/11/2017 | Show Add | Show | Approve Reject |

| Phone | First Request | Status | Last Update | Note | Inmates Requesting | Resolution |
|----------------|---------------|------------------|-------------|----------|--------------------|----------------|
| 1-210-756-3218 | 07/11/2017 | Pending Approval | 07/11/2017 | Show Add | Show | Approve Reject |
| 1-615-496-5400 | 07/11/2017 | Approved | 07/11/2017 | Show Add | Show | Approve Reject |

Attorney Registration

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.

ICSolutions Response:

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

Fraud Prevention

THE ENFORCER monitors all calls and prohibits inmate fraud at every step of the call process. THE ENFORCER provides an exhaustive list of features that detect and prevent fraudulent, illicit or unauthorized activity.

- **PINs:** Each time an inmate places a call, they are first required to enter their assigned PIN. By associating a PIN number with every call, the system provides investigators and security personnel with the ability to identify specific inmates when setting alerts, monitoring calls, retrieving call recordings, searching call detail records, generating reports, etc.
- **Custom Call Restrictions:** Inmate calling can easily be limited to specific times of the day and set lengths of time. During installation, the system is programmed to block calls to live operators, toll-free lines, long-distance carriers, judges and correctional facility staff, etc. While these call restrictions are set facility-wide, additional call restrictions can be set for individual inmates.
- **Random Voice Overlays:** THE ENFORCER can play randomly interjected voice prompts as requested. These voice prompts can be custom recorded as requested by the County, or a standard voice prompt such as this may be used: "This call is from a correctional facility, and is subject to monitoring and recording." Voice overlays indicate where the call originated. Any inappropriate calls can be easily reported to County personnel.
- **Real-Time Call Validation:** ICSolutions' call validation incorporates real-time validation responses from Local Exchange Carriers, compliance with carriers who do not permit collect calls, and managerial restrictions such as blocked-number lists.

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

- **Continuous System Monitoring:** As an additional fraud prevention tool, ICSolutions proactively monitors system data by looking for fluctuations in call traffic and failed attempts that could indicate fraud.

- **No Incoming Calls:** All inmate calls are processed by this centralized system and terminated over outbound-dial only trunks. Additionally, the on-premise IP Gateways that provide talk battery to the inmate telephones are incapable of processing an inbound call, and, as such, ICSolutions can warrant that no inmate telephone shall be capable of receiving an incoming call.
- **Extra Digits Dialed:** THE ENFORCER is configured to disable the inmate phone keypad once the call is connected to the destination number. The system does not enable the inmate or the called party to dial extra digits after the call has been accepted. Upon termination of each call, the inmate is returned to the call initiation script and required to go through the entire controlled process in order to place another call.
- **No Chain Dialing or Hook-switch Flashing:** Inmates are not permitted to obtain secondary dial tone or to "chain dial" at any time. Any attempts to manipulate the inmate phone or hook-switch in order to bypass system controls will result in immediate call disconnection, forcing the inmate to begin a new call with all call controls in full effect.
- **No Three-Way Calls:** THE ENFORCER automatically detects attempts by destination parties to connect, or forward, calls to a third party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation. When a three-way call attempt is detected, the system can either
 - flag the call for investigation;
 - flag the call for investigation, and play a warning message to the inmate and called party; or
 - flag the call for investigation, play a notification to the inmate and called party, and terminate the call.

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

No Calls to Restricted Numbers

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

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

THE ENFORCER enables authorized users to immediately enter blocked numbers into the system using the user-friendly Administrator interface. Blocks may be added for a specific telephone number or group of numbers.

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 removable 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.

ICSolutions Response:

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

Call Recording and Playback

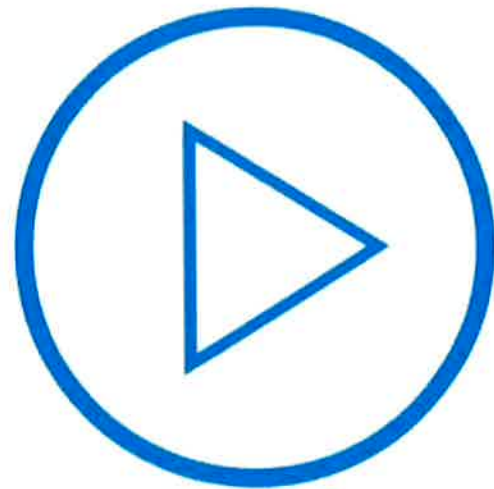
THE ENFORCER system offers fully integrated digital recording capability, with the option to record every call or to track only those phone numbers selected for recording. All inmate telephone stations will be connected to THE ENFORCER call processor and will have full recording and monitoring capability, with the exception of privileged attorney calls as required by the County. Specific phone numbers can be set as "privileged" or "do not record" so that calls to these phone numbers are never recorded.

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

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

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

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

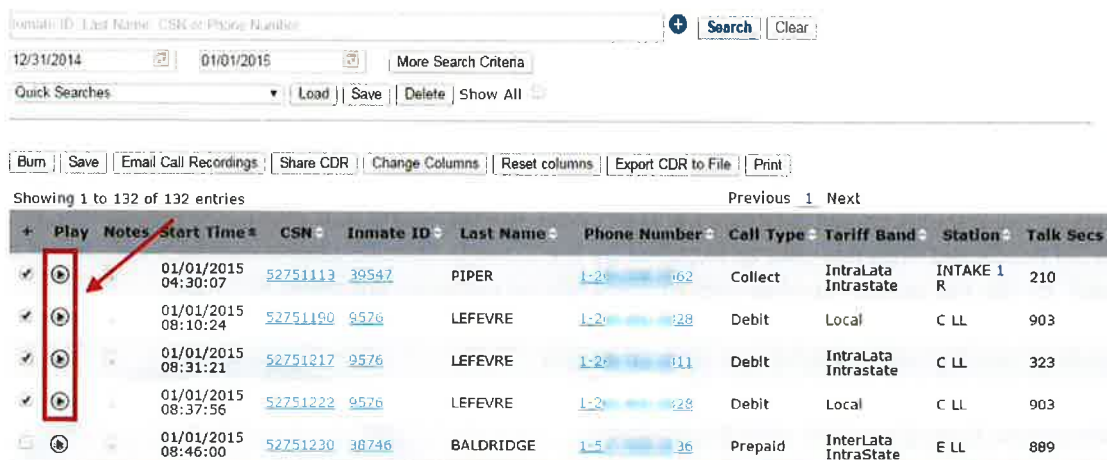


Call Recordings

Playback Recordings

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

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

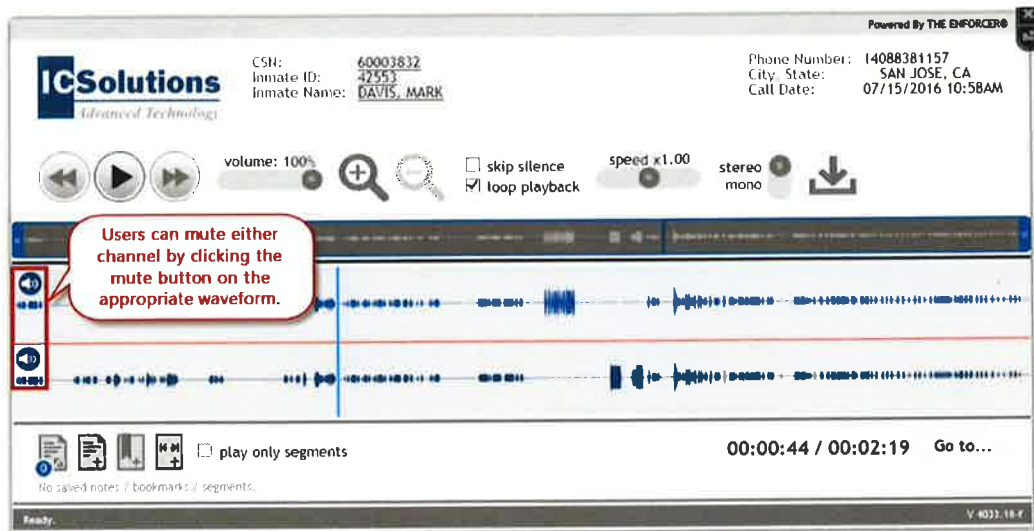


| | Play | Notes | Start Time | CSN | Inmate ID | Last Name | Phone Number | Call Type | Tariff Band | Station | Talk Secs |
|-------------------------------------|------|-------|---------------------|----------|-----------|-----------|---------------|-----------|----------------------|------------|-----------|
| <input checked="" type="checkbox"/> | | | 01/01/2015 04:30:07 | 52751113 | 39547 | PIPER | 1-202-462-062 | Collect | IntraLata IntraState | INTAKE 1 R | 210 |
| <input checked="" type="checkbox"/> | | | 01/01/2015 08:10:24 | 52751190 | 9576 | LEFEVRE | 1-202-462-028 | Debit | Local | C LL | 903 |
| <input checked="" type="checkbox"/> | | | 01/01/2015 08:31:21 | 52751217 | 9576 | LEFEVRE | 1-202-462-011 | Debit | IntraLata IntraState | C LL | 323 |
| <input checked="" type="checkbox"/> | | | 01/01/2015 08:37:56 | 52751222 | 9576 | LEFEVRE | 1-202-462-028 | Debit | Local | C LL | 903 |
| <input type="checkbox"/> | | | 01/01/2015 08:46:00 | 52751230 | 38746 | BALDRIDGE | 1-505-362-36 | Prepaid | InterLata IntraState | E LL | 889 |

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

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

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



ICS Web Player

Exporting Call Detail and Recordings

From the CALL DETAIL RESULTS screen, authorized County users may quickly and easily export or download call recordings and call data in standard file formats. Selected calls may be quickly and easily exported to media in **CSV, PDF, and Excel file formats**. Call recordings may be exported to **MP3, WAV, or Speex formats**. CDRs and call recordings can be emailed, saved to CD, USB, etc. Additionally, call recordings can be forwarded as an email attachment, and the file size for a compressed 15-minute recording is approximately 2 MB.

The CALL DETAIL RESULTS screen has a column at the left in which you can select any recording or group of recordings, and options at the top to BURN, SAVE (use this select a drive with a USB or zip drive or your PC), and EXPORT CDR TO FILE. The last option lets you choose a particular audio file type (WAV, MP3, or Speex) in which to save the recordings.

| | + | Play | Notes | Start Time | CSN | Inmate ID | Last Name |
|-------------------------------------|---|------|-------|------------------------|--------------------------|-----------------------|-----------|
| <input checked="" type="checkbox"/> | | | | 01/01/2015 04:30:07 | 52751113 | 39547 | PIPER |
| <input checked="" type="checkbox"/> | | | | 01/01/2015 08:10:24 | 52751190 | 9576 | LEFEVRE |
| <input checked="" type="checkbox"/> | | | | 01/01/2015 08:31:21 | 52751217 | 9576 | LEFEVRE |
| <input checked="" type="checkbox"/> | | | | 01/01/2015 08:37:56 | 52751222 | 9576 | LEFEVRE |

Select Call Records to Export

Inmate ID, Last Name, CSN or Phone Number + Search Clear

12/31/2014 01/01/2015 More Search Criteria

Quick Searches Load Save Delete Show All

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

Export Options – Burn, Save, and Export Calls

The FIRECRACKER feature within THE ENFORCER optimizes the process of burning and saving call recordings. Personnel have the option to download files in either the default speex (.spx) or MP3 format, move the recordings to different discs, and perform multiple burns.

From the CALL DETAIL page, authorized personnel need only select BURN or SAVE.

Inmate ID, Last Name, CSN or Phone Number + Search Clear

12/31/2014 01/01/2015 More Search Criteria

Quick Searches Load Save Delete Show All

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

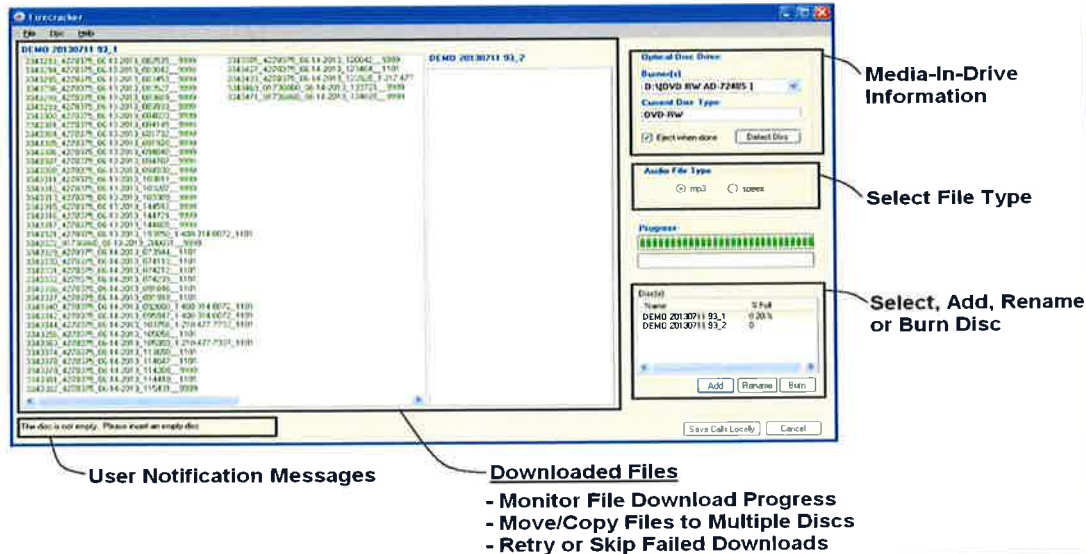
Showing 1 to 132 of 132 entries Previous 1 Next

| | Play | Notes | Start Time | CSN | Inmate ID | Last Name | Phone Number | Call Type | Tariff Band | Station | Talk Secs |
|-------------------------------------|------|-------|---------------------|----------|-----------|-----------|---------------|-----------|----------------------|------------|-----------|
| <input checked="" type="checkbox"/> | | | 01/01/2015 04:30:07 | 52751113 | 39547 | PIPER | 1-202-662-662 | Collect | IntraLata IntraState | INTAKE 1 R | 210 |
| <input checked="" type="checkbox"/> | | | 01/01/2015 08:10:24 | 52751190 | 9576 | LEFEVRE | 1-202-662-428 | Debit | Local | C LL | 903 |
| <input checked="" type="checkbox"/> | | | 01/01/2015 08:31:21 | 52751217 | 9576 | LEFEVRE | 1-202-662-111 | Debit | IntraLata IntraState | C LL | 323 |
| <input checked="" type="checkbox"/> | | | 01/01/2015 08:37:56 | 52751222 | 9576 | LEFEVRE | 1-202-662-228 | Debit | Local | C LL | 903 |
| <input type="checkbox"/> | | | 01/01/2015 08:46:00 | 52751230 | 38746 | BALDRIDGE | 1-505-662-336 | Prepaid | InterLata IntraState | E LL | 889 |

Exporting Multiple Calls to MP3 Format from the Call Detail results screen

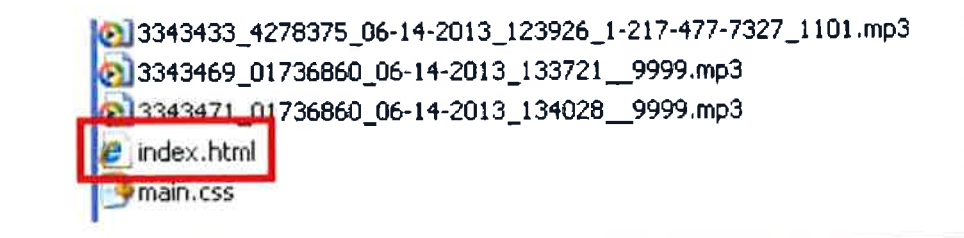
Once selected, THE ENFORCER opens the FIRECRACKER application window. From the application window, personnel have the option to:

- Burn recordings to CDs or DVDs, which provide much larger storage capacity
- Download files in either MP3 or Speex (.spx) format, and then move selected files to different discs to perform multiple burns
- Receive notification of any download errors, and then retry the files with errors
- Save MP3 or Speex files to your local computer



Firecracker Application Window

Regardless of which method you use to save call recordings (burn or save locally), FIRECRACKER creates an index.html file in the destination folder or on the disc.



Index File Saved with Call Recordings

This index provides the call detail records associated with the recordings. Recordings can be identified by their file name, which uses the name convention 'CSN_InmateID_Date_File-ID_Called Party Number.file type.' When the index file is opened, the call detail appears, as shown below.

ICS Player Control

Recording Index

| CSN | Billing ID | Site | Site Name | Off Hook | End Type | Inmate ID | PIN | Lastname | Firstname | Sup type | Phone number | Card Number | Bill Start Time | Call Type | Bill Secs | Billed Time | Surcharge | Station ID | Station Name |
|----------|------------|-------------|---------------------|-------------------|----------|-----------|---------|----------|----------------|----------|--------------|-------------|---------------------|-----------|-----------|-------------|-----------|----------------|--------------|
| 33434710 | 2651 | Demo County | 2013-06-14 13:40:28 | Normal | 01738860 | SMITH | ANTHONY | 0 | 1-210-477-7399 | | | | 2013-06-14 13:40:28 | 37 | 0 | 2.25 | 9999 | TEST STATION | 0 |
| 33434690 | 2651 | Demo County | 2013-06-14 13:37:21 | Normal | 01738860 | SMITH | ANTHONY | 0 | 1-210-477-7399 | | | | 2013-06-14 13:37:21 | 37 | 0 | 2.25 | 9999 | TEST STATION | 0 |
| 33434330 | 2651 | Demo County | 2013-06-14 12:39:26 | Call Disconnected | 4278375 | 1234 | TEST | ICS | 1 | | +2174777327 | | 2013-06-14 12:39:41 | 3 | 0 | 3.95 | 1101 | DORM 103 RIGHT | 9900101 |
| 33434270 | 2651 | Demo County | 2013-06-14 12:34:04 | Pearrower Hangup | 4278375 | 1234 | TEST | ICS | 1 | | | | 2013-06-14 12:34:04 | 36 | 0 | 0.00 | 1101 | DORM 103 RIGHT | 0 |
| 33433850 | 2651 | Demo County | 2013-06-14 12:00:42 | Normal | 4278375 | TEST | ICS | 0 | 1-210-477-7399 | | | | 2013-06-14 12:00:42 | 37 | 0 | 2.25 | 9999 | TEST STATION | 0 |

Call Detail Accessed Through the Index File

ICSolutions would like to point out that call recordings do not require archiving because THE ENFORCER enables immediate, online retrieval of any recording at any time with no change of storage media. THE ENFORCER includes two separate, built-in arrays of mirrored hard disks for redundant long-term recording storage. This eliminates the hassles of loading and unloading tapes or optical disks, because all recordings are stored online for the life of the contract.

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

- 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 SBCDC staff.

ICSolutions Response:

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

Customizable Phone Scheduler

THE ENFORCER's Phone Scheduler feature allows authorized users to pre-set specific on/off times for the phones that you choose. THE ENFORCER can accommodate different schedules for days of the week, dates of the month and year, as well as holidays, etc. Hours can be set as follows:

- By phone or group of phones (booking area, living units, infirmary, recreation, etc. may each have unique operating hours)
- For all phones in the facility
- Unique hours for defined holidays
- Unique hours by day of the week
- Unique hours for specified called numbers

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

Weekly Phone Schedule

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

Add Schedule to Group Add

Holidays

| Action | Site | Date |
|----------------------------|-----------|------------|
| No data available in table | | |
| Add | All Sites | 04/12/2011 |

Weekly Phone Schedule - Add or Edit Groups

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

Weekly Phone Schedule

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

Save Close

Weekly Phone Schedule screen

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

Weekly Phone Schedule

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

Add Schedule to Group Booking Add

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

Video Visitation Station Shutdown

Authorized users can schedule when the video visitation stations operate through THE VISITOR. Visits are only available for scheduling when the stations are scheduled to be on.

Visitation Location Schedule

Unassigned Station Groups Unassigned Locations ICS Demo 01, TX All Inmate Groups

Refresh Report Toggle Historical

Showing 1 to 9 of 9 entries Search:

| Location Group Name | Inmate Location RegEx | Station Group | Schedule | Visitor Classes | Capacity |
|---------------------|-----------------------|-----------------------------------|----------|-----------------|----------|
| A Block | ^A | 12004 | | | |
| Week 1 Sun | 08:00 - 11:00 | Effective: 01/25/2017 To: Forever | | All | |
| Week 1 Sun | 13:00 - 17:00 | Effective: 01/25/2017 To: Forever | | All | |
| Week 1 Sun | 18:30 - 21:30 | Effective: 01/25/2017 To: Forever | | All | |
| Week 1 Mon | 08:00 - 11:00 | Effective: 01/25/2017 To: Forever | | All | |
| Week 1 Mon | 13:00 - 17:00 | Effective: 01/25/2017 To: Forever | | All | |
| Week 1 Mon | 18:30 - 21:30 | Effective: 01/25/2017 To: Forever | | All | |
| Week 1 Tue | 08:00 - 11:00 | Effective: 01/25/2017 To: Forever | | All | |
| Week 1 Tue | 13:00 - 17:00 | Effective: 01/25/2017 To: Forever | | All | |
| Week 1 Tue | 18:30 - 21:30 | Effective: 01/25/2017 To: Forever | | All | |
| Week 1 Wed | 08:00 - 11:00 | Effective: 01/25/2017 To: Forever | | All | |
| Week 1 Wed | 13:00 - 17:00 | Effective: 01/25/2017 To: Forever | | All | |
| Week 1 Wed | 18:30 - 21:30 | Effective: 01/25/2017 To: Forever | | All | |
| Week 1 Thu | 08:00 - 11:00 | Effective: 01/25/2017 To: Forever | | All | |
| Week 1 Thu | 13:00 - 17:00 | Effective: 01/25/2017 To: Forever | | All | |
| Week 1 Thu | 18:30 - 21:30 | Effective: 01/25/2017 To: Forever | | All | |
| Week 1 Fri | 08:00 - 11:00 | Effective: 01/25/2017 To: Forever | | All | |
| Week 1 Fri | 13:00 - 17:00 | Effective: 01/25/2017 To: Forever | | All | |
| Week 1 Fri | 18:30 - 21:30 | Effective: 01/25/2017 To: Forever | | All | |
| Week 1 Sat | 08:00 - 11:00 | Effective: 01/25/2017 To: Forever | | All | |
| Week 1 Sat | 13:00 - 17:00 | Effective: 01/25/2017 To: Forever | | All | |

Edit Schedule: undefined

Start: 08:00 Hrs Stop: 11:00 Hrs

From: 01/25/2017 To: Forever

Set an effective end date: ☐

Schedule Priority: Normal

Schedule Target: All

Apply these settings to the following days:

| | Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|--------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| Week 1 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

Copy to Clipboard Save Close

Visit Location Schedule

- 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.

ICSolutions Response:

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

An unlimited number of user sessions can occur at the same time without any impact to security, and ongoing call processing or recording. The proposed system employs multiple levels of security with the use of data encryption, firewall access, IP-address registration, multi-level password-controlled user access, user tracking and more to maintain a secure and reliable inmate telephone system that meets the goals and expectations of the County.

Our private, dedicated network is secured by perimeter and secondary firewalls configured with a rigid security policy. Access to the WAN network can be accomplished only by IP addresses registered with the system. Any domain/IP address that is not registered will be denied access to the system. Our Juniper firewall automatically logs all denied connection requests. These logs are accessible to ICSolutions' network monitoring staff and are also available to facility personnel, upon request.

THE ENFORCER operates behind enterprise-grade firewalls, which provide both perimeter and internal network protection; therefore, the IP addressing is not exposed to the public. Netscreen supports a robust security policy whereby it will only allow access to the system from registered IP addresses and, as such, is not susceptible to operating system security issues from outsiders. This architecture greatly reduces the risk of malicious attacks.

Login & User Privileges



THE ENFORCER controls access to call record data, call recordings, call monitoring, reporting and all other system features by requiring a unique username and log-in password to initiate a session. When the browser-based GUI is launched, the user must log in to the system with a valid username and password.



ICS Enforcer Demo

| | |
|--------------------------------------|---|
| Username | <input type="text" value="smith"/> |
| Password | <input type="password" value="*****"/> |
| <input type="button" value="Login"/> | <input type="button" value="Reset password"/> |

If you encounter any difficulties logging in or resetting your password, please contact tech support at (866) 228-4031 or through email at ics@icsolutions.atlassian.net

ENFORCER Login Screen

Each username is linked to a customized set of privileges (functions) established by administrators when they granted that user access. These privileges range from being able to create or modify inmate data to being able to display reports, playback recordings, etc.

The screenshot displays a user management interface with the following sections:

- User Information:** Fields for Username (cwebb), Email (cwebb@icsolutions.com), First Name (Cathy), Last Name (Webb), Phone, and Organization (ICSolutions).
- Password Details:** Fields for Password and Confirm Password, with a 'Force Password Change' checkbox. Password requirements are listed: Must contain lowercase letters, Must contain uppercase letters, Must contain numbers, and Must be at least 8 characters in length.
- Roles:** A table with columns 'Role' and 'Description'. One role is listed: 'Sys Admin' with description 'System Administrator'. An 'Add / Edit Roles' button is present.
- Sites:** A section with an 'Add / Edit Sites' button and the text 'All Sites'.
- Account Settings:** Two checkboxes: 'Is API Account' and 'Disable Account', both currently unchecked.

Buttons for 'Save' and 'Cancel' are located at the top right of the form.

Account Settings - Assign/Revise User Function Privileges

Standard sets of privileges can be created for booking officers, investigators and administrators prior to installation to speed up enrollment of all County users, but County staff with Administrator access will always be able to alter or revise the privileges allowed to any user, can revoke access, or can require a user to select a new password at any time through the easy-to-use browser-based GUI (Graphical User Interface).

Clicking the "Edit Roles" button displays the Role Definitions table.

Role / Access Definitions

Disabled: ☐ Read Only: ☐ Read/Write: ☐

Role Definitions

| Name | Description | Level | Deleted |
|-----------------------------------|--|------------------------------------|-------------------------------------|
| Sys Admin | System Administrator | 0 | <input type="checkbox"/> |
| Site Admin | Site Administrator | 0 | <input type="checkbox"/> |
| Site User | Site User | 0 | <input type="checkbox"/> |
| Invest. | Investigator | 0 | <input type="checkbox"/> |
| Booking | Booking | 0 | <input type="checkbox"/> |
| Monitor | Monitor | 0 | <input type="checkbox"/> |
| Comm. | Commissary | 0 | <input type="checkbox"/> |
| PPC | Prepaid Collect | 0 | <input type="checkbox"/> |
| Comm Admin | Commissary Admin | 0 | <input checked="" type="checkbox"/> |
| Acct | Accounting | 0 | <input type="checkbox"/> |
| Rec Admin | Recording Admin | 0 | <input type="checkbox"/> |
| Class. | Classification | 0 | <input checked="" type="checkbox"/> |
| Embarg Agent | Embarg Agent | 0 | <input checked="" type="checkbox"/> |
| Phone Admin | Phone Admin | 25 | <input type="checkbox"/> |
| CDR Share | CDR Share | 0 | <input type="checkbox"/> |
| Cust Serv | Customer Service | 0 | <input type="checkbox"/> |
| HPInmate Share | High Profile Inmate Share | 0 | <input type="checkbox"/> |
| CDR Limited | CDR Limited | 0 | <input type="checkbox"/> |
| Sys Admin RO | System Administrator Read Only | 10 | <input type="checkbox"/> |
| API Billing Service | Billing Service Access | 0 | <input type="checkbox"/> |
| PREA Coordinator | PREA | 50 | <input type="checkbox"/> |
| <input type="text" value="Name"/> | <input type="text" value="Description"/> | <input type="text" value="Level"/> | <input type="button" value="Add"/> |

All roles defined in the Role Definitions Table will create a column in the Role/Access Definitions matrix.

Adding a new role in the Role Definitions Table will create a new column in the Role/Access Definitions Matrix.

System Administration - Customize Role/Access Definitions

- f. **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

ICSolutions Response:

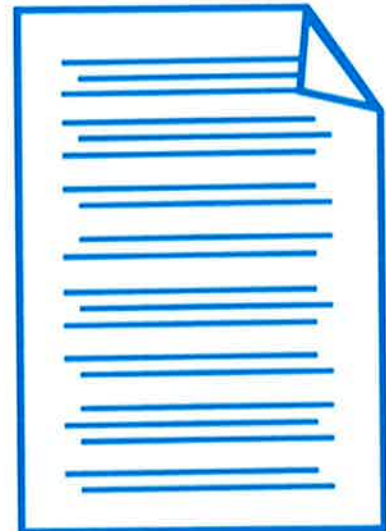
ICSolutions has read, agrees, and will comply with the requirements as stated.

Reporting

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

An authorized user can generate real-time "ad hoc" reports by defining his/her own query based on data of interest – allowing **instant access** to any report you could ever need. Custom search parameters can then be saved for use again in the future. The search can be saved for just the individual user who set up the parameters, or globally for use by all authorized users.

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



Reporting

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

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

THE ENFORCER has extensive search capabilities which can be used by any user with a valid login and password and the appropriate permissions – whether they log in remotely or from an onsite workstation. The system also comes preconfigured with an extensive list of standard reports. And, although it's easy to define your own report parameters in THE ENFORCER, ICSolutions is happy to assist by creating any new, customized reports that are desired.

The following screen details the customization options available for call detail reports. Samples of the most commonly used reports are provided in [EXHIBIT B](#) of this proposal.

The screenshot displays the 'THE ENFORCER' web application interface. At the top, there is a navigation bar with the following tabs: Inmate, Global Numbers, Accounts, Monitor, Call Detail, The Visitor™, Visitation Detail, Reports, Site Admin, ICS Admin, Tools, and Logout. The 'Reports' tab is currently selected. In the top right corner, it shows 'User: apetterson (v 4070.231-f)' and 'Copyright 2005-2016'. Below the navigation bar, the main heading is 'Call Records'. There is a search input field with a placeholder 'Inmate ID, Last Name, CSN or Phone Number' and a '+ Search' button. Below the search field, there are date pickers for '09/01/2016' and '09/09/2016', and a 'More Search Criteria' link. Below the date pickers, there are buttons for 'Quick Searches', 'Load', 'Save', 'Delete', and 'Show All'. At the bottom of the interface, there is a row of buttons: 'Burn', 'Save', 'Share CDR', 'Change Columns', 'Reset columns', 'Export CDR to File', 'Print', and 'Add To Listen Queue'.

Call Detail – Search Call Records

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

Call Details

11/26/2014 12/02/2014 Search Clear

Quick bootstrap Load Save Delete Show All

Showing 1 to 300 of 2,512 entries

| Play | Notes | Start Time | CSN | Inmate ID | Last |
|---------------------|----------|------------|-----------|------------|--|
| 11/26/2014 08:22:12 | 52580843 | 24932 | MCML | | |
| 11/26/2014 08:33:57 | 52580871 | 31947 | ROCH HUER | | |
| 11/26/2014 08:35:54 | 52580876 | 34265 | MANE | | |
| 11/26/2014 08:47:06 | 52580921 | 18645 | LUNT | | |
| 11/26/2014 08:47:29 | 52580922 | 5088 | KIRKI | | |
| 11/26/2014 08:54:13 | 52580952 | 34622 | MCKE | | |
| 11/26/2014 08:57:44 | 52580968 | 5450 | FRED | | |
| 11/26/2014 09:01:14 | 52580986 | 411 | ROBE | | |
| 11/26/2014 09:14:46 | 52581053 | 8148 | MOM | 1-263 524 | Debit Intracell ADSEG LL 161 3:00 \$2.93 OK: call allowed Normal 0 |
| 11/26/2014 09:16:19 | 52581056 | 24627 | MCH | 1-814 211 | Debit InterLata IntraState G LL 903 15:00 \$6.13 OK: call allowed Time limit 0 |
| 11/26/2014 09:18:45 | 52581072 | 8146 | MOI | 1-418 1365 | Debit InterLata InterState ADSEG LL 903 15:00 \$3.89 OK: call allowed Time limit 0 |
| 11/26/2014 09:22:13 | 52581085 | 22301 | LJUI | 1-814 723 | Debit IntraLata IntraState LL 633 11:00 \$5.06 OK: call allowed Normal 0 |
| 11/26/2014 09:28:23 | 52581116 | 12734 | BRC | 1-263 519 | Prepaid IntraLata IntraState G MAX 190 4:00 \$3.00 OK: call allowed Normal 0 |
| 11/26/2014 09:29:14 | 52581129 | 24932 | MCH | 1-814 262 | Debit InterLata IntraState LL 324 6:00 \$3.73 OK: call allowed Normal 0 |

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

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

Call Details

Inmate ID: Last Name: CSN or Phone Number: + Search Clear

09/01/2015 09/08/2015 More Search Criteria

Quick Searches Load Save Delete Show All

Burn Save Email Call Recordings Share CDR

More Search Criteria

General

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

Call Origin

| | | |
|--------------|---------------|------------|
| Site | Station Group | Station ID |
| Station Name | Trunk ID | |

Validation

| | |
|----------|------------|
| Imposter | Validation |
|----------|------------|

Billing

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

Called Party

| | | |
|----------|------------------|-----------------|
| Location | Response Digits | Show 3-Way only |
| State | Supervision Type | |

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

Call Details

Inmate ID: Last Name: CSN or Phone Number: + Search Clear

09/01/2015 09/08/2015 More Search Criteria

Quick Searches Load Save Delete Show All

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

| | |
|---|--|
| Call Type: ⌵ | CSN Range: Min Max |
| Duration: Min Max | End Type: ⌵ |
| Response Digits: ⌵ | Cost Range: Min Max |

Call Detail Report – Select Criteria for Custom Query

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

Select All Displayed CDRs

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

Showing 1 to 100 of 7,369 entries

| Play | Notes | Inmate ID | Last Name | Phone Number | Call Type | Tariff Band | Station | TAB Notes | Elapsed Time | Final Cost | Validation | End Type | Alert | OTM | CSN | Start Time |
|--------------------------|-------|-----------|-----------|----------------|-----------|-------------|---------|-----------|--------------|------------|------------------|-----------------|-------|-----|-------|---------------------|
| <input type="checkbox"/> | | 48239 | MINERT | 1-928-327-4517 | Prepaid | Local | K-2 | | 0:00 | \$0.00 | OK: call allowed | Max ring time | 0 | 0 | 92789 | 06/23/2014 09:28:16 |
| <input type="checkbox"/> | | 27191 | PERRAULT | 1-928-885-0426 | Prepaid | Intracell | K-4 | | 0:00 | \$0.00 | OK: call allowed | Station Handup | 0 | 0 | 92798 | 06/23/2014 09:28:43 |
| <input type="checkbox"/> | | 36624 | FARMER | 1-928-327-1508 | Prepaid | Local | K-1 | | 0:00 | \$0.00 | OK: call allowed | Max ring time | 0 | 0 | 92789 | 06/23/2014 09:27:24 |
| <input type="checkbox"/> | | 27191 | PERRAULT | 1-928-845-0426 | Prepaid | Intracell | K-4 | | 0:00 | \$0.00 | OK: call allowed | Max Accept Time | 0 | 0 | 92780 | 06/23/2014 09:27:13 |
| <input type="checkbox"/> | | 27191 | PERRAULT | 1-928-885-0426 | Prepaid | Intracell | K-4 | | 0:00 | \$0.00 | OK: call allowed | Refused | 0 | 0 | 92775 | 06/23/2014 09:25:27 |
| <input type="checkbox"/> | | 27191 | PERRAULT | 1-928-885-0426 | Prepaid | Intracell | K-4 | | 0:00 | \$0.00 | OK: call allowed | Max ring time | 0 | 0 | 92774 | 06/23/2014 09:23:49 |
| <input type="checkbox"/> | | 36623 | FULKERSON | 1-928-510-9081 | Prepaid | Intracell | F-4 | 688 | 12:00 | \$2.76 | OK: call allowed | Normal | 0 | 0 | 92786 | 06/23/2014 09:23:35 |
| <input type="checkbox"/> | | 27191 | HAKES | 1-928-327-1511 | Prepaid | Intracell | K-3 | 451 | 0:00 | \$2.07 | OK: call allowed | Normal | 0 | 0 | 92759 | 06/23/2014 09:21:40 |
| <input type="checkbox"/> | | 27191 | FARMER | 1-928-327-1508 | Prepaid | Local | K-1 | | 0:00 | \$0.00 | OK: call allowed | Max ring time | 0 | 0 | 92783 | 06/23/2014 09:19:45 |
| <input type="checkbox"/> | | 27191 | FULKERSON | 1-928-510-9081 | Prepaid | Intracell | F-4 | | 0:00 | \$0.00 | OK: call allowed | Max ring time | 0 | 0 | 92774 | 06/23/2014 09:18:43 |
| <input type="checkbox"/> | | 19118 | PASSLER | 1-928-327-1020 | Prepaid | Local | A-1 | | 0:00 | \$0.00 | OK: call allowed | Max ring time | 0 | 0 | 92768 | 06/23/2014 09:06:19 |
| <input type="checkbox"/> | | 19116 | PASSLER | 1-928-327-1020 | Prepaid | Local | A-1 | | 0:00 | \$0.00 | OK: call allowed | Max ring time | 0 | 0 | 92727 | 06/23/2014 09:05:12 |

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

Call Detail – Search Calls – Standard Results

Reverse Lookup

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

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

Reverse Directory information may be accessed from an inmate's PERSONAL ALLOWED/BLOCKED NUMBERS LIST screen by clicking on the DETAILS link for a selected number or from a CALL DETAIL RECORD by clicking on the phone number of the called party.

| Action | Score | Phrase | Inmate ID | Inmate Name | Station Name | Called Number | CSN | Call Time | Offset | Duration |
|--------|-------|----------|-----------|----------------|--------------|-----------------------|--------|------------------|--------|----------|
| | 100 | attorney | 55287 | SCHWAN, SHERRY | D BLOCK 3 | 1-256-341-8304 | 305470 | 04/27/2017 19:35 | 23:53 | 24:37 |
| | 100 | attorney | 82853 | COX, JACQUELYN | D BLOCK 2 | <u>1-404-510-8577</u> | 424198 | 05/03/2017 22:33 | 2:58 | 9:00 |

General Information

Number: 1-205-216-3316

Speed Dial:

Dial Pattern:

Site: All

Category:

Inmates w/PAN: 0

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

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

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

1595 Alameda by Morgan Hill, CA 95037

Reverse Lookup

g. 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.

ICSolutions Response:

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

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

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

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

ICSolutions Response:

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

THE ENFORCER is delivered with pre-recorded instructional voice prompts in both English and Spanish. Language is selected by the inmate as part of the call setup process. "For English, press or say 1; for Spanish, press or say 2." Additional languages can be added at the facility's request at no charge. Languages currently deployed at some of our client facilities include English, Spanish, French, Russian, Hmong, Cantonese and Vietnamese.

All call instructions include an announcement that the call may be recorded or monitored, and active consent (positive acceptance) is required from the called party. Call prompts can be customized for calls made to criminal defense attorneys.

The called party must press, dial, or say a digit to indicate positive acceptance. Positive call acceptance is required for all collect, debit, and prepaid calls. THE ENFORCER system supports both DTMF and pulse-based call acceptance responses. When the called party is instructed to accept or reject the call, the system "listens" for the appropriate DTMF tones, spoken number or count of rotary-dial pulses.

The call will not be connected should the system detect irregular ringing signals, answering machines, digital voice mail, cellular telephones, ring-back tones, pagers, operator intercepts, quick disconnects, chain dialing, no voice from called party, etc. Billing begins when the called party answers and positively accepts call charges. No charges are assessed for refused calls, no answer, busy, answering machines, faxes, or pagers.

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

ICSolutions Response:

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

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

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

Regardless of which option is preferred, the inmate cannot communicate with the called party until the call has been positively accepted.

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.

ICSolutions Response:

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

Utilizing our prepaid calling solutions, the requirement of billing arrangements with specific CLECs is no longer necessary to complete collect calls to a particular destination number. If the call is determined as non-billable as a collect call, the system will allow the inmate a single **complimentary one-minute call to each dialed number** to explain account setup and funding options. Once the free call has been completed, the called party has the option to be instantly transferred to a live ICSolutions Billing Specialist, who can explain calling options and help the called party to set up and fund a prepaid account. Calling will be enabled within 15 minutes of account setup and funding.

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.

ICSolutions Response:

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

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.

ICSolutions Response:

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

All parts of our proposed inmate telephone solution are made specifically for use in the corrections environment. For complete information on our proposed phones, please refer to **EXHIBIT A: EQUIPMENT SPEC SHEETS**.

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.

ICSolutions Response:

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

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

ICSolutions Response:

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

No Incoming Calls

No incoming calls are ever allowed with THE ENFORCER call processing system. THE ENFORCER is hosted at the primary data center in Atlanta. All inmate calls are processed by this centralized system and terminated over outbound-dial only trunks. Additionally, the on-premise IP Gateways that provide talk battery to the inmate telephones are incapable of processing an inbound call, and, as such, ICSolutions can warrant that no inmate telephone shall be capable of receiving an incoming call. No inmate phone allows coins or credit cards as payment.

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.

ICSolutions Response:

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

Every part of ICSolutions proposed system is designed for and in use at correctional facilities across the country. All proposed phones are constructed of **heavy-gauge steel**, with shockproof keypads that includes a shatterproof Lexan handset and have no removable parts. All handset cords will be armored and have a poly-coated steel lanyard, which can withstand a minimum 1000 foot-pounds of pull power. Tamper-preventive security screws will be used on all telephones to guard against potential vandalism.



- Lexan handsets
- Factory-Sealed with no removable parts
- Hearing Aid-compatible (E.I.A. Standard RS504 compliant)
- Poly-coated armored handset cords
- Armored steel handset cord
- Optional handset cord lengths (12", 18" or 32" or custom)
- Built-in Confidencer to minimize background noise
- Sealed Housing protects unit from moisture
- Optional external volume control
- Heavy duty chrome keypad

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

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.

ICSolutions Response:

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

7. Telephones shall be configured with a braided steel receiver cord eighteen (18) inches in length.

ICSolutions Response:

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

8. All telephones must be configured with the handset cord exiting from the bottom in a central location.

ICSolutions Response:

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

9. All telephones must be water-resistant and fireproof, and have key-locked mountings to the wall.

ICSolutions Response:

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

10. All other equipment and installations must meet SBCDC safety and security standards.

ICSolutions Response:

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

11. Telephones shall have touch-tone keypads.

ICSolutions Response:

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

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.

ICSolutions Response:

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

All inmate phones are equipped with multi-volume control that is hearing aid compatible for the hearing impaired.

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

ICSolutions Response:

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

UPS & Surge Protection

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

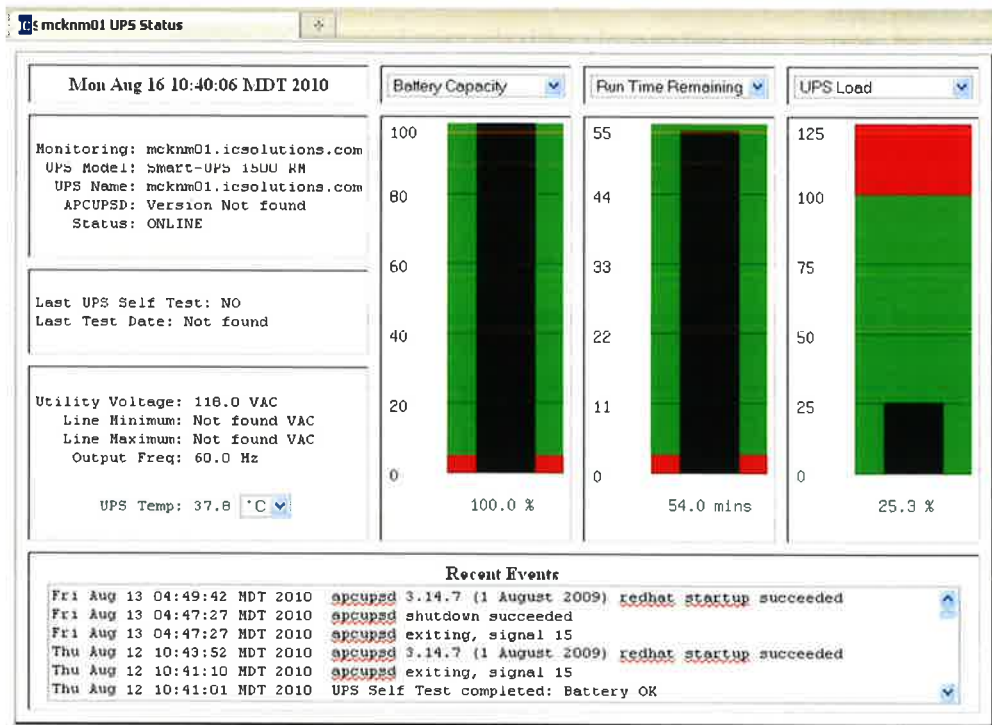
ICSolutions' network monitoring software is in constant communication with each ENFORCER UPS. Our UPS Monitor (UPSMon) software continually monitors the status, utility voltage, battery capacity, remaining run-time and UPS Load of every ENFORCER installed nationwide. The software runs 24/7/365 and automatically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

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

| APCUPSD UPS Network Monitor | | | | | | | | |
|------------------------------|-------------------|--------|-------------|-----------|----------|----------|----------------|--------------------------|
| Mon Aug 16 15:52:39 CDT 2010 | | | | | | | | |
| System | Model | Status | Battery Chg | Utility | UPS Load | UPS Temp | Batt. Run Time | Data |
| ad401 | Smart-UPS 2200 RM | ONLINE | 100.0% | 118.0 VAC | 22.7% | 34.2° C | 36.0 min | All data |
| ad402 | Smart-UPS 2200 RM | ONLINE | 100.0% | 115.2 VAC | 40.9% | 17.1° C | 23.0 min | All data |
| anknm01 | Smart-UPS 2200 RM | ONLINE | 100.0% | 123.4 VAC | 45.1% | 36.0° C | 19.0 min | All data |

UPSMON - All Systems Status

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



UPSMon Detail - View System Details

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

Critical system data and call recordings are also stored in both the primary and secondary data center – providing an additional layer of redundancy to protect the County from any possibility of data loss.

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.

ICSolutions Response:

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

Phone Shutdown

THE ENFORCER system is configured to support the automatic and manual cut-off of the inmate phone system by individual phone or housing unit configurations based on a pre-defined schedule or in the event of an emergency that requires immediate shutdown of the inmate telephone system. Authorized users can shut down phones from a facility workstation or with the use of mechanical cutoff switches.

Phone Shutdown in THE ENFORCER®

To shut down phones immediately and in real-time, the user clicks the PHONE DISABLE dropdown menu in the SITE ADMIN tab. This will display a screen from which a single station, multiple stations, or individual calls may be quickly switched on/off through the workstation CALL STATUS display.

Emergency/Temporary Phone Disable

Select one or more sites, one or more station groups, or one or more stations and then click an action button to do that action to those stations. It is okay to select from multiple columns. Hold down Ctrl key and click on items to un-select, Ctrl key also can be used to select multiple items. (Red indicates stations that are inactive.)

| Disable | Enable | Cutoff and Disable |
|-------------------------------|--------|--------------------|
| Choose Sites: | | |
| ICS Demo 01, TX | | |
| ICS Demo 02, TX | | |
| ICS Demo 03, TX | | |
| Choose Station Groups: | | |
| A | | |
| B | | |
| Booking | | |
| C | | |
| D | | |
| E | | |
| FEMALE | | |
| FWR | | |
| G | | |
| INFIRMARY | | |
| WORK RELEASE | | |
| Choose Stations: | | |
| A BLOCK 1 | | |
| A BLOCK 2 | | |
| A BLOCK 3 | | |
| A BLOCK 4 | | |
| A BLOCK 5 | | |
| A BLOCK 6 | | |
| B BLOCK 1 | | |
| B BLOCK 2 | | |
| B BLOCK 3 | | |
| B BLOCK 4 | | |
| B BLOCK 5 | | |
| B BLOCK 6 | | |
| BOOKING 1 | | |
| BOOKING 2 | | |
| BOOKING CORDLESS | | |
| C BLOCK | | |
| D BLOCK 1 | | |
| D BLOCK 2 | | |
| D BLOCK 3 | | |

Call Status – Emergency/Temporary Phone Disable

To take a station offline, an investigator or operator would select the desired station port and then click either the DISABLE button or the CUTOFF AND DISABLE button. The difference between these buttons is significant, as the DISABLE button will allow a station/phone in-use to complete the call it is processing before termination; whereas the CUTOFF AND DISABLE button immediately terminates the station/phone, regardless whether it is in use or not.

It is important to note that all administrative changes made in THE ENFORCER system occur instantaneously and in real time, so the time required for this action depends only upon the speed of the operator.

Phone Shutdown Using Mechanical Cutoff Switches

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



Telcom Marketing Group KS-6100 Kill Switch Box

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.

ICSolutions Response:

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

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.

ICSolutions Response:

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

All equipment will be compliant with applicable regulations. Inmate telephones will be securely wall-mounted with hardware that requires a special security device to remove upon approval by the County.

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.

ICSolutions Response:

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

All Telephones are line powered and do not require separate electrical power at the device. The proposed phones are designed for and in use at correctional facilities across the United States. All phones are non-coin and will be approved by the County prior to installation.

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

ICSolutions Response:

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

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

ICSolutions can offer the Ultratec Minicom IV TDD/TTY, or a functional equivalent, if required by the County. This is older technology. Alternatively, we can offer Tidal Wave's OneTRS, the latest IP Relay technology available. Additional details are included in response to **REQUIREMENT 9.0.A.1.D** earlier in this section.

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.
 1. Remote visits by the general public, with a fee charged to the end user.
 2. Onsite visits by the general public at no cost to either party.
 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.

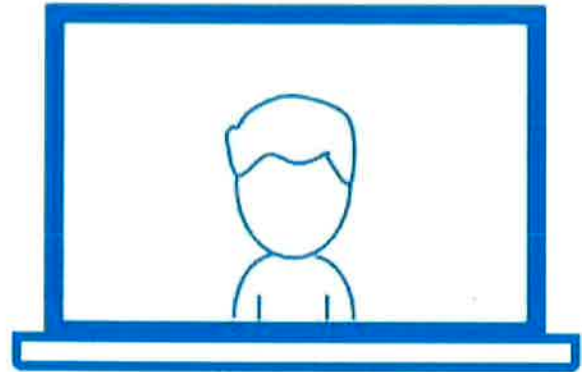
ICSolutions Response:

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

The Visitor™ Video Visitation System

ICSolutions proposes to continue to provide THE VISITOR Video Visitation system but to upgrade the current kiosks to our latest-model V17s.

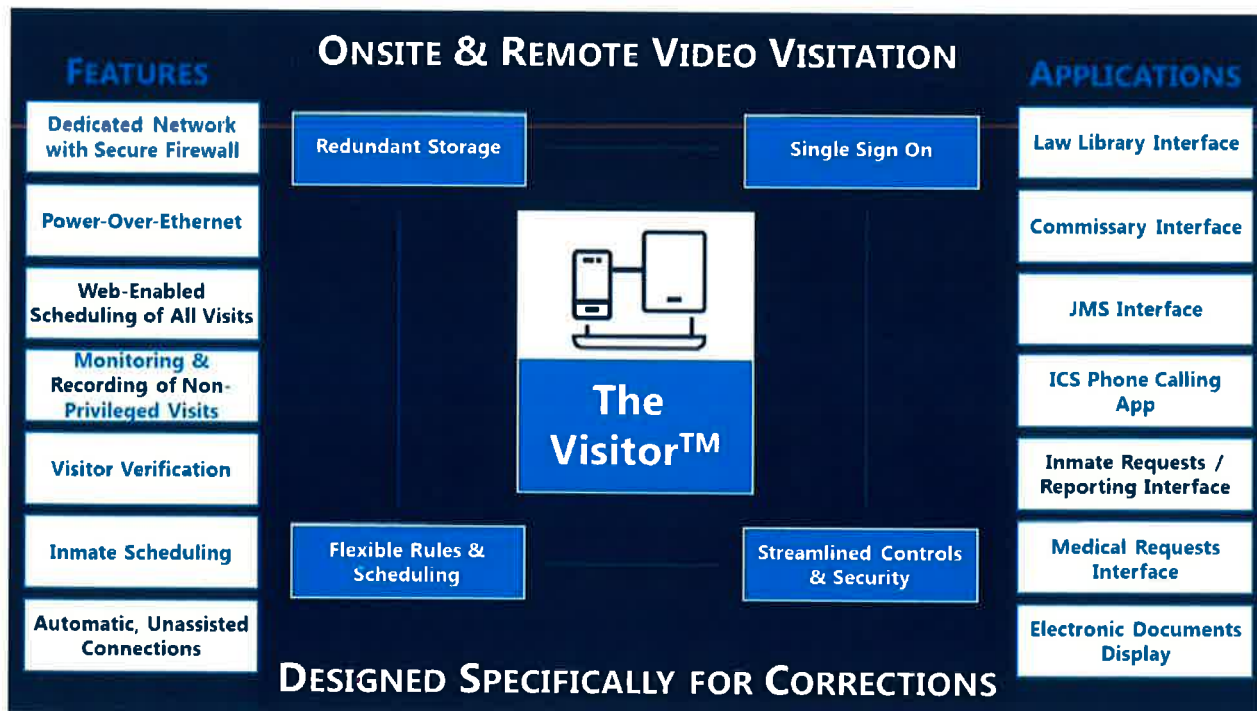
THE V17 has proven to be our best-performing and most reliable hardware released to date. We have installed thousands of V17 kiosks, and the feedback from those client facilities has been overwhelmingly positive – whether they were deploying video visitation for the first time or upgrading from older kiosks or from another vendor's solution. THE VISITOR offers the utmost flexibility, efficiency, and security for inmates, visitors, and Jail staff; and its hardened V17 kiosks deliver a visitation experience that is vastly superior to older kiosks and wall-mounted tablets.



Video Visitation

THE VISITOR is a completely TCP/IP based system, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a **single sign-on** to THE ENFORCER for ultimate convenience. The proposed solution is **completely turn-key**, and as such, ICSolutions will provide all necessary labor, equipment, materials, software, installation, configuration, upgrades, documentation, testing and training associated with THE VISITOR video visitation system (VVS).

THE VISITOR system is a multi-functional tool that supports not only video visitation, but can also serve as a **comprehensive visitation management tool to streamline all visitations**, including all your traditional visitation needs such as contact, face-to-face or across-the-glass visits that continue after the implementation of video visitation.



Remote Visitor Visitation

With THE VISITOR's remote visitation capability, the visitor is not geographically limited. The visitor may decide to travel to a correctional facility and visit from one of the visitor video stations furnished and installed in a public visitor area; or they may choose to visit from a home or office computer, phone, or tablet from any location, if the County desires to enable this feature.

The visitor can be anywhere as long as they have a computer with an active high speed internet connection (DSL circuit or better), a built-in or USB camera, a microphone, or a smart phone or tablet with THE VISITOR **iOS or Android app** installed and have advanced purchased their visitation time when scheduling the visit via an internet browser. ICSolutions provides a free downloadable application to facilitate the connection between the visitor's device and the correctional facility.



The Visitor™: A Superior Video Visitation Product

Our technology was selected for the Montana DOC because, in a side-by-side comparison, the DOC evaluated The Visitor™ as superior to our competitors' products.

System Architecture

THE VISITOR Video Visitation System is a state-of-the-art video visitation system that is built right into THE ENFORCER. This architecture offers a streamlined video and inmate telecommunication system where all video visitation rules, administrative tools, data, and recordings are accessible online using a single sign-on to THE ENFORCER.

Video processing and recording is handled on enterprise-grade servers configured with Intel Six Core Xeon processors, coupled with the Ubuntu Linux operating system. The PostgreSQL database also runs on SuperMicro and/or Dell hardware, and the database servers are configured with enterprise grade SAS drives capable of handling high-volume deployments and redundant gigabit network ports to deliver **99.999% system uptime**. Video recordings are stored in the onsite servers comprising of two replication servers, with each server configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard for maximum redundancy.

The video visitation equipment includes the following:

- Multi-Functional Video Processing & Recording Servers
- Firewall
- Video Visitation Stations
- Visitor Registration & Scheduling Terminal
- Workstations

Multi-Functional Video Processing & Recording Servers

THE VISITOR combines state-of-the-art hardware, a Linux-based operating system and a PostgreSQL enterprise-class database capable of handling high-volume deployments. Video processing and recording is handled on the enterprise-grade servers configured with Intel Six Core Xeon processors, coupled with the Ubuntu Linux operating system. The PostgreSQL database also runs on SuperMicro and/or Dell hardware, and the video processor and recording storage servers are configured with enterprise-grade SAS drives and redundant gigabit network ports to deliver 99.999% system uptime.

The components for managing automated video processing, video monitoring, digital video recording, intelligent data collection, and investigative processing are deployed on the fault-tolerant enterprise-grade servers. These same servers that process the video visitation sessions also store the video recordings. Once the inmate and the visitor log in, the visitation processing server verifies a connection is proper by checking whether the visit is consistent with the video visitation rules, such as it was properly scheduled and the visitor and the inmate have no restrictions that would bar the visit. Once the server confirms the visit complies with all the rules, the server connects the visit at the scheduled start time.

For the onsite video processing and recording storage, ICSolutions installs a rack-mountable, multi-functional server configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard. Visitation recordings are stored on two separate arrays for redundancy. If the server should ever fail, the arrays can be removed from the server and used in other compatible servers to recover the recordings.

The servers proposed comprise the same storage solution that already provides storage to large statewide Departments of Corrections in the United States. This system is in use, performs flawlessly, is easy to maintain and repair, and is easily scalable and expandable without having to be taken offline.

Firewall

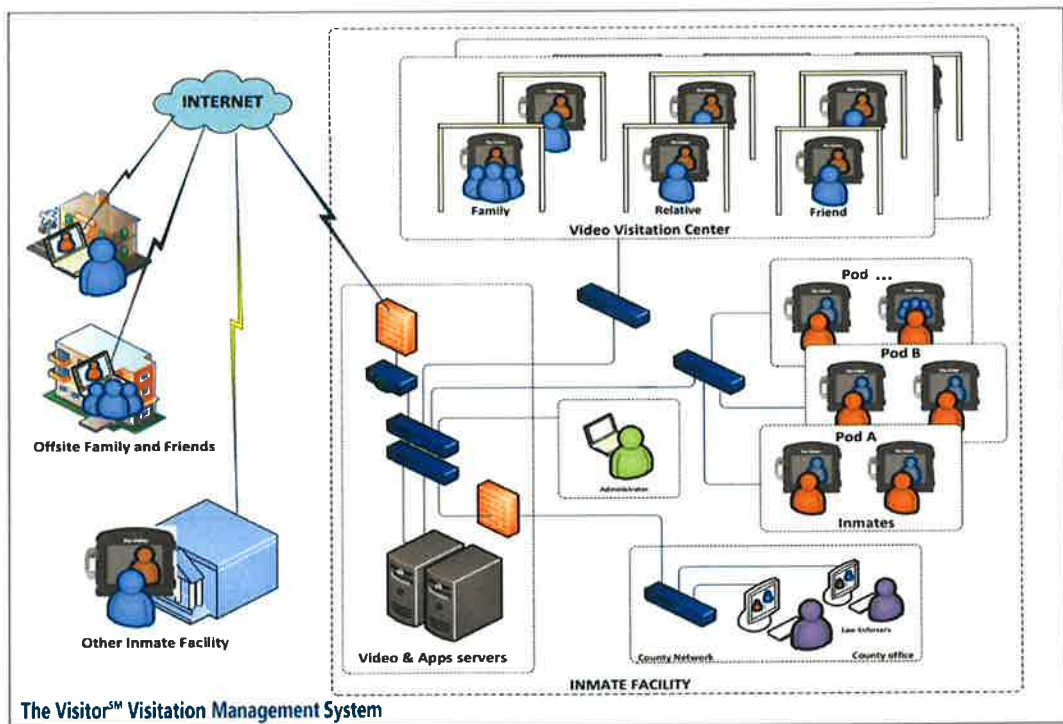
ICSolutions provides the Fortinet-FortiGate firewall onsite for security. The Fortinet appliance is a next generation firewall (NGFW) that provides end-to-end cyber protection. The FortiGate appliance is a feature-rich, enterprise-class, network security solution that protects against cyber threats with system-on-a-chip acceleration and industry-leading secure SD-WAN. Fortinet's Security-Driven Networking approach provides tight integration of the network to the new generation of security. The FortiGate firewall:

- Identifies thousands of applications inside network traffic for deep inspection and granular policy enforcement
- Protects against malware, exploits, and malicious websites in both encrypted and non-encrypted traffic
- Prevents and detects against known attacks using continuous threat intelligence from AI-powered FortiGuard Labs security services
- Proactively blocks unknown sophisticated attacks in real-time with the Fortinet Security Fabric integrated AI-powered FortiSandbox

Most importantly, installation of this firewall enables ICSolutions to **encrypt all data both while it is in transit and while it is at rest.**

Network Architecture

THE VISITOR is a completely TCP/IP based system, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a single sign-on to THE ENFORCER. ICSolutions deploys a private, dedicated network that is totally isolated from and will never traverse the County's or the facility's network. Because THE VISITOR is a module embedded in THE ENFORCER, less hardware is necessary to support video visitation. The typical network design (including hardware) supporting THE VISITOR Video Visitation System is pictured below.



Sample Network Architecture

State-of-the-Art IP-Based Video Visitation Stations

ICSolutions provides multi-functional video kiosks for inmates and visitors. THE V17 video kiosks offer high-quality stereo audio and broadcast-quality video that meets industry standards. The default video resolution stream is 640 by 480 (actual full screen resolution on stations is 1600 by 1200), with a maximum video resolution of 2592 by 1944. The video transmission speed is 512 Kbps at 640 by 480 pixels.

THE V17 serves as an all-in-one video visitation station that provides both inmate calling and video visitation on one wall-mounted device. THE V17 runs THE VISITOR video visitation and visitation management module, as well as allowing inmate calls through THE ENFORCER. All video and call controls, administrative tools, investigative features, rules, data, and recordings are administered through the same system, with a **single sign-on**.

In addition, the device's **multi-tasking feature** enables inmates to access touchscreen services like account balance inquiry, information lookup, and commissary ordering **even while they are talking on the phone.**



The V17 17" Color Monitor

- Full-featured video visitation system
- Inmate calling capabilities
- Document storage system
- Attorney consultation
- IP addressable
- Commissary ordering
- Inmate Communications Portal
- Power-over-Ethernet
- 17" Color monitor
- Touchscreen Volume Control
- Secure-touch surface wave technology
- Hi-resolution camera w/ VGA capability
- 512Kbps streaming speeds
- Sealed housing protecting station from water, flame, and shock

THE V17 is a corrections-grade, IP-based station equipped with a hardened touchscreen monitor, high-definition camera, and Linux-based operating system. Unless required otherwise, the inmate station is deployed with a 24" cord and the visitor station with a 36" cord. Made of high-impact armored housing materials, a steel lanyard and a security-grade handset, THE V17 is manufactured to withstand abuse and designed to provide a safe and secure device for inmate pods and cellblocks. For locations that require mobility, THE V17 can be attached to a mobile cart for controlled portability.

Visitor Registration & Scheduling Terminals

THE VISITOR video visitation solution comes with a Visitor Registration & Scheduling Terminal for each correctional facility lobby. This terminal enables visitors to register and schedule visits onsite. In addition, customers wanting to register or schedule visits can do so offsite from **any web-enabled device**, such as a home computer, tablet, smart phone, etc.

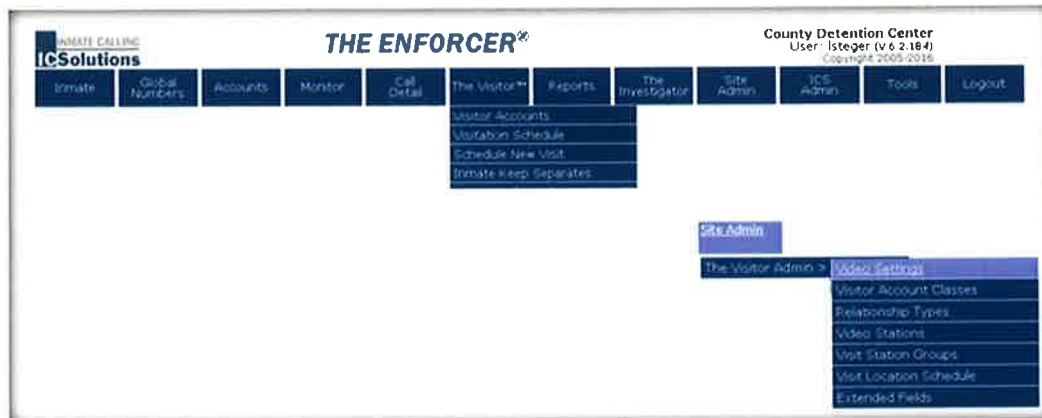
Monitoring Workstation

Authorized users can monitor visits live on the 24" panel of the Monitoring Workstation. In addition, authorized users can disconnect a visit with 1 click, instantly disconnecting visits that are violating facility policy. Up to twenty visits are viewable simultaneously. The officer can also select a particular visit for larger viewing area or to send Officer Messages to inmates and visitors.

Administrative Functions: Control Workstation or Remote Access

THE VISITOR is accessible to authorized users from any web-connected computer. Authorized staff users can choose to use the Control Workstations provided for THE ENFORCER their administration functions on a daily basis. Alternatively, as a module of the entirely web-based THE ENFORCER, authorized users may access THE VISITOR remotely at any time to view recordings, run reports, review historical recorded visits, and more! Any approved remote users can access the platform from any internet-capable computer by launching a secure session (https) to the applicable system URL. From either the Control Workstation or a remote, web-connected computer, authorized users can perform a multitude of video visitation tasks, including but not limited to:

- Access inmate as well as visitor records
- Access visitation history records
- Schedule new visits
- Create pre-populated messages for visitations
- Cancel scheduled visits
- Generate reports, including scheduling automatic report generation
- Access the visitation schedule
- Download recordings for replay



THE VISITOR™ Administrative Functions

Interface with the Jail Management System

THE VISITOR video visitation system interfaces with the Jail Management System (JMS) via THE ENFORCER, at no cost to Scotts Bluff County. THE ENFORCER interfaces with the current Jail Management System (JMS) provider in order for its database to have the most-up-to-date list of all inmates, their location within the facility, their current visitation privilege status. Leveraging this interface, we also retrieve any restrictions the inmate may have and any visitors which are not allowed to visit with that inmate.

Because THE VISITOR is a module of THE ENFORCER, this integration also updates the data and restrictions necessary for THE VISITOR. Depending on the information stored within the JMS, THE VISITOR can automate many controls that are typically performed manually, including but not limited to automatically:

- Utilizing the same inmate identification number assigned by the JMS
- Updating the system for inmate information, such as ID, name, race, gender, date of birth, housing location, and moves
- Importing inmate and visitor information maintained in the JMS, such as:
 - Approved visitors
 - Inmate or visitor restrictions, such as "Keep Separates" or warrant check results
 - Events that may affect inmate availability, such as medical appointments or court dates
 - Visitation rules or policies maintained, such as visitation times by housing unit
- Canceling a visit if the inmate's visitation privilege status changes or if they are released
- Rescheduling visits for moved inmates, so long as there is an available video station at the time scheduled
- Notifying visitors that a visitation has been cancelled or requires rescheduling, with a link to the web-based scheduling system provided in the email

Should a scheduled session be cancelled for any reason, THE VISITOR **automatically emails** the visitor notifying him or her of the cancellation with the reason for the cancellation and prompt the visitor to reschedule their session.

THE VISITOR Visitation Management

THE VISITOR system is with a comprehensive visitation management tool, offering the ability to automate controls that are currently time-consuming manual controls, as well as to streamline those controls across all types of visitations, such as contact, non-contact, and video visits. **Public and professional visitors** can use any standard browser to **register and schedule visits** from any internet-connected device, including desktops, laptops, and Android or Apple mobile devices. Unlike traditional video visitation systems, THE VISITOR's features and controls extend beyond video visitations, so the County can maintain consistent administration over video visits, as well as traditional contact visits, face-to-face, and across-the-glass visits – all at no cost to Scotts Bluff County!

THE VISITOR's web-based scheduling features enable users to **automate controls** that are often time-consuming manual controls, as well as to streamline those controls across all types of visitations.

Visitation Schedule

Last Month: 02/01/2018 00:00:00 02/28/2018 23:59:59 More Search Criteria

Include: Inmate ID, Last Name, Visit ID or Email AND Search Clear

End Status: /All Scheduled Pending

Save Changes Keep Video Cancel Visits Change Columns Reset Columns Export Print New Visit Carousel

Showing 1 to 10 of 51 entries Previous 1 2 3 4 5 6 Next

| * Action | Visit ID | Scheduled Start | Scheduled End | Participants | Confirmation Code | Station Group | Additional Visitors | Visitation Type | End Status |
|----------|----------|------------------|------------------|---|------------------------------|---------------------------------|------------------------------|-----------------|-----------------|
| | 42414 | 02/07/2018 15:30 | 02/07/2018 15:55 | Inmate: HOLLOWAY, JERRE (3216) Visitor: SMITH, JUSTIN (08/28/1976) | 39161978 125664012181121 | D Block Onsite at Jail Lobby | | Video Visit | Visit Scheduled |
| | 42438 | 02/07/2018 15:30 | 02/07/2018 15:55 | Inmate: COUCH, BRANDON (81372) Visitor: MARTIN, BRITTANY (01/17/1991) | 813721985 125674673317841 | A Block Onsite at Jail Lobby | | Video Visit | Visit Scheduled |
| | 42444 | 02/07/2018 15:30 | 02/07/2018 15:55 | Inmate: HAMMERS, BOBBY (4513) Visitor: TODD, AMANDA BOBBY (02/07/1988) | 45191988 125633888021227 | G Block Onsite at Jail Lobby | | Video Visit | Visit Scheduled |
| | 42450 | 02/07/2018 16:00 | 02/07/2018 16:25 | Inmate: JONES, PATRICK (47634) Visitor: BRYANT, JENNY (04/26/1982) | 476341986 125659033734956 | A Block Onsite at Jail Lobby | | Video Visit | Visit Scheduled |
| | 42452 | 02/07/2018 16:00 | 02/07/2018 16:25 | Inmate: HAMMERS, BOBBY (4513) Visitor: TODD, AMANDA BOBBY (02/07/1988) | 45191988 125633888021227 | G Block Onsite at Jail Lobby | Tidwell, Kristi (02/07/1968) | Video Visit | Visit Scheduled |
| | 42492 | 02/07/2018 16:30 | 02/07/2018 16:55 | Inmate: HICKS, TIMOTHY (4759) Visitor: PILCHER, JANET (11/30/1964) | 67591985 125653173701964 | B Block Onsite at Jail Lobby | | Video Visit | Visit Scheduled |

Visitation Schedule

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

The public can select English or Spanish via the County's dedicated Registration & Scheduling website, which provides the public with the policies and procedures for video visitation, as well as links available to the County's visitation information website.

Standard Features of THE VISITOR

THE VISITOR video visitation comes with the following standard features:

| Other Standard System Features | |
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| Single Sign-On | <p>THE ENFORCER inmate call processing system and THE VISITOR Video Visitation System are embedded within the same comprehensive inmate communications system. Authorized users log in to THE ENFORCER, where they can access all aspects of THE VISITOR video visitation system.</p> <p>THE ENFORCER allows for easy access to all ITS and VVS through a single sign-on for users, while also ensuring the facility's rules and parameters, such as inmate restrictions, are consistent for both inmate telephone services and video visitation services. All of THE VISITOR data, such as policies, approved visitors or visitor bans, and any other safety and security settings updated from the integration with the JMS, is available through THE VISITOR tab within THE ENFORCER.</p> <p>The incorporation of the VVS into the ITS, coupled with the integration with the JMS, allows for easy and secure access while providing a streamlined controls process, eliminating the need for staff to enter inmate or visitor statuses multiple times.</p> <p>Consumers benefit from the single, comprehensive system, as well. Funding both ITS and VVS services is handled through a single Prepaid account for all communications needs, thereby eliminating the need for consumers to fund separate accounts for various aspects of inmate communications services.</p> <p>In addition, approved visitors from the public, attorneys, and authorized staff can schedule and complete onsite and remote video visitations using our system.</p> |
| Web-Enabled Registration and Scheduling | <p>Visitors can enjoy the convenience of registering and scheduling any visits anywhere using any web-enabled device, reducing lobby traffic and allowing the staff to better plan the visitation traffic for all visitation types, video or non-video.</p> |
| Comprehensive Visitation Management for All Types of Visits | <p>THE VISITOR system is a comprehensive visitation management tool, offering the ability to automate controls that are often time-consuming manual controls, as well as to streamline those controls across all types of visitations, such as contact, non-contact, and video visits.</p> <p>Public and professional visitors can use any standard browser to register and schedule visits from any web-enabled device, including desktops, laptops, and Android or Apple mobile devices. Unlike traditional video visitation systems, THE VISITOR's features and</p> |

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| | controls extend beyond video visitations, so the facility can maintain consistent administration over video visits, as well as traditional contact visits, face-to-face, and across-the-glass visits — all at no cost to Scotts Bluff County! |
| User-Friendly, Multi-Lingual Website | ICSolutions' easy-to-use public website allows visitors to fund their prepaid account, agree to terms and conditions, register and schedule for visitations, and view the facility's policies and procedures for visitation. |
| Easy 3-Step Registration and Scheduling | <p>Persons wanting to visit inmates may register and schedule visits remotely at www.icsolutions.com or an onsite VISITOR Registration & Scheduling Terminal provided by ICSolutions for the public visitor area. Registrants may simply locate the inmate's facility at www.icsolutions.com, which contains step-by-step instructions on how to register for visits.</p> <p>Registration and scheduling consist of choosing the desired action under "What would you like to do?" after logging in to the customer account; reading and accepting the facility's visitation rules; filling in all the required fields, such as the visitor's personal information, inmate identity, location, date, time, and any other information required by the facility.</p> <p>At the County's option, registrants can also be required to wait for facility staff approval before being able to schedule visits. Privileged visitors must have their credentials (such as bar number) verified and approved prior to being allowed to have privileged, unrecorded visits.</p> |
| Automatic Email Notifications | Upon the scheduling or cancelation of a visit, THE VISITOR automatically emails the scheduled visitation details to the visitor. In addition, the Visitation Schedule lists all scheduled visits with inmate name, visitor name, additional attendees, and the date and time of the visit. This scheduling report is available to authorized users from control workstation or remotely via a browser from any internet-connected device so long as the user has a valid username and password for THE ENFORCER. |
| Staff Scheduling | <p>The system allows authorized users to schedule new visits from the Schedule NEW VISIT screen. To schedule a visit, the user must supply:</p> <ul style="list-style-type: none"> • Inmate name • Visitor – Populated automatically with the visitors registered with that inmate • Group – Type of visit, such as onsite (designated by site when there are multiple sites), remote, face-to-face, across-the-glass, etc. Populated with only types of visits available for that visitor and inmate • Day of visit – Populated with only dates available in compliance with facility's policies. However, admin users are |

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| | <p>able to override the standard visitation schedule and force a visit by choosing any day or time outside the default schedule</p> <ul style="list-style-type: none"> • Time of visit – Populated with only times available in compliance with facility's policies. However, admin users are able to override the standard visitation schedule and force a visit by choosing any day or time outside the default schedule |
| QuickConnect Feature | <p>The QUICKCONNECT function enables the manual connection of video visitation sessions between visitors and inmates. QUICKCONNECT enables visitation sessions to take place without any prior scheduling, participant registration, defined relationships, pre-session validation by participants, or identification of inmates and/or visitors. The QUICKCONNECT function accommodates any of the following circumstances:</p> <ul style="list-style-type: none"> • The facility has opted to not utilize the full registration process for visitors in The Visitor module • The facility wants to accommodate unscheduled, walk-in visitors who come to the facility to visit an inmate, or who request an offsite visitation on short notice • The facility does not require the identity of participants in a visitation session to be included in the detailed visitation records • The facility does not require the pre-session participant validation process • The facility is not yet requiring the scheduling of visitation sessions as a prerequisite to conducting them |
| Inmate Outreach | <p>Using THE VISITOR'S INMATE OUTREACH feature, inmates can send a scheduling request to approved visitors, or inmates can schedule and pay for (if necessary) visits themselves. These inmate self-service options save facility staff time and reduce inmate questions by empowering the inmate to participate in the visitation scheduling process.</p> |
| Visitor Account Management | <p>The VISITOR ACCOUNTS screen shows all visitors who are approved, denied, or otherwise suspended from visitations. Authorized users can view all registrants or a subset of the Approved Accounts, the Accounts Awaiting Approval, or the Rejected Accounts. THE VISITOR indicates if any visitors are Pending Approval. Users can also add and view notes, set suspensions and require visitors to reset their passwords.</p> |
| Visitor Suspensions | <p>From the individual VISITOR DETAIL, accessible from the Visitor Accounts screen, authorized users can set up indefinite or temporary suspensions. These suspensions can be for all visitation types or only specific visitation types, such as only onsite video visitation or only remote visitor video visitations. In addition, the suspension can be for specific inmate(s) or all inmates.</p> |

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| Inmate Suspensions | From the INMATE PROFILE screen, authorized users can suspend visitations by type and allow only certain types of visitors (such as privileged visitors) or prohibit all visitations for the duration of the suspension. |
| Visitor Blacklist | <p>The VISITOR BLACKLIST feature helps increase the efficiency and effectiveness of complying with a court's No Contact Orders for certain members of the public with specific inmates. The Visitor Blacklist is used to restrict visitors from either registering or scheduling visits, regardless of whether they have visitor accounts.</p> <p>The Visitor Blacklist feature offers a proactive method to require prior approval of visit scheduling and/or adding allowed inmates (relationships) for a visitor. A user can blacklist a visitor and can optionally add an inmate in a single blacklist entry. The user also can specify whether the restriction applies to scheduling, relationships, or both, and can cancel the blacklist entry later. When a visitor is blacklisted, any currently scheduled visits or relationships are set to a "pending" status, and can then be approved or denied by an authorized user.</p> <p>When creating a new Visitor Blacklist, a user can optionally specify additional information to locate a visitor who has registered already. Alternatively, a user can specify values in one or more of these additional information fields to ensure that the scheduling or relationships restrictions is applied when a new visitor registers with the exact same values. The information in this list can be added manually or, if the information is stored in the JMS or other system, automatically populated through an interface.</p> |
| Visitor Profile | From the VISITOR PROFILE , authorized users can view a visitor's visitation status, staff notes, recording settings, and a list of recent visits. |
| Visitor Account Class | Each visitor is assigned a visitor account class, which determines various critical characteristics of the visit, such as whether the visit is unrecorded, whether the visit can be scheduled even when the inmate has met his or her limit on visits, and whether the visits are free. The visitor account classes are developed by authorized users. The assignment of visitors to visitor class types that have certain features, such as "DNR" or unrecorded visitation, requires approval by authorized staff. |
| Upcoming Visits Schedule | <p>Inmates – Inmates have three ways to receive notification of upcoming visits:</p> <p>Upcoming Schedule for the Entire Housing Unit on Inmate Stations Not in Use – On THE V17, the next twelve visits are shown as a default.</p> |

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| | <p>Voicemail Notification – THE VISITOR sends a voicemail to inmates notifying them that visitations have been scheduled or canceled. Inmates can access the voicemail from any phone using their PIN.</p> <p>Logging into the Resident Portal – Inmates can use the RESIDENT PORTAL to view and manage their visits through the inmate video visitation stations, including canceling visits or allocating free visits to the visitor(s) of their preference.</p> <p>Visitors – Visitors can view the upcoming visits from the home page of their customer account, as well as expand the view to see their visitation history and other visitation account information.</p> <p>Facility Staff – Authorized facility staff can view the visitation schedule at any time and identify an inmate's upcoming visitors. To help ensure compliance with the facility policies and visitation rules, authorized users can swiftly cancel a visit before it occurs or while it is in progress. In addition, THE VISITOR automatically cancels visits if the inmate is released or if the inmate is moved to a location where no video stations are available. THE VISITOR automatically sends an email notification of the cancellation to the visitor.</p> |
| Staff Ability to Modify Visits | Authorized facility staff can modify the visitation schedule at any time. To help ensure compliance with the facility's policies and visitation rules, authorized users can swiftly cancel a visit before it occurs or while it is in progress. Authorized staff can easily cancel pending or in-progress visits with the click of a button. Staff are required to enter a note to explain the cancellation. THE VISITOR automatically sends an email notification of the cancellation to the visitor. |
| Alerts | The ALERTS function links to the scheduling module and provides alerts for when: a particular visitor has scheduled a visit; a particular inmate has a scheduled visit; a particular visitor's visit has connected; a particular inmate's visit has connected. The alerts are provided by email. Since the alerts are tied to the schedule, alerts can be created for non-video visits and video visitations alike. |
| Adding Notes | Authorized users can add notes to the visit record or scheduled visit via the VISITATION SCHEDULE screen, as well as add notes to an INMATE PROFILE or the VISITOR ACCOUNT. |
| Flexible and Customized Visitation Rules | THE VISITOR has a highly flexible visitation schedule that accommodates complex visitation rules and policies that vary based on multiple criteria, such as visitor type (e.g., professional or personal), including setting separate or shared quotas (e.g., promotions, free or discounted visits), visitation hours, available time slots based on inmate classification, visitor or housing restrictions, and other policies and rules. Only the times available according to the system settings, as well as the times with available resources |

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| | (e.g., video station, inmate availability), are available for visitors to schedule visits. |
| Keep Separates | If a facility has two or more inmates that cannot be in the same room, THE VISITOR'S KEEP SEPARATE feature accommodates such restrictions to ensure that those inmates do not have visitations scheduled in the same visitation area at the same time. Utilizing the same functionality, THE VISITOR is capable of keeping two specific visitors from visiting at the same time. When this feature is used, the schedule automatically makes the appropriate times unavailable for scheduling for the affected inmates or visitors to ensure compliance with the Keep Separates rules. |
| The ICS Mobile Application | Visitors can visit onsite or remotely, using an offsite desktop or mobile device through our free Windows, Android, or iOS app. The ICS Mobile app is available for free download from your regular app store and can be used by any registered visitor to conduct offsite video visitation from their personal device. The public can register as a visitor, schedule visits, recover passwords and conduct remote visits. |
| Touchscreen Technology | The onsite video stations utilize user-friendly, intuitive touchscreen technology, easily navigable even for those unfamiliar with modern technology. |
| Visitor Verification | THE VISITOR can be configured to require VISITOR VERIFICATION of all visitors or just certain types of visitors, such as professional visitors or remote visitors. During Visitor Verification, the Officer is notified that the visitor has logged in and is ready for Visitor Verification. The Officer then initiates Visitor Verification, pulling up the camera view of the visitor with options to accept or deny the visitor. All visits that are denied due to Visitor Verification are designated as such in the Visitation Schedule. |
| Live Monitoring | <p>THE VISITOR is delivered with a Monitoring Workstation for authorized facility staff to monitor and, if necessary, disconnect live visits. Authorized users can view all visits that are not designated as DNR (Do Not Record) video status from the Monitoring screen, with a default of up to twenty visits viewed simultaneously. The monitoring screen is accessible by authorized users through the Monitoring Workstation provided by ICSolutions, as well as any other web-enabled computer with the monitoring supplement downloaded.</p> <p>All active visits are able to be displayed at once on the monitoring flat-panel, which allows visual monitoring. The user can select a particular visit for a larger view or to monitor video and audio of that particular visit.</p> <p>The MONITOR module enables real-time monitoring of visitation sessions, allowing users to:</p> |

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| | <ul style="list-style-type: none"> • Observe all active visitation sessions for the entire agency • Join visitation at session initiation to perform Visitor Verification to visually preapprove or deny a visitor • Monitor video and audio for a specific visitation session • Rotate through visitation sessions sequentially, in order to monitor video and audio via the carousel feature • Transmit customized warning message(s) to display on participant's screens and become part of the recording • Terminate (cut off) a session due to inappropriate conversation or activity |
| 1-Click Instant Disconnect | <p>If a visitation is commencing that is non-compliant with the rules, whether it is onsite or remote, the staff can instantly disconnect the visit to avoid further non-compliance. Authorized users can interrupt and disconnect visits in progress directly from the live monitoring screen. After canceling the visit from the live monitoring screen, the authorized user must provide a reason for the disconnection and, with the appropriate access, the Monitoring Officer can even temporarily or indefinitely ban the visitor. All cancellations and disconnections are provided on the Video Records or the Visitation Schedule screens.</p> |
| Confidential Visits | <p>Visitors approved to have unrecorded visits can be set to disallow any monitoring, or to allow visual monitoring with no audio. When a visit commences with a visitor who is marked as DNR (Do Not Record), the Monitoring screen shows the DNR visitor in red in the list of visitors to the left, with the inability to view the video for that visit. An authorized user also has the option of monitoring the video without audio for confidential visits, as permitted by law. To request legally privileged visits that go unrecorded and remain confidential, professionals must request privileged visits during the registration process, provide their bar number and wait for approval prior to scheduling privileged visits.</p> |
| Officer Messaging | <p>THE VISITOR has the ability to display messages to both inmates and visitors during video visitation sessions. Authorized users can push messages visible to both the inmate and the visitor that cover the screen, which effectively warns the visitor and the inmate of improper, non-compliant behavior without having to take up visitation time for stopping and reconnecting the visit, which can increase the number of complaints. These messages can be displayed in English or Spanish, and can provide warnings for behavior in violation of the facility's visitation policies and rules. All messages are recorded in the visitation recording. Authorized users can manage the available messages through the Live Monitor Warning Messages link.</p> |
| Scheduled Station Shutdown | <p>The agency has ultimate control over the operation of the video visitation stations, with the ability to instantly disconnect non-compliant visits, as well as schedule shutdowns of designated stations to conform to the facility's visitation policy and authorized</p> |

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| | schedule. Authorized users can schedule when the video visitation stations operate through THE VISITOR. Visits are only be available for scheduling when the stations are scheduled to be on. | | | |
| Video Visitation Recording | <p>THE VISITOR includes a recording feature, allowing investigators to view visitations after they occur. With the storage server provided by ICSolutions, authorized users can access recorded visits onsite or remotely via secure web connection. THE VISITOR records all video visitations with visitors who are not marked as "DNR" (Do Not Record). Authorized users can see which visitors are set to have unrecorded visits and which visitors are privileged from the Visitor Accounts screen.</p> <p>The recording setting is automatically applied to the visitor's visitations based on his or her visitor classification (e.g., DNR for attorney visitor and automatically record for visitor classifications that are friends or family). However, an authorized user can always edit the default setting for a particular visitor.</p> | | | |
| Do Not Record Options | <p>The traditional Do Not Record option to not record audio or video can be selected as the facilities global setting for handling these visitors. When this setting has been selected, the Visitation List includes this visit in red letters, but live monitoring or playback is not available. If the Audio Not Recorded option is selected as the agency's global setting for privileged visits, all of these visits have only the video portion of the session recorded with no audio recording.</p> <p>Audio not recorded visits are included in the Visitation List but can only be selected to view the <i>video only</i>. These visits are marked to identify the audio is not recorded with a red band and "Audio not recorded."</p> | | | |
| Search & Download Recordings | <p>Authorized users can search visitation data and download and export recorded files in .mp4 format from the Visitation Records screen. Visitation records are searchable by any factor of the visit, such as:</p> <table><tr><td><ul style="list-style-type: none">• Inmate ID• Inmate or Visitor Last Name• Visitor ID• Visitor's Email• Date ranges• End Status• End Type• DNR settings</td><td><ul style="list-style-type: none">• Privileged settings• High Profile settings• Duration• Visitation location• Visit Type• Station Group• Station Name• Visitor Location</td></tr></table> | | <ul style="list-style-type: none">• Inmate ID• Inmate or Visitor Last Name• Visitor ID• Visitor's Email• Date ranges• End Status• End Type• DNR settings | <ul style="list-style-type: none">• Privileged settings• High Profile settings• Duration• Visitation location• Visit Type• Station Group• Station Name• Visitor Location |
| <ul style="list-style-type: none">• Inmate ID• Inmate or Visitor Last Name• Visitor ID• Visitor's Email• Date ranges• End Status• End Type• DNR settings | <ul style="list-style-type: none">• Privileged settings• High Profile settings• Duration• Visitation location• Visit Type• Station Group• Station Name• Visitor Location | | | |
| Exporting Recordings | <p>Video recordings can be saved to the hard drive or to an external device, such as a jump drive or DVD. The workstations provided by ICSolutions will have the ability to burn recordings to DVD.</p> | | | |

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| <p>Recording Storage</p> | <p>Video recordings are stored on fault-tolerant, enterprise-grade Dell servers using RAID 5 configuration. The storage server is a rack-mountable Dell PowerEdge R410, or equivalent server. The storage solution is configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard. Visitation recordings are stored on two separate arrays for redundancy. If the server should ever fail, the arrays can be removed from the server and used in other compatible servers to recover the recordings.</p> <p>The servers proposed by ICSolutions comprise the same storage solution already in use for large statewide Departments of Corrections in the United States. This system is in use, performs flawlessly, is easy to maintain and repair, and is easily scalable and expandable without having to be taken offline.</p> <p>Keeping Recordings – All recorded visitations are stored and accessible online by authorized users in accordance with the storage period in the contract. With the “Keep Video” function, authorized facility users can also choose to retain some visitor’s visits for a longer period of time, perhaps because the visitor is under investigation. Recordings can be selected for keeping indefinitely by inmate, visitor, or by specific recording. If staff choose to keep recordings for a designated inmate or visitor, all visits by that participant will be stored indefinitely.</p> |
| <p>Secure Access & Roles</p> | <p>With the single sign-on feature offered with THE ENFORCER inmate communications system, security clearance to gain access to video visitation data, recordings, video monitoring and reporting is managed through one login ID and password being assigned a series of account privileges in THE ENFORCER system, as well as THE VISITOR module. When the browser-based graphical user interface (GUI) is launched, the user must log into the system with a valid username and password. Each username is established with a pre-configured set of privileges in the GUI. These privileges range from being able to create or modify inmate data to being able to display reports, play back recordings, etc.</p> <p>The network is protected by perimeter and secondary firewalls. Access to the WAN network can be accomplished only by IP addresses registered with the system. Any domain/IP address that is not registered will be denied access to the system. Our Fortinet firewall automatically logs all denied connection requests. These logs are accessible to the ITS team’s network monitoring staff. Should the County wish to review these firewall access logs, personnel may contact our Technical Services Center 24/7/365 to request copies of these logs.</p> |

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| Remote Access | THE VISITOR is a module of THE ENFORCER system, which is operated through a browser-based GUI. Anyone with a login and password provided by agency administrators can securely access the system from any computer with internet access and a modern browser, as if they were visiting a website. |
| Reporting Capabilities | THE VISITOR provides centralized reporting capabilities. Authorized users are easily able to perform detailed searches and run reports immediately and in real time. While our existing search and reporting features are robust, we will be happy to create any reports the County needs. Reports can be run in PDF format, or exported in CSV format, which can be saved as an Excel file. |

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.

ICSolutions Response:

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

Live Call Monitoring

THE ENFORCER offers real-time, live call monitoring of calls in progress. THE ENFORCER system offers fully integrated digital recording capability, with the option to record every call or to track only those phone numbers selected for recording. All inmate telephone stations will be connected to THE ENFORCER call processor and will have full recording and monitoring capability, with the exception of privileged attorney calls as required by the County. Specific phone numbers can be set as "privileged" or "do not record" so that calls to these phone numbers are never recorded.

Call monitoring with THE OBSERVER is accessed through the MONITOR tab of THE ENFORCER. The authorized user selects a station or trunk to monitor with a click of the mouse, and then clicks the LISTEN button. This function is silent and undetectable by either the inmate or called party. Multiple monitoring sessions can occur at the same time without any impact to ongoing call processing or recording.



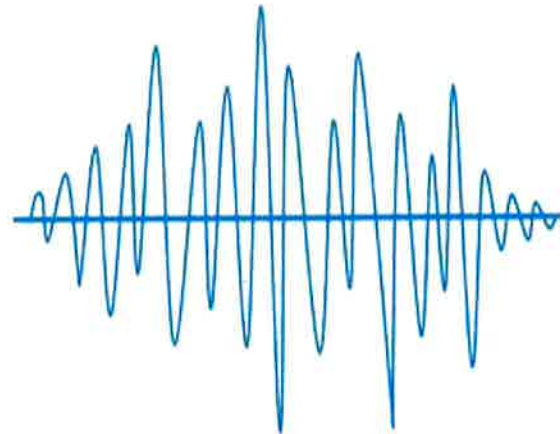
ICSolutions Client Testimonial

Intelligence Gathering Through the ENFORCER®

"Osceola County Corrections Department's Internal Affairs Unit has capitalized in the benefits of ICSolutions by **gathering intelligence** resulting in arrests and/or assisting in clearing allegations of wrongdoing. One of the highlights in this area was in August 2013, while monitoring inmate calls due to an anonymous tip; our unit was able to uncover fraudulent use of credit cards which resulted in two (2) arrests. Three (3) victims of this crime were confirmed but we were able to identify at least forty-six (46) additional victims."

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

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



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

Live Call Monitoring

The Observer

Pause Comment Cut off Disable Add Listener Show Map Carousel

All Active All Facilities All Stations Agency time Change Columns

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

| Action | Status | Station | Number | Min | Cost | Inmate | Name | Alert |
|--------|----------|---------|----------------|-------|--------|------------------------|----------------|--------|
| | Greeting | B-4 | 1-480-928-4069 | 0:00 | \$3.45 | 347122 | ALVES, CORAN | none |
| | Talking | E-2 | 1-775-287-7127 | 8:24 | \$3.15 | 410656 | WILLIAMS, NIKI | none |
| | Talking | C-4 | 1-316-218-5613 | 13:41 | \$2.38 | 084183 | OSIL, ROBERT | Inmate |
| | Dialing | F-1 | 1-230-230-5330 | 0:00 | \$0.00 | 067122 | LANG, MARK | none |
| | Greeting | G-1 | 1-928-486-8148 | 0:00 | \$3.45 | 363512 | ESTEFAN, ETHAN | none |
| | Talking | J-4 | 1-928-230-5335 | 4:49 | \$1.15 | 067606 | BAILEY, EMILY | none |
| | Talking | K-4 | 1-480-348-5401 | 12:59 | \$2.99 | 393912 | DUNCAN, WILL | none |
| | Talking | L-1 | 1-210-555-9999 | 2:30 | \$5.00 | 185575 | MCKAY, MARK | none |

Call details

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

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

When the LIVE MONITOR screen appears, a default set of columns is pre-selected based on the most frequently used call information. To view additional parameters in the LIVE MONITOR screen, the authorized user can click CHANGE COLUMNS to add or delete columns that contain specific parameters in THE OBSERVER.

Critical Call Monitoring Functions include:

- Silent, undetectable monitoring
- Allows multiple simultaneous monitoring sessions
- Search function to isolate calls of interest
- Monitoring has no impact to recording function
- Ability to monitor from a remote workstation or PC via LAN, WAN or Internet
- Protection of privileged calls from monitoring
- Ability to disconnect call in progress while monitoring
- Ability to "barge in" to calls in progress and speak to both parties

The Observer

Action Buttons

Customization

Pause Comment **Cutoff** Disable Add Listener Show Map

All Active All Stations All Incalls Agency time

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

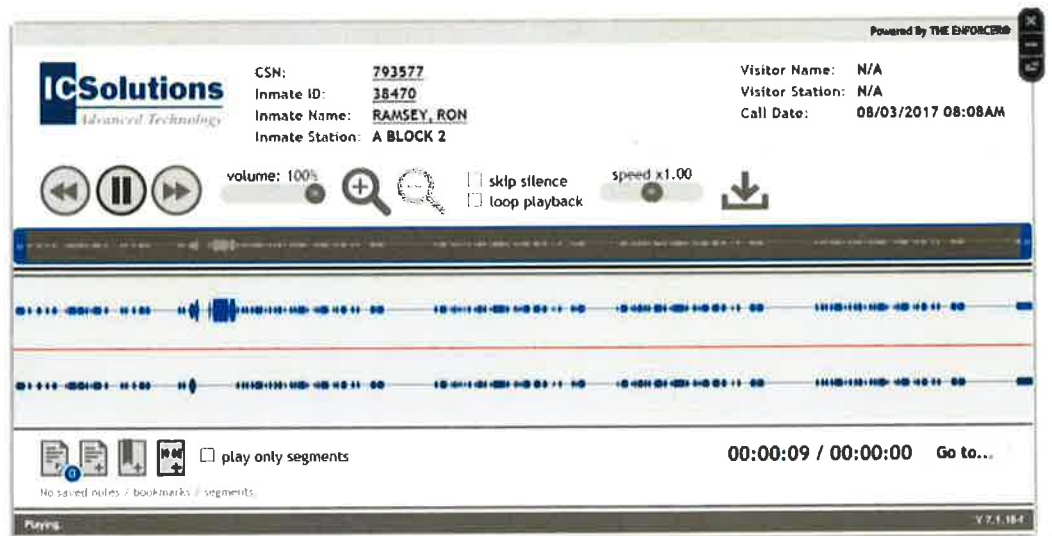
| Action | Status | Station | Number | Min | Cost | Inmate | Name | Host | Alert |
|--------|---------|----------------------------------|----------------|-------|--------|--------|-------------------------|----------|-------|
| | Dialing | STATION 7107 | 1-208-3 | | | | H, CLAYTON | ctlatl05 | none |
| | Talking | REC ROOM PH 8 | 1-417-5 | | | | VIN, LYLE | ctlatl01 | none |
| | Talking | LAUNDRY PH 1 | 1-208-3 | | | | EN, MICHAEL | ctlatl06 | none |
| | Talking | J BLOCK TIER 2 CORDLESS PHONE 2 | 1-208-3 | | | | CON, JESUS | ctlatl04 | none |
| | Talking | J BLOCK TIER 2 CORDLESS PHONE 3 | 1-208-3 | | | | LLAH, AZAD | ctlatl02 | none |
| | Talking | A TIER 3 CORDLESS PHONE 2 | 1-208-7 | | | | ER, CASEY | ctlatl01 | none |
| | Talking | A TIER 2 CORDLESS PHONE 1 | 1-385-670-8500 | | | | ORAZCO CORNEJO, RICARDO | ctlatl06 | none |
| | Talking | E BLOCK TIER 2 PHONE 2 | 1-208-785-5781 | 28:23 | \$4.06 | 107564 | RODRIGUEZ, PATRICK | ctlatl02 | none |
| | Talking | G BLOCK DAYROOM CORDLESS PHONE 1 | 1-208-571-8275 | 20:41 | \$3.08 | 103803 | TORSTENBO, JOHN | ctlatl02 | none |
| | Talking | STATION 13101 | 1-208-899-6846 | 21:30 | \$3.22 | 78515 | TRINKAUS, DUSTIN | ctlatl01 | none |

Call Station List

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

Display of Calls in Progress

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



Web Player

Add Listener

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

The Observer

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

All Active All Stations All Facilities Agency time

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

| Action | Status | Station | Number | Min | Cost | Inmate | Name | Host | Alert |
|----------|--------|----------------------------------|--------|------|--------|--------|----------|----------|-------|
| Greeting | | STATION 7107 | 1-208 | 26 | 0:00 | \$4.20 | HULP | ctlati05 | none |
| Talking | | REC ROOM PH 8 | 1-417 | 47 | 5:36 | \$0.98 | NEV | ctlati01 | none |
| Talking | | LAUNDRY PH 1 | 1-208 | 20 | 14:21 | \$2.10 | HARNDI | ctlati06 | none |
| Talking | | J BLOCK TIER 2 CORDLESS PHONE 2 | 1-208 | 4 | 5:22 | \$0.98 | CHAC | ctlati04 | none |
| Talking | | J BLOCK TIER 2 CORDLESS PHONE 3 | 1-208 | 12 | 19:40 | | | | none |
| Talking | | A TIER 3 CORDLESS PHONE 2 | 1-208 | 03 | 5:33 | | | | none |
| Talking | | A TIER 2 CORDLESS PHONE 1 | 1-385 | 06 | 18:13 | | | | none |
| Talking | | G BLOCK DAYROOM CORDLESS PHONE 1 | 1-208 | 75 | 21:30 | | | | none |
| Talking | | STATION 13101 | 1-208 | 46 | 22:19 | | | | none |
| Dialing | | UNIT 1 - PH 1 | | 0:00 | | | | | none |
| Talking | | UNIT 1 - PH 9 | 1-208 | 04 | 1:07 | \$0.14 | 76958 | ctlati05 | none |
| Talking | | CLASS ROOM A - PH 4 | 1-208 | 90 | 5:10 | \$0.98 | 92919 | ctlati03 | none |
| Talking | | STATION 14117 | 1-208 | 2:53 | \$0.56 | 71811 | ctlati05 | none | |

Add Listener

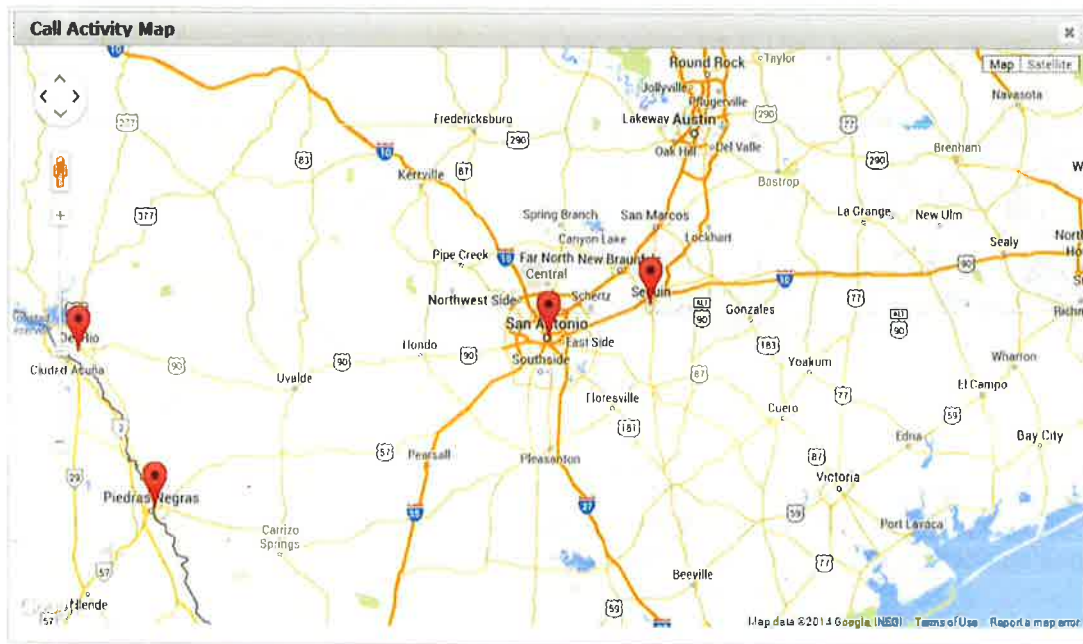
Phone Number:

Connect Cancel

In addition, live calls can be forwarded to other phones using our ALERTS feature. THE ENFORCER alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation. Alerts can be sent to any investigator cell phone, land line, email, and/or pager. This alert will be triggered when an alerted number is dialed/connected from any inmate phone regardless of which inmate dialed the number.

Displaying a Geographical Map

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



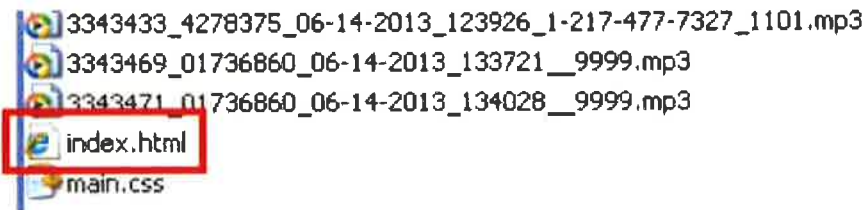
Live Monitoring Call Activity Map

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

ICSolutions Response:

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

Call detail will be saved and attached to every call recording for easy access within the leave behind solution. In addition, recordings can be identified by their file name, which uses the name convention 'CSN_InmateID_Date_File-ID_Called Party Number.file type.'



Index File Saved with Call Recordings

When the index file is opened, the call detail appears, as shown below.

ICS Player Control

Recording Index

| CSN | Billing ID | Site | Site Name | Off Hook | End Type | Inmate ID | PIN | Lastname | Firstname | Sup type | Phone number | Card Number | Bill Start Time | Call Type | Bill Secs | Billed Time | Surcharge | Station ID | Station Name |
|----------|------------|-------------|---------------------|--------------------|----------|-----------|---------|----------|----------------|----------|--------------|-------------|---------------------|-----------|-----------|-------------|-----------|----------------|--------------|
| 33434710 | 2851 | Demo County | 2013-06-14 13:40:28 | Normal | 01736860 | SMITH | ANTHONY | 0 | 1-210-477-7399 | | | | 2013-06-14 13:40:28 | 37 | 0 | 2.25 | 9999 | TEST STATION | 0 |
| 33434690 | 2851 | Demo County | 2013-06-14 13:37:21 | Normal | 01736860 | SMITH | ANTHONY | 0 | 1-210-477-7399 | | | | 2013-06-14 13:37:21 | 37 | 0 | 2.25 | 9999 | TEST STATION | 0 |
| 33434330 | 2851 | Demo County | 2013-06-14 12:39:26 | Call Disconnected | 4278375 | 1234 | TEST | ICS | 1 | | +2174777327 | | 2013-06-14 12:39:41 | 3 | 0 | 3.95 | 1101 | DORM 103 RIGHT | 9900101 |
| 33434270 | 2851 | Demo County | 2013-06-14 12:34:04 | Pressurizer Hangup | 4278375 | 1234 | TEST | ICS | 1 | | | | 2013-06-14 12:34:04 | 36 | 0 | 0.00 | 1101 | DORM 103 RIGHT | 0 |
| 33433850 | 2851 | Demo County | 2013-06-14 12:00:42 | Normal | 4278375 | TEST | ICS | 0 | 1-210-477-7399 | | | | 2013-06-14 12:00:42 | 37 | 0 | 2.25 | 9999 | TEST STATION | 0 |

Call Detail Accessed Through the Index File

- The ITS shall monitor live detainee calls without any detectable deterioration of call quality or call interruptions.

ICSolutions Response:

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

The monitoring function is silent and undetectable by either the inmate or called party. Multiple monitoring sessions can occur at the same time without any impact to ongoing call processing or recording.

- 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.

ICSolutions Response:

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

Authorized SBCDC users can disconnect call in progress in real time by clicking the CUT OFF button in the live monitoring screen.

The Observer

Action Buttons

Customization

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

| Action | Status | Station | Number | Min | Cost | Inmate | Name | Host | Alert |
|--------|---------|----------------------------------|----------------|-------|--------|--------|-------------------------|----------|-------|
| | Dialing | STATION 7107 | 1-208-3 | | | | H, CLAYTON | ctlati05 | none |
| | Talking | REC ROOM PH 8 | 1-417-5 | | | | VIN, LYLE | ctlati01 | none |
| | Talking | LAUNDRY PH 1 | 1-208-3 | | | | EN, MICHAEL | ctlati06 | none |
| | Talking | J BLOCK TIER 2 CORDLESS PHONE 2 | 1-208-3 | | | | CON, JESUS | ctlati04 | none |
| | Talking | J BLOCK TIER 2 CORDLESS PHONE 3 | 1-208-3 | | | | SLAH, AZAD | ctlati02 | none |
| | Talking | A TIER 3 CORDLESS PHONE 2 | 1-208-7 | | | | ER, CASEY | ctlati01 | none |
| | Talking | A TIER 2 CORDLESS PHONE 1 | 1-385-626-8300 | 17:24 | \$2.92 | 2132 | ORRICO CORNEJO, RICARDO | ctlati06 | none |
| | Talking | E BLOCK TIER 2 PHONE 2 | 1-208-785-5781 | 28:23 | \$4.06 | 107564 | RODRIGUEZ, PATRICK | ctlati02 | none |
| | Talking | G BLOCK DAYROOM CORDLESS PHONE 1 | 1-208-571-8275 | 20:41 | \$3.08 | 102803 | TORSTENBO, JOHN | ctlati02 | none |
| | Talking | STATION 13101 | 1-208-899-6846 | 21:30 | \$3.22 | 78515 | TRINKAUS, DUSTIN | ctlati01 | none |

Call Station List

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

Display of Calls in Progress

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

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

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

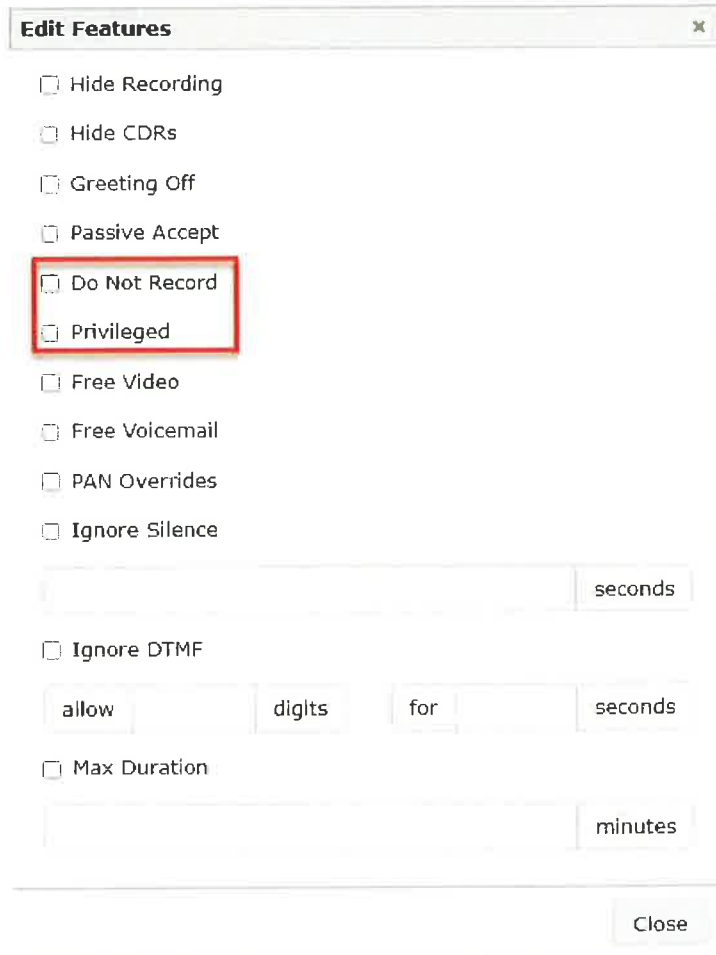
4. Call Restrictions:

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

ICSolutions Response:

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

THE ENFORCER system offers the ability to monitor all recorded calls from inmate phones within the facility. Specific phone numbers can be set as "privileged" or "do not record" so that calls to these phone numbers are never recorded or available for monitoring.



Edit Features

- ☐ Hide Recording
- ☐ Hide CDRs
- ☐ Greeting Off
- ☐ Passive Accept
- ☐ Do Not Record
- ☐ Privileged
- ☐ Free Video
- ☐ Free Voicemail
- ☐ PAN Overrides
- ☐ Ignore Silence

seconds

☐ Ignore DTMF

allow digits for seconds

☐ Max Duration

minutes

Close

Global Number Edit Features

Privileged Calls

The system will be preloaded with a file of attorney numbers that have been pre-configured for "non-record" status. Calls made to these numbers will not be recorded. Should a call be made to an attorney with a new or unknown number, the system will notify the parties that the call is being recorded or monitored. This feature will enable attorneys to be sure to notify the facility of their new number.

A list of current attorney/privileged telephone numbers will be entered into the system as part of the implementation process. Once in the system with the DO NOT RECORD or PRIVILEGED status, calls to those numbers are exempt from recording and monitoring. Additional attorney numbers may be added at any time.

As the facility receives new attorney numbers, those numbers are added to the database immediately. The facility can then search, identify, and protect any calls made to those numbers prior to their identification as PRIVILEGED, which would prevent any system user from accessing any recordings that were made of calls to that number before it was identified as an attorney number.

Attorney Registration

If desired, ICSolutions offers an ATTORNEY REGISTRATION feature which permits inmates to enter new attorney telephone numbers via the inmate telephone. Those numbers will be added to a list that authorized facility or ICSolutions personnel must approve before they become active. The screen below shows the optional ATTORNEY REGISTRATION approval function.

| Phone | First Request | Status | Last Update | Note | Inmates Requesting | Resolution |
|----------------|---------------|------------------|-------------|----------|--------------------|----------------|
| 1-210-756-3218 | 07/11/2017 | Pending Approval | 07/11/2017 | Show Add | Show | Approve Reject |
| 1-615-496-5400 | 07/11/2017 | Pending Approval | 07/11/2017 | Show Add | Show | Approve Reject |

| Phone | First Request | Status | Last Update | Note | Inmates Requesting | Resolution |
|----------------|---------------|------------------|-------------|----------|--------------------|----------------|
| 1-210-756-3218 | 07/11/2017 | Pending Approval | 07/11/2017 | Show Add | Show | Approve Reject |
| 1-615-496-5400 | 07/11/2017 | Approved | 07/11/2017 | Show Add | Show | Approve Reject |

Attorney Registration

- 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.

ICSolutions Response:

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

Inmates will be unable to complete calls to restricted numbers. Instead, a call prompt will play informing the inmate that the number is blocked, and the call will be terminated. The call detail record will include the call disposition reason, such as a blocked call, by which authorized facility users may search and create reports.

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.

ICSolutions Response:

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

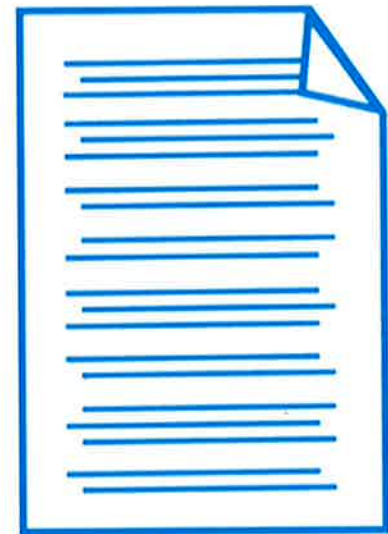
Reports may be queried for viewing online, printed, downloaded to a hard drive or external media, and emailed using any combination of parameters associated with the call detail record.

Reporting

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

An authorized user can generate real-time "ad hoc" reports by defining his/her own query based on data of interest – allowing **instant access** to any report you could ever need. Custom search parameters can then be saved for use again in the future. The search can be saved for just the individual user who set up the parameters, or globally for use by all authorized users.

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



Reporting

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

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

THE ENFORCER has extensive search capabilities which can be used by any user with a valid login and password and the appropriate permissions – whether they log in remotely or from an onsite workstation. The system also comes preconfigured with an extensive list of standard reports. And, although it's easy to define your own report parameters in THE ENFORCER, ICSolutions is happy to assist by creating any new, customized reports that are desired.

The following screen details the customization options available for call detail reports. Samples of the most commonly used reports are provided in **EXHIBIT B** of this proposal.

Call Detail – Search Call Records

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

Call Details

Showing 1 to 300 of 2,512 entries

| Play | Notes | Start Time | CSN | Inmate ID | Last | 3way | Card # | Inmate Seq | Phone Number | Sup Type | Alert |
|--------------------------|-------|---------------------|----------|-----------|-----------|---|---|---|--|---|-----------------------------|
| <input type="checkbox"/> | | 11/26/2014 08:22:12 | 52590930 | 24927 | MCML | <input checked="" type="checkbox"/> Alert | <input type="checkbox"/> DNR | <input type="checkbox"/> LIDB | <input type="checkbox"/> Priv | <input type="checkbox"/> Sup Type Code | Normal |
| <input type="checkbox"/> | | 11/26/2014 08:33:57 | 52590971 | 21029 | ROCH HUER | <input type="checkbox"/> Audio chisum | <input checked="" type="checkbox"/> End Type | <input checked="" type="checkbox"/> Last Name | <input type="checkbox"/> Rated Cost | <input checked="" type="checkbox"/> Surcharge | Normal |
| <input type="checkbox"/> | | 11/26/2014 08:35:59 | 52590976 | 24265 | MANS | <input type="checkbox"/> Bill Secs | <input type="checkbox"/> Fee | <input type="checkbox"/> Location | <input type="checkbox"/> Site | <input checked="" type="checkbox"/> Tariff Band | Normal |
| <input type="checkbox"/> | | 11/26/2014 08:47:06 | 52590973 | 18665 | LUNT | <input checked="" type="checkbox"/> Billed Time | <input checked="" type="checkbox"/> Fiscal Cost | <input type="checkbox"/> Next :60 | <input type="checkbox"/> Source Device | <input type="checkbox"/> Tax | Normal |
| <input type="checkbox"/> | | 11/26/2014 08:47:29 | 52590924 | 5038 | KIRKI | <input type="checkbox"/> Billing ID | <input type="checkbox"/> First :60 | <input checked="" type="checkbox"/> Notes | <input checked="" type="checkbox"/> Start Time | <input type="checkbox"/> Trunk Device | Normal |
| <input type="checkbox"/> | | 11/26/2014 08:54:13 | 52590945 | 18492 | MCKE | <input type="checkbox"/> CP Host | <input type="checkbox"/> First Name | <input type="checkbox"/> Off Hook Time | <input type="checkbox"/> State | <input type="checkbox"/> Trunk ID | Time limit |
| <input type="checkbox"/> | | 11/26/2014 08:57:44 | 52590968 | 7452 | FRED | <input checked="" type="checkbox"/> CSN | <input type="checkbox"/> Hostname | <input type="checkbox"/> PCV Result | <input checked="" type="checkbox"/> Station | <input checked="" type="checkbox"/> Validation | Time limit |
| <input type="checkbox"/> | | 11/26/2014 09:01:14 | 52590956 | 511 | ROBE | <input checked="" type="checkbox"/> Call Type | <input checked="" type="checkbox"/> Inmate ID | <input type="checkbox"/> PIN | <input type="checkbox"/> Station ID | | Normal |
| <input type="checkbox"/> | | 11/26/2014 09:14:46 | 52591053 | 8146 | MOH | 1-26 263 | Debit | Intrastate | ADSEG LL | 161 3:00 \$2.93 | OK: call allowed Normal |
| <input type="checkbox"/> | | 11/26/2014 09:16:19 | 52591054 | 23002 | MC | 1-26 211 | Debit | InterLata Intrastate | G LL | 903 15:00 \$6.13 | OK: call allowed Time limit |
| <input type="checkbox"/> | | 11/26/2014 09:18:45 | 52591092 | 8146 | MOH | 1-26 265 | Debit | InterLata Intrastate | ADSEG LL | 903 15:00 \$3.89 | OK: call allowed Time limit |
| <input type="checkbox"/> | | 11/26/2014 09:22:13 | 52591065 | 23284 | LIU | 1-26 262 | Debit | Intrastate | B LL | 633 11:00 \$5.06 | OK: call allowed Normal |
| <input type="checkbox"/> | | 11/26/2014 09:28:23 | 52591116 | 18234 | BRC | 1-26 512 | Prepaid | Intrastate | G MAX | 190 4:00 \$3.00 | OK: call allowed Normal |
| <input type="checkbox"/> | | 11/26/2014 09:29:14 | 52591120 | 24533 | MC | 1-26 520 | Debit | InterLata Intrastate | A LL | 324 6:00 \$3.73 | OK: call allowed Normal |

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

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

Call Details

Inmate ID: Last Name: CSN or Phone Number + Search Clear

09/01/2015 09/08/2015 More Search Criteria

Quick Searches Load Save Delete Show All

Burn Save Email Call Recordings Share CDR

More Search Criteria

General

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

Call Origin

| | | |
|--------------|---------------|------------|
| Site | Station Group | Station ID |
| Station Name | Trunk ID | |

Validation

| | |
|----------|------------|
| Imposter | Validation |
|----------|------------|

Billing

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

Called Party

| | | |
|----------|------------------|-----------------|
| Location | Response Digits | Show 3-Way only |
| State | Supervision Type | |

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

Call Details

Inmate ID: Last Name: CSN or Phone Number + Search Clear

09/01/2015 09/08/2015 More Search Criteria

Quick Searches Load Save Delete Show All

| | |
|------------------|-------------|
| Call Type: | CSN Range: |
| Duration: | End Type: |
| Response Digits: | Cost Range: |

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

Call Detail Report – Select Criteria for Custom Query

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

Select All Displayed CDRs

Add Call Note View Call Notes Play Call Recording View Inmate Profile Sort Column

Showing 1 to 100 of 7,369 entries

| Play | Notes | Inmate ID | Last Name | Phone Number | Call Type | Tariff Band | Station | FAR/POCS | Billed Time | Final Cost | Validation | End Type | Alert | DTMF | CSN | Start Time |
|--------------------------|--------------------------|-----------|-----------|----------------|-----------|----------------------|---------|----------|-------------|------------|------------------|-----------------|-------|------|-------|---------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | 49210 | MURKIN | 1-928-528-2517 | Prepaid | Local | K-2 | 0 | 0:00 | \$0.00 | OK: call allowed | Max ring time | 0 | 0 | 93789 | 06/23/2014 09:26:16 |
| <input type="checkbox"/> | <input type="checkbox"/> | 273141 | PERRAULT | 1-928-528-1640 | Prepaid | Intralata Intrastate | K-4 | 0 | 0:00 | \$0.00 | OK: call allowed | Station Hangup | 0 | 0 | 93788 | 06/23/2014 09:26:43 |
| <input type="checkbox"/> | <input type="checkbox"/> | 266281 | FARMER | 1-928-277-4508 | Prepaid | Local | K-1 | 0 | 0:00 | \$0.00 | OK: call allowed | Max ring time | 0 | 0 | 93788 | 06/23/2014 09:27:24 |
| <input type="checkbox"/> | <input type="checkbox"/> | 273141 | PERRAULT | 1-928-528-1640 | Prepaid | Intralata Intrastate | K-4 | 0 | 0:00 | \$0.00 | OK: call allowed | Max Accept Time | 0 | 0 | 93780 | 06/23/2014 09:27:13 |
| <input type="checkbox"/> | <input type="checkbox"/> | 273141 | PERRAULT | 1-928-528-1640 | Prepaid | Intralata Intrastate | K-4 | 0 | 0:00 | \$0.00 | OK: call allowed | Keftused | 0 | 0 | 93725 | 06/23/2014 09:25:27 |
| <input type="checkbox"/> | <input type="checkbox"/> | 418241 | PERRAULT | 1-928-528-1640 | Prepaid | Intralata Intrastate | K-4 | 0 | 0:00 | \$0.00 | OK: call allowed | Max ring time | 0 | 0 | 93724 | 06/23/2014 09:23:49 |
| <input type="checkbox"/> | <input type="checkbox"/> | 364221 | FULKERSON | 1-928-528-9081 | Prepaid | Intracell | F-4 | 688 | 12:00 | \$2.76 | OK: call allowed | Normal | 0 | 0 | 93768 | 06/23/2014 09:23:35 |
| <input type="checkbox"/> | <input type="checkbox"/> | 409121 | HAKFS | 1-928-528-1640 | Prepaid | Intralata Intrastate | K-3 | 491 | 5:00 | \$2.07 | OK: call allowed | Normal | 0 | 0 | 93769 | 06/23/2014 09:21:40 |
| <input type="checkbox"/> | <input type="checkbox"/> | 266281 | FARMER | 1-928-277-4508 | Prepaid | Local | K-1 | 0 | 0:00 | \$0.00 | OK: call allowed | Max ring time | 0 | 0 | 93783 | 06/23/2014 09:18:46 |
| <input type="checkbox"/> | <input type="checkbox"/> | 266281 | FULKERSON | 1-928-277-9081 | Prepaid | Intracell | F-4 | 0 | 0:00 | \$0.00 | OK: call allowed | Max ring time | 0 | 0 | 93783 | 06/23/2014 09:18:41 |
| <input type="checkbox"/> | <input type="checkbox"/> | 10118 | PASSLPH | 1-928-277-1070 | Prepaid | Local | A-1 | 0 | 0:00 | \$0.00 | OK: call allowed | Max ring time | 0 | 0 | 93788 | 06/23/2014 09:06:18 |
| <input type="checkbox"/> | <input type="checkbox"/> | 10118 | PASSLER | 1-928-277-1070 | Prepaid | Local | A-1 | 0 | 0:00 | \$0.00 | OK: call allowed | Max ring time | 0 | 0 | 93787 | 06/23/2014 09:05:12 |

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

Call Detail – Search Calls – Standard Results

- 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.

ICSolutions Response:

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

Reverse Lookup

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

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

Reverse Directory information may be accessed from an inmate's PERSONAL ALLOWED/BLOCKED NUMBERS LIST screen by clicking on the DETAILS link for a selected number or from a CALL DETAIL RECORD by clicking on the phone number of the called party.

| Action | Score | Phrase | Inmate ID | Inmate Name | Station Name | Called Number | CSN | Call Time | Offset | Duration |
|--------|-------|----------|-----------|----------------|--------------|----------------|--------|------------------|--------|----------|
| | 55 | attorney | 55287 | SCHWAN, SHERRY | D BLOCK 3 | 1-256-341-8304 | 399470 | 04/27/2017 19 35 | 23 53 | 24 37 |
| | 87 | attorney | 82653 | COX, JACQUELYN | D BLOCK 2 | 1-404-510-8577 | 424196 | 05/03/2017 22 33 | 2 58 | 9:00 |

General Information

Number: 1-205-216-3316

Speed Dial:

Dial Pattern:

Site: All

Category:

Inmates w/PAN:

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

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

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

1595 Academy
Morgan Hill, CA 95037

Reverse Lookup

- 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 bywords.

ICSolutions Response:

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

Transcription & Translation Tools

All calls will be automatically transcribed at no cost to the County. Our BRIDGE Transcription / Translation module is a unique ICSolutions feature that **automatically transcribes 100% of call recordings** the moment they are completed. In addition, translation into more than 100 languages – with automatic language detection – is available on all call recordings, email/text messages, and even inmate grievances.

Translation of Grievances and Messages

In addition to translating call recordings, both THE BRIDGE Messaging App and Grievance App also offer a translation feature. THE BRIDGE translation engine **supports over 100 languages**, and it auto-detects the language that is written.

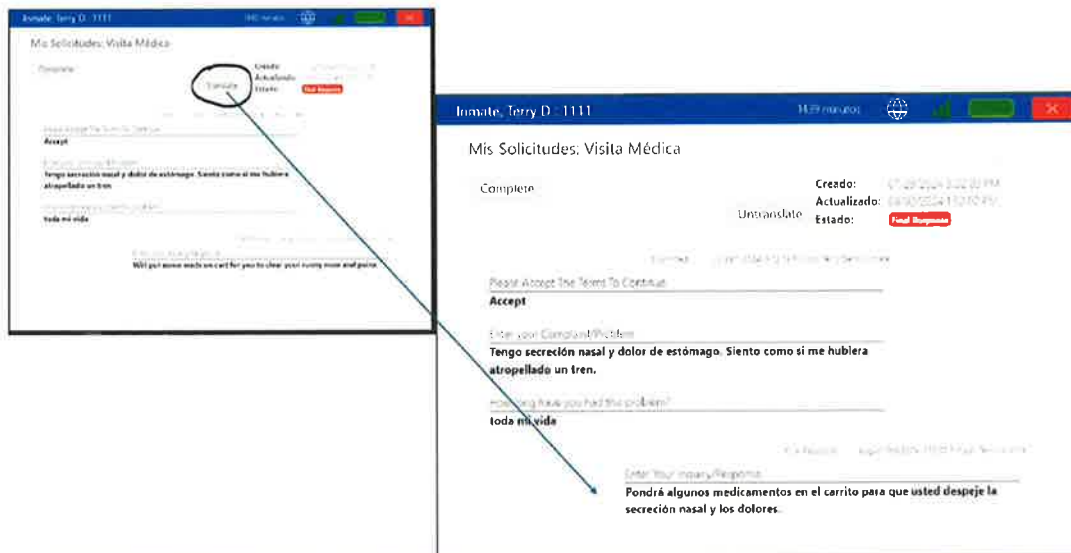
For messaging, if a message is written in another language, an officer can translate not only that individual message, but the entire email chain into English at the click of a button, as seen below.



Translating an Email Chain

This same functionality also works for our Grievance App. For example, if an inmate fills out their grievance or inquiry in Spanish, THE BRIDGE system will automatically detect that language and can translate it to English for the officer, if needed.

When the inmate receives the response from the officer in English, he/she will also have the option to automatically translate that message back into the native language that they initially used to submit the grievance.



Inmate Translating Officer Response Back into Native Language

THE WORD DETECTOR™

Keyword Search Powered by Nexidia

ICSolutions will also continue providing the WORD DETECTOR keyword search tool, powered by Nexidia. Investigators can quickly scan thousands of call recordings to locate words or phrases of interest. THE WORD DETECTOR searches for the sounds that make up words, and therefore it is highly accurate, even in a conversation with simultaneous speakers, dialects, and background noise – all typical conditions in a corrections environment. ICSolutions first began offering THE WORD DETECTOR as an integrated application on THE ENFORCER in 2012, and it is currently in use at dozens of ICSolutions' client facilities.



ICSolutions Client Testimonial

Powerful Investigative Tool

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

Warden Carl Humphrey, SCCI – Spalding County, GA

Keyword Search - Expanded Capabilities

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

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

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

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

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

Every month, THE WORD DETECTOR indexes an average of 7.8 million minutes of recordings.

That’s over 90 million minutes of valuable investigative data per year!

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

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

Thesaurus

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

Search Help ? ▾

☐ Latin American Spanish ☒ North American English

Search Phrase: + -

Date Start: End:

Use thesaurus: ☐ Start seconds before:

Thesaurus Access – Add or Delete Synonyms

Watchlists

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

Watchlist Help ? ▾

Show ▾ entries Search:

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

Showing 1 to 5 of 23 entries

Previous **1** 2 3 4 5 Next

Show all ☐

Search Help ? ▾

☐ Latin American Spanish ☒ North American English

Search Phrase: + -

Date Start: End:

Use thesaurus: ☐ Start seconds before:

CSN: Called Number:

Station ID: Inmate ID:

Searching Watchlists in THE WORD DETECTOR

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

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

ICSolutions Response:

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

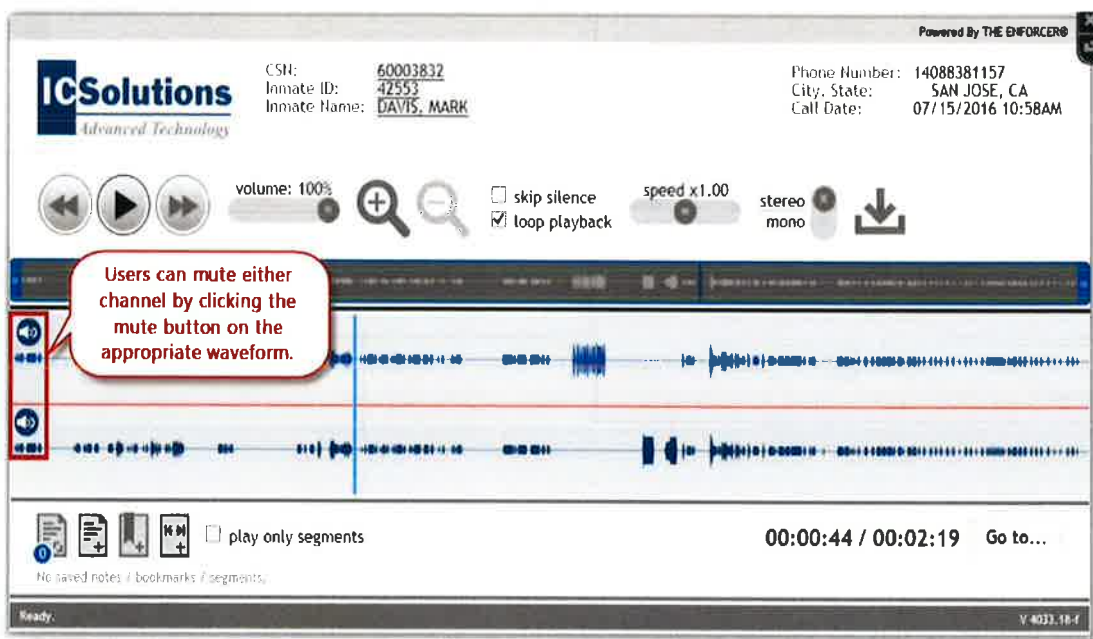
All call data and recordings will be retained online for immediate access for the life of the contract. Data may be queried to retrieve individual call records or groups of call records based on the combination of search parameters. If the County desires, ICSolutions will provide a leave behind solution that allows indefinite access to call records and recordings through a storage array.

- 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.

ICSolutions Response:

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

Calls are recorded in two channels: the inmate side and called party side. Users can mute either side of the call through the ICS Web Player to isolate that side of the conversation.



ICS Web Player

- 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.

ICSolutions Response:

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

The ENFORCER system provides centralized reporting capabilities, allowing facility users to generate pre-configured and custom reports immediately and in real time. Reports can be run on all calls placed in the system, whether by phone, kiosk, or tablet. Each device will be assigned a station name to identify how the call was placed. Additional details about our reporting capabilities are included in response to [REQUIREMENT 13.A](#).

Monitoring Call Trends

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

ICSolutions uses the first few months of call activity to define a pattern of typical activity. Call volume totals are compared daily for variances outside of a defined range (typically a decrease or increase of 15%). This variance could indicate a problem, such as improper phone function. An exception report is automatically created for any site showing such variances.

The ICSolutions' TSC is staffed 24x7x365 with Level 1 and Level 2 technicians and is the initial point of contact for remote system support and any issue related to the operation of the inmate telephone system. TSC is equipped with the Nagios network monitoring application and ServiceNow web-based system for trouble ticket issuance and resolution.

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

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.

ICSolutions Response:

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

The County's ITS is connected by ICSolutions' dedicated, private, and firewalled WAN to our data center where all the call-processing, recording and investigative applications will run in our secure server rooms which are monitored and maintained 24/7/365. We perform all system maintenance, install software updates, expand capacity etc. all without ever having to disturb your regular operations by performing any work onsite at the facility. At no time will ICSolutions require access to the SBCDC network.

- 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).

ICSolutions Response:

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

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

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

ICSolutions Response:

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

- 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.

ICSolutions Response:

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

- 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.

ICSolutions Response:

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

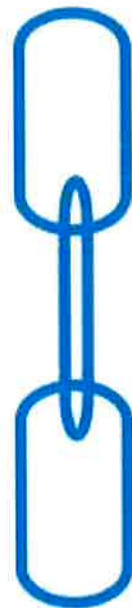
With our dedicated, in-house team of software engineers and network architects, we guarantee our ability to create customized interfaces with the County's other vendors to support our full range of premium integrated services, all at no cost! As your current provider, integrations are already in place.

Open Architecture to Enable Easy Integrations

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

ICSolutions designs, builds and runs our own back office, including data centers, networked systems, and dozens of secure interfaces linking our network and databases to third-party services and vendors across the country. We have implemented hundreds of real-time web service integrations, as well as batch processes using FTP and sFTP, incorporating SOAP, XML, and CSV data exchange protocols. With our dedicated, in-house team of software engineers and network architects, we guarantee our ability to create customized interfaces with the SBCDC's other software systems to support our full range of premium integrated services.

ICSolutions can integrate with your JMS, commissary, and trust account software and VINE systems to provide enhanced integrated services, such as automated PIN administration, electronic commissary ordering, inmate debit accounts, and more!



**Open
Architecture**

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.

ICSolutions Response:

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

ICSolutions' proposal complies with all FCC-allowed rates and mandates. For our proposed rates, please refer to [SECTION 5: FINANCIAL PROPOSAL](#).

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.

ICSolutions Response:

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

ICSolutions' proposal complies with all FCC regulations. For our fees, please refer to [SECTION 5: FINANCIAL 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.

ICSolutions Response:

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

ICSolutions' proposal complies with all FCC regulations. For our fees, please refer to [SECTION 5: 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

ICSolutions Response:

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

Commissions

ICSolutions has described our proposed pricing offer in **SECTION 5: FINANCIAL PROPOSAL**.

Each commission payment will be accompanied by a Commission Report which summarizes the total collect, prepaid collect and debit call activity for the applicable month and confirms that no commissions are being calculated or paid based upon revenue generated by inmate calling, as required by the current FCC rules. The Commission Report also shows revenue generated by video, messaging, and tablets.

Additional monthly reports can be provided upon request, or authorized SBCDC users may generate reports at any time by logging into THE ENFORCER on the system workstation provided. A sample commission report is provided in **EXHIBIT C**.

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.

ICSolutions Response:

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

ICSolutions typically sends out commission payments 45 days following the last day of the month during which the revenue was generated.

Each commission payment, whether check or ACH, will be accompanied by a Commission Report which summarizes the total collect, prepaid collect and debit call activity for the applicable month and confirms that no commissions are being calculated or paid based upon revenue generated by inmate calling, as required by the current FCC rules. The commission statement will also include revenue from commissionable tablet transactions.

Additional monthly reports can be provided upon request, or authorized SBCDC users may generate reports at any time by logging into THE ENFORCER on the system workstation provided. A sample commission report is provided in **EXHIBIT C**. We have also included samples of reports available on demand through THE ENFORCER user interface in **EXHIBIT B**.

- 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/INTRAsate calls, minutes, gross call revenue and
4. commission
5. INTERlata/INTRAsate calls, minutes, gross call revenue and commission
6. INTRAlata/INTERstate calls, minutes, gross call revenue and commission
7. INTERAlata/INTERstate calls, minutes, gross call revenue and commission
8. Total calls, minutes, gross revenue, and commission amount
9. Traffic period and dates

ICSolutions Response:

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

Each commission payment will be accompanied by a Commission Report. This report summarizes the total collect, prepaid collect and debit call activity for the applicable month, as well as revenue generated by tablet content, messaging, and video visitation. Additional monthly reports can be provided upon request, or authorized SBCDC users may generate reports at any time by logging into THE ENFORCER on the system workstation provided.

Furthermore, ICSolutions will also provide a Traffic Detail Report that meets all of the County's requirements above. A sample Call Detail Report has been included in **EXHIBIT B: REPORT SAMPLES**. A sample Commission Report is attached to this proposal as **EXHIBIT C**.

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.

ICSolutions Response:

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

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

The ICSolutions' Technical Services Center (TSC) operates 24 hours a day, 365 days a year in support of our customer sites. When calling our toll-free number (866-228-4031) you will be connected with a live Level 1 TSC technician. Facility personnel may also email our Technical Services Center at ICSupport@ICSolutions.com. Your dedicated account manager, Mr. Vince Laurita, will also be available to assist the County.

Maintenance and Support Plan



Complete Service at No Cost

Scotts Bluff County will continue to receive the same responsive technical support you receive today. ICSolutions has assembled a seasoned team of account management, technical support and repair personnel to support all of your ongoing service needs. In keeping with the company's mission, the support team is dedicated to customer satisfaction, and our primary goal is to provide continuous, reliable system performance throughout the contract term.

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

Preventative Maintenance

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

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

Proactive System Performance Monitoring

THE ENFORCER deploys remote monitoring 24 hours a day, 7 days a week, 365 days a year to ensure optimal system performance at all times. ICSolutions proactively monitors system performance using all of the following methods:

- **Call Volume Activity** – ICSolutions uses the first few months of call activity to define a pattern. Call volume totals are compared daily for variances outside of a defined range (typically a decrease or increase of 15%). An exception report is automatically created for any site showing such variances.

- **Network Availability** – Diagnostic routines are constantly being performed to confirm network availability, outgoing trunk status, and phone status. Exceptions are automatically reported to the ICSolutions 24-hour Technical Services Center for further investigation and resolution.
- **Variations** – Daily call data is compared against normal call activity characteristics, such as ratio of attempted calls vs. completed calls, percentage of invalid PIN failures, percentage of blocked number failures, etc. Any results outside of the norm will appear on the exception report for further investigation.
- **System Monitoring** – System monitoring is part of the fundamental design of all components of THE ENFORCER system. Key applications send heartbeat messages to ICSolutions' central monitoring system ERTS (ENFORCER Real Time Status). These heartbeats are recorded in a status database and displayed on a browser screen. ERTS monitors all heartbeats and raises events should a heartbeat become overdue based on configuration (or policy, in the event specific configuration has not been assigned) to ensure that no missing heartbeats are ignored.

Applications are also able to send events to ERTS for action. Any condition which is deemed "not normal" can cause an event to fire.

All interface programs are capable of sending both heartbeat and event messages to the ERTS system, which means that any regularly scheduled interface which is overdue triggers an event on the centrally monitored status system. All programs generate detailed log files both for troubleshooting and monitoring, with logs being scraped at least twice per hour for anomalous activity, which is sent to ERTS for processing.

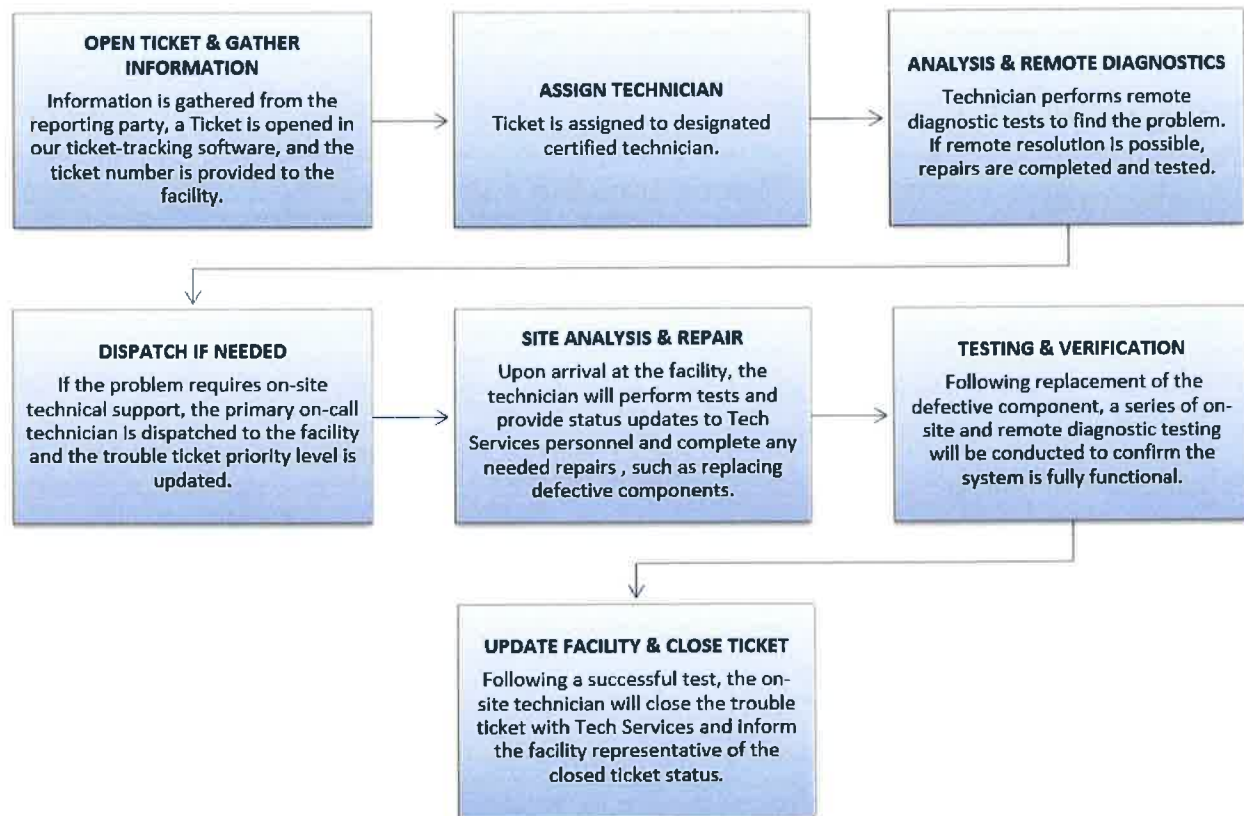
In addition to this passive monitoring which is ongoing, ICSolutions has created a utility called "The Patrol", which is completely unique in call control platforms. The Patrol proactively connects to each analog phone media gateway and completes a call to ensure that the media gateway is functioning.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

ERTS has various options for event handling including, but not limited to, email, SMS, and user interface alerts.

Our Technical Support and system monitoring teams are responsible for responding to and performing Level 1 support on issues, and escalating both technically and administratively, as appropriately.

Technical Services Center (TSC)

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



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

Seamless Trouble Ticketing & Tracking

ICSolutions utilizes the Service Now ticketing system. This system offers a seamless user experience. Service Now will allow facility staff to easily submit tickets directly via email, and automatically receive emailed status updates related to the tickets they have submitted.

ICSolutions can also provide access to the portal where facility staff can create tickets for service issues, or even submit feature requests. Any ticket created will automatically generate update emails any time a change or note is added.



**Robust & Seamless
Trouble Ticketing
System**

Service Now also features state-of-the-art reporting features that will be customized and configured according to Scotts Bluff County's precise needs during the initial implementation and go-live process. ICSolutions will work with the SBCDC to determine the types of reports that are needed, the frequency at which such reports shall be provided, and which stakeholders require these reports. This information can be updated at any time, and will ensure that the SBCDC has all required reporting at your fingertips, automatically.

Priority Schedule

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

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

Remote Diagnostics Minimize Onsite Maintenance

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

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

Escalation Plan

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

| Escalation Level | Escalation Contact | Additional Notification |
|-----------------------|--|--|
| Initial Report | Help Desk Technician Open Ticket & Gather Information Toll free: 866-228-4031 Email: icssupport@icsolutions.com | None |
| Level One | Latoya Coleman Technical Support Manager Direct 210-572-9547 Cell: 601-212-6128 email: lc Coleman@icsolutions.com | None |
| Level Two | Brian Dietert Director of Operations Direct: 210-477-7340 Cell: 832-561-8010 email: bdietert@icsolutions.com | Vince Laurita Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 vlaurita@icsolutions.com |
| Level Three | Barry Brinker Vice President, Technology Direct: 210-581-8111 Cell: 503-269-3018 email: bbrinker@icsolutions.com | Vince Laurita Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 vlaurita@icsolutions.com |
| Level Four | Tim McAteer President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 email: tmcateer@icsolutions.com | Vince Laurita Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 vlaurita@icsolutions.com |

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

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

Following are the basic criteria for escalation at each level:

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

Video Visitation Escalations

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

Tablet Maintenance and Support

ICSolutions is responsible for the ongoing maintenance of tablets and all other functions performed under this contract. Maintenance and repair is included as part of the turnkey tablet solution for the term of the contract. In the event an access point requires repair, the local dedicated technician will have spares on hand to replace the non-functioning equipment. Other issues will be addressed remotely when possible. Please note that tablets being offered hereunder are subject to ICSolutions' standard Damage and Replacement Policy, a copy of which shall be provided upon request.

Local Field Service Technicians

Service is further enhanced by the use of certified local and regional technical support personnel. In addition, we maintain a local supply of system components and replacement parts to minimize the time to service restoration. Scotts Bluff County will be served by a designated number of local primary field service technicians, and additional local technicians will be assigned as backups upon contract award. Site administrators and local technicians are fully trained onsite on both THE ENFORCER and each facility's exact equipment and system configuration.



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

Regular Account Reviews

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

Called Party Customer Service

ICSolutions' live customer service is available 24 hours a days, 365 days a year. Through our toll-free call center, customers will be connected to our knowledgeable customer service representatives who can help with billing questions, account setup, account status, payments, and more. Our customer service representatives can offer multi-lingual assistance, including both English and Spanish.

- Toll-free (888-506-8407) 24 Hours a Day
- User-Friendly Website: www.icsolutions.com

Customer service representatives are fully trained on ICSolutions products, services, and billing policies and they will be thoroughly trained on the details of the Scotts Bluff County contract. ICSolutions' customer care call center is entirely in-house and is supervised and managed by our Operations Department and our Regional Account Managers to ensure that our service procedures adapt to meet each client's exact needs.

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

ICSolutions Response:

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

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.

ICSolutions Response:

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

Preventative Maintenance

ICSolutions typically sends out technicians to each facility on a monthly basis for maintenance testing. ICSolutions can vary the frequency of these visits according to Scotts Bluff County's preference. At the designated time for a site visit, the technician will work with the facility to troubleshoot and repair any specific problems brought forward by staff and inmates. After specific issues are addressed, the technician will conduct a walkthrough of the entire facility and inspect your inmate communications system, including:

- Network Communication
- Phone Room
- Inmate Stations
- Video Stations
- Tablets
- Wi-Fi Access Points

Technicians can open tickets to track action taken for service events and preventative maintenance visits. Upon request, historical trouble reporting data can be provided in report format for facility review. These reports can also be provided monthly. Our Juniper firewall automatically logs all denied connection requests. These logs are accessible to ICSolutions' network monitoring staff and are also available to facility personnel.

THE ENFORCER is automatically and continuously monitored 24/7 THE ENFORCER deploys remote monitoring 24 hours a day, 7 days a week to ensure optimal system performance at all times. If a service event is detected, a ticket will be opened and the County will be notified and updated throughout the repair process.

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

Offsite Preparation

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

Phone Room

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

Inmate Stations

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

Video Stations

- Inspect all video stations onsite for serviceability.
- Look for and note any signs of possible equipment movement or tampering since last visit.
- Check for any kinks or stress on equipment cables and wires.
- Inspect equipment for any problem indicator lights and LEDs.
- Inspect and test all workstations.
- Clean dust from all equipment filters
- Dust off all equipment, clean phone room and remove any trash.

Tablets

- Collect any broken tablets and replace with spares.
- Using a tablet from each housing location, test connection to Apps.
- Test Wireless Access Points to ensure connectivity.

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

ICSolutions Response:

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

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.

ICSolutions Response:

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

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

The ICSolutions' Technical Services Center (TSC) operates 24 hours a day, 365 days a year in support of our customer sites. When calling our toll-free number (866-228-4031) you will be connected with a live Level 1 TSC technician. TSC personnel are professionally trained and experienced in the operations of the inmate communications system, and can provide technical support, perform remote diagnostics, or dispatch a technician to the facility if the problem cannot be fixed remotely.

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.

ICSolutions Response:

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

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.

ICSolutions Response:

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

Remote diagnostics and repair will begin within 1 hour of notification. The following Priority Schedule defines our service commitment typically offered to each one of our clients. Specific terms can be customized to meet the special needs of the Agency. Please refer to our [MAINTENANCE AND SUPPORT PLAN](#) earlier in this section for additional information regarding our support procedures.

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

Remote Diagnostics Minimize Onsite Maintenance

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

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



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

- 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.

ICSolutions Response:

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

Remote diagnostics and repair will begin within 1 hour of notification. Please refer to our [MAINTENANCE AND SUPPORT PLAN](#) earlier in this section for additional information regarding our support procedures.

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.

ICSolutions Response:

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

ICSolutions creates a preventative maintenance schedule approved by the County to ensure that we meet the goal of continuous, reliable service. At the designated time for a site visit, the technician will work with the facility to troubleshoot and repair any specific problems brought forward by staff and inmates. After specific issues are addressed, the technician will conduct a walkthrough of the entire facility and perform the preventative maintenance tasks listed in [REQUIREMENT 16.A.3](#) earlier in this section.

- 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.

ICSolutions Response:

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

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.

ICSolutions Response:

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

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.

ICSolutions Response:

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

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.

ICSolutions Response:

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

18.0 RECORDS

- A. Maintenance: Bidder shall be responsible for system maintenance records, which identify reported problems.

ICSolutions Response:

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

Technicians can open tickets to track action taken for service events and preventative maintenance visits. Historical trouble reporting data can be provided in report format for facility review. These reports can also be provided monthly. Our firewall automatically logs all denied connection requests. These logs are accessible to ICSolutions' network monitoring staff and are also available to facility personnel.

ICSolutions utilizes ServiceNow trouble ticketing system that offers a seamless user experience. ServiceNow will allow Facility users to easily submit tickets directly via email, and automatically receive emailed status updates related to the tickets they have submitted.

ICSolutions can also provide access to the portal where facility staff can create tickets for service issues, or even submit feature requests. Any ticket created will automatically generate update emails any time a change or note is added.

ServiceNow features state-of-the-art reporting features that will be customized and configured according to the County's precise needs during the initial implementation and go-live process. ICSolutions will work with the County to determine the types of reports that are needed, the frequency at which such reports shall be provided, and which stakeholders require these reports. This information can be updated at any time, and will ensure that the Facility has all required reporting at your fingertips, automatically.

- 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.

ICSolutions Response:

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

Call recordings are stored online for the life of the contract plus 1 year after the end of the contract. The ENFORCER enables immediate, online retrieval of call data and recordings at any time with no change of storage media. The ENFORCER includes two separate, built-in arrays of mirrored hard disks for redundant long-term data and storage. This eliminates the hassles of loading and unloading tapes or optical disks, because all recordings and data are stored online.

- 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.

ICSolutions Response:

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

ICSolutions would like to point out that call recordings do not require archival because The ENFORCER enables immediate, online retrieval of any recording at any time with no change of storage media. The ENFORCER includes two separate, built-in arrays of mirrored hard disks for redundant long-term recording storage. This eliminates the hassles of loading and unloading tapes or optical disks, because all recordings are stored online for the life of the contract and beyond, should the County desire a longer retention period.

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

In addition, should the County choose to use our leave-behind solution, the County will have full access to all call records and recordings indefinitely.

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.

ICSolutions Response:

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

ICSolutions' proposal includes initial and ongoing training for facility personnel, after software upgrades or revisions, and upon request, at no additional cost throughout the contract. All training is provided at no cost to the SBCDC.

- 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.

ICSolutions Response:

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

ICSolutions' goal is to familiarize SBCDC personnel with daily system functions, blocks, reports, investigative tools as well as emergency system shut down. ICSolutions understands that different user groups will sometimes have different training needs. As such, multiple classes will be scheduled, customized to fit the participants' job responsibilities. The user-friendly nature of THE ENFORCER system and THE BRIDGE system makes it easy to understand and minimizes staff training time. For our full training plan, refer to **EXHIBIT D: IMPLEMENTATION PLAN**.

- 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.

ICSolutions Response:

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

ICSolutions' proposal includes initial and ongoing training for facility personnel, after software upgrades or revisions, and upon request, at no additional cost throughout the contract. All training is provided at no cost to the SBCDC.

ICSolutions' goal is to familiarize SBCDC personnel with daily system functions, blocks, reports, investigative tools as well as emergency system shut down. ICSolutions understands that different user groups will sometimes have different training needs. As such, multiple classes will be scheduled, customized to fit the participants' job responsibilities. The user-friendly nature of THE ENFORCER system and THE BRIDGE system makes it easy to understand and minimizes staff training time.

ICSolutions will provide a **customized hands-on training curriculum** for each facility served. Upon award, our dedicated Training Department will contact the SBCDC to set up the training. ICSolutions often schedules training in shifts so that facility staff can receive training during their normal work hours.

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

Your Regional Account Manager can also meet with the County regularly to go over system operations and concerns with the County.

Our complete training plan is described in detail in [EXHIBIT D: IMPLEMENTATION PLAN](#).

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.

ICSolutions Response:

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

Query Call Detail and Recordings

THE ENFORCER system provides centralized search capabilities that enable facility users to access recordings/call detail on-demand and in **real-time, with no intervention necessary** from ICSolutions. Each call attempt results in the creation of a call detail record. The record includes extensive information about the call that can be queried, including:

- Date of Call
- Start Time of Call
- End Time of Call
- Call Duration
- Called Number (ANI)
- Station & Trunk ID
- PIN (if applicable)
- Disposition of Call (accepted, denied, incomplete, etc.)

- Call Termination Reason
- Call Charges (if accepted)
- Recording indicator
- Three-way call detect indicator

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

The following screen details the standard customization options available to search call information.

The screenshot displays the 'THE ENFORCER®' software interface. At the top, there is a navigation bar with the following tabs: Inmate, Global Numbers, Accounts, Monitor, Call Detail, The Visitor™, Visitation Detail, Reports, Site Admin, ICS Admin, Tools, and Logout. The 'Call Detail' tab is currently selected. In the top right corner, the user is identified as 'User: apetterson (V 4070.231-f)' with a 'DEMO' label and 'Copyright 2005-2016'. Below the navigation bar, the main section is titled 'Call Records'. It features a search bar with a placeholder 'Inmate ID, Last Name, CSN or Phone Number' and a '+ Search' button. Below the search bar, there are date pickers for '09/01/2016' and '09/08/2016', and a 'More Search Criteria' link. A 'Quick Searches' dropdown menu is also present, with buttons for 'Load', 'Save', 'Delete', and 'Show All'. At the bottom of the interface, there is a row of buttons: 'Burn', 'Save', 'Share CDR', 'Change Columns', 'Reset columns', 'Export CDR to File', 'Print', and 'Add To Listen Queue'.

Call Detail – Search Call Records/Recordings

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

By clicking **CHANGE COLUMNS** in the **RESULTS** screen or **MORE SEARCH CRITERIA** in the **SEARCH** screen, the user is provided with an extended list of call recording search options. Selecting **MORE SEARCH CRITERIA** will display a drop-down list (dialogue box) to define a value or range for the parameter, allowing further customization options of call recording and detail queries.

Call Details

11/26/2014 12/02/2014 [More Search Criteria](#)

Quick Searches [Load](#) [Save](#) [Delete](#) [Show All](#)

[Burn](#) [Save](#) [Email Call Recordings](#) [Share CDR](#) [Change Columns](#)

Showing 1 to 300 of 2,512 entries

| Play | Notes | Start Time | CSN | Inmate ID | Tag |
|------|-------|---------------------|----------|-----------|-----------|
| | | 11/26/2014 08:22:12 | 52580830 | 34337 | MCM |
| | | 11/26/2014 08:33:57 | 52580871 | 31027 | ROCH HUER |
| | | 11/26/2014 08:35:54 | 52580878 | 34265 | MANS |
| | | 11/26/2014 08:47:06 | 52580923 | 18665 | LUNT |
| | | 11/26/2014 08:47:29 | 52580922 | 5938 | KIRKI |
| | | 11/26/2014 08:54:13 | 52580952 | 32637 | MCKE |
| | | 11/26/2014 08:57:44 | 52580968 | 5450 | FRED |
| | | 11/26/2014 09:01:14 | 52580935 | 411 | ROBE |
| | | 11/26/2014 09:14:46 | 52581053 | 8146 | MOI |
| | | 11/26/2014 09:16:19 | 52581059 | 24627 | MCI |
| | | 11/26/2014 09:18:45 | 52581072 | 8146 | MOI |
| | | 11/26/2014 09:22:13 | 52581055 | 32391 | LJU |
| | | 11/26/2014 09:28:23 | 52581116 | 13734 | BRC |
| | | 11/26/2014 09:29:14 | 52581121 | 24932 | MCC |

Call Detail Search Parameters

| | | | | |
|---|--|---|--|---|
| <input type="checkbox"/> 3way | <input type="checkbox"/> Card # | <input type="checkbox"/> Inmate Seq | <input checked="" type="checkbox"/> Phone Number | <input type="checkbox"/> Sup Type |
| <input type="checkbox"/> Accept type | <input type="checkbox"/> DNR | <input type="checkbox"/> LIDB | <input type="checkbox"/> Piv | <input type="checkbox"/> Sup Type Code |
| <input checked="" type="checkbox"/> Alert | <input type="checkbox"/> DTMF | <input type="checkbox"/> Language | <input type="checkbox"/> Rated Cost | <input type="checkbox"/> Surcharge |
| <input type="checkbox"/> Audio checksum | <input checked="" type="checkbox"/> End Type | <input checked="" type="checkbox"/> Last Name | <input type="checkbox"/> Response Digits | <input checked="" type="checkbox"/> Talk Secs |
| <input type="checkbox"/> Bill Secs | <input type="checkbox"/> Fee | <input type="checkbox"/> Location | <input type="checkbox"/> Site | <input checked="" type="checkbox"/> Tariff Band |
| <input checked="" type="checkbox"/> Billed Time | <input checked="" type="checkbox"/> Final Cost | <input type="checkbox"/> Next :60 | <input type="checkbox"/> Source Device | <input type="checkbox"/> Tax |
| <input type="checkbox"/> Billing ID | <input type="checkbox"/> First :60 | <input checked="" type="checkbox"/> Notes | <input checked="" type="checkbox"/> Start Time | <input type="checkbox"/> Trunk Device |
| <input type="checkbox"/> CP Host | <input type="checkbox"/> First Name | <input type="checkbox"/> Off Hook Time | <input type="checkbox"/> State | <input type="checkbox"/> Trunk ID |
| <input checked="" type="checkbox"/> CSN | <input type="checkbox"/> Hostname | <input type="checkbox"/> PCV Result | <input checked="" type="checkbox"/> Station | <input checked="" type="checkbox"/> Validation |
| <input checked="" type="checkbox"/> Call Type | <input checked="" type="checkbox"/> Inmate ID | <input type="checkbox"/> PIN | <input type="checkbox"/> Station ID | |

Call Detail – Search Results – Select **CHANGE COLUMNS** to View More Parameters

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

Ad Hoc Reports

THE ENFORCER system provides centralized reporting capabilities that enable facility users to **generate both standard and custom reports in real time** with no intervention necessary from ICSolutions.

An authorized ENFORCER user can generate real-time “ad hoc” reports by defining his/her own query based on data of interest – allowing instant access to any report the SBCDC could ever need. Custom search parameters can then be saved for use again in the future. The search can be saved for just the individual user who set up the parameters, or globally for use by all authorized users.

THE ENFORCER has extensive search capabilities which can be used by any user with a valid password and the appropriate permissions – whether they log in remotely or from an onsite workstation. Call detail records and call recordings can be retrieved based on almost any criteria you can think of.

Users can add additional parameters to a call detail query by clicking MORE SEARCH CRITERIA. This will display a drop-down list (or dialogue box) to define a value or range for the parameter, allowing further customization options of call detail queries.

Call Details

Inmate ID: Last Name: CSN or Phone Number + Search Clear

09/01/2015 09/08/2015 More Search Criteria

Quick Searches Load Save Delete Show All

Burn Save Email Call Recordings Share CDR

More Search Criteria

General

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

Call Origin

| | | |
|--------------|---------------|------------|
| Site | Station Group | Station ID |
| Station Name | Trunk ID | |

Validation

| | |
|----------|------------|
| Imposter | Validation |
|----------|------------|

Billing

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

Called Party

| | | |
|----------|------------------|-----------------|
| Location | Response Digits | Show 3-Way only |
| State | Supervision Type | |

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

Call Details

Inmate ID: Last Name: CSN or Phone Number + Search Clear

09/01/2015 09/08/2015 More Search Criteria

Quick Searches Load Save Delete Show All

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

| | |
|-------------------|---------------------|
| Call Type: | CSN Range: Min Max |
| Duration: Min Max | End Type: |
| Response Digits: | Cost Range: Min Max |

Call Detail Report – Select Criteria for Custom Query

Select All Displayed CDRs

Add Call Note View Call Notes Play Call Recording View Inmate Profile Sort Column

Showing 1 to 100 of 2,369 entries

| Play | Notes | Inmate ID | Last Name | Phone Number | Call Type | Tariff Band | Station | Talk secs | Billed Time | Final Cost | Validation | End Type | Alert | DTMF | CSN# | Start Time |
|--------------------------|--------------------------|-----------|-----------|----------------|-----------|----------------------|---------|-----------|-------------|------------|------------------|----------------|--------------------------|--------------------------|-------|---------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | 48229 | MINERT | 1-928-328-4517 | Prepaid | Local | K-2 | 0 | 0:00 | \$0.00 | OK: call allowed | Max ring time | <input type="checkbox"/> | <input type="checkbox"/> | 92769 | 06/23/2014 09:28:16 |
| <input type="checkbox"/> | <input type="checkbox"/> | 47214 | PERRAULT | 1-928-888-6440 | Prepaid | Intralata Intrastate | K-4 | 0 | 0:00 | \$0.00 | OK: call allowed | Station Hijack | <input type="checkbox"/> | <input type="checkbox"/> | 92768 | 06/23/2014 09:28:43 |
| <input type="checkbox"/> | <input type="checkbox"/> | 46644 | FARMER | 1-928-322-1508 | Prepaid | Local | K-1 | 0 | 0:00 | \$0.00 | OK: call allowed | Max ring time | <input type="checkbox"/> | <input type="checkbox"/> | 92769 | 06/23/2014 09:27:24 |
| <input type="checkbox"/> | <input type="checkbox"/> | 47314 | PERRAULT | 1-928-888-6440 | Prepaid | Intralata Intrastate | K-4 | 0 | 0:00 | \$0.00 | OK: call allowed | Max ring time | <input type="checkbox"/> | <input type="checkbox"/> | 92768 | 06/23/2014 09:27:13 |
| <input type="checkbox"/> | <input type="checkbox"/> | 47314 | PERRAULT | 1-928-888-6440 | Prepaid | Intralata Intrastate | K-4 | 0 | 0:00 | \$0.00 | OK: call allowed | Refused | <input type="checkbox"/> | <input type="checkbox"/> | 92768 | 06/23/2014 09:25:27 |
| <input type="checkbox"/> | <input type="checkbox"/> | 47314 | PERRAULT | 1-928-888-6440 | Prepaid | Intralata Intrastate | K-4 | 0 | 0:00 | \$0.00 | OK: call allowed | Max ring time | <input type="checkbox"/> | <input type="checkbox"/> | 92768 | 06/23/2014 09:23:43 |
| <input type="checkbox"/> | <input type="checkbox"/> | 48222 | FULKERSON | 1-928-520-9081 | Prepaid | Intracell | F-4 | 688 | 12:00 | \$2.76 | OK: call allowed | Normal | <input type="checkbox"/> | <input type="checkbox"/> | 92768 | 06/23/2014 09:23:35 |
| <input type="checkbox"/> | <input type="checkbox"/> | 48224 | HAWKS | 1-928-308-2114 | Prepaid | Intralata Intrastate | K-3 | 493 | 9:00 | \$2.07 | OK: call allowed | Normal | <input type="checkbox"/> | <input type="checkbox"/> | 92768 | 06/23/2014 09:21:40 |
| <input type="checkbox"/> | <input type="checkbox"/> | 48223 | FARMER | 1-928-322-1508 | Prepaid | Local | K-1 | 0 | 0:00 | \$0.00 | OK: call allowed | Max ring time | <input type="checkbox"/> | <input type="checkbox"/> | 92768 | 06/23/2014 09:19:45 |
| <input type="checkbox"/> | <input type="checkbox"/> | 48224 | FULKERSON | 1-928-520-9081 | Prepaid | Intracell | F-4 | 0 | 0:00 | \$0.00 | OK: call allowed | Max ring time | <input type="checkbox"/> | <input type="checkbox"/> | 92768 | 06/23/2014 09:18:43 |
| <input type="checkbox"/> | <input type="checkbox"/> | 49116 | FASSELER | 1-928-322-1935 | Prepaid | Local | K-1 | 0 | 0:00 | \$0.00 | OK: call allowed | Max ring time | <input type="checkbox"/> | <input type="checkbox"/> | 92768 | 06/23/2014 09:05:18 |
| <input type="checkbox"/> | <input type="checkbox"/> | 49118 | FASSELER | 1-928-322-1935 | Prepaid | Local | K-1 | 0 | 0:00 | \$0.00 | OK: call allowed | Max ring time | <input type="checkbox"/> | <input type="checkbox"/> | 92767 | 06/23/2014 09:05:12 |

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

Call Detail – Search Calls – Standard Results screen

THE ENFORCER keeps a full data dictionary on each call attempt. If the standard Call Record screen doesn't show the particular information you're looking for, you can simply click **CHANGE COLUMNS** to pick the data parameters you would like to see on all your Call Search results in the future.

Report Scheduler

THE ENFORCER allows authorized users to run reports on a pre-defined schedule that are **emailed automatically** to multiple email addresses. Pre-configured reports can be run on a periodic basis, such as monthly, weekly, or daily, and within specified date ranges. Users simply click the **SCHEDULE THIS REPORT** button to display the **REPORT SCHEDULING Window**.

Call Detail Report

Export CSV Export PDF Email **Schedule**

| | | | |
|-----------------------|-----|-------------------|-------|
| Choose Site | All | Choose Site | All |
| Phone Number | | Recipient list | |
| Inmate ID | | Run report at | 09:00 |
| Choose Completions | All | Month of the year | |
| Choose Call Connected | All | Day of month | |
| Choose End Type | All | Day of week | |
| Choose Tariff Band | All | Scheduled start | |

Schedule this Report

In the **REPORT SCHEDULING** window, users can define the time, frequency, start and end dates, and file types. Report files can be sent to multiple email addresses in either PDF or Excel format. **THE ENFORCER** generates the report according to selectable criteria specified in the Report Scheduling window, including:

- Report recipient email address
- Time of day report is sent
- One or more selected months
- One or more selected days of the week (e.g., every Monday)
- One or more selected calendar days in a month for the selected months
- Start date to begin receiving the report
- Stop date to cancel the scheduled report (and clear its pre-defined schedule)
- Output format for the report (PDF file or CSV file)

The screenshot displays the 'Report Scheduling' window with the following settings:

- Schedule name:** Bi-Monthly Call Detail Report
- Recipient list:** jsmith@icsolutions.com (green status icon), appettersen@icsolutions.com (red status icon)
- Run report at:** 09:00
- Month of the year:** ☒. Calendar grid showing months Jan through Dec, with August and October highlighted in blue.
- Day of month:** ☒. Calendar grid showing days 1 through 31, with no specific days highlighted.
- Day of week:** ☐ (no days selected)
- Scheduled start:** 02/02/2023
- Scheduled end:** 02/02/2024
- Report/file type:** ☒ PDF ☐ CSV

Report Scheduling window

Custom Report Templates

Custom search parameters can be saved for use again in the future using the QUICK SEARCHES feature. The search can be saved for just the individual user who set up the parameters, or globally for use by all authorized users. The user simply enters the combination of search parameters they wish to save and names the search template for easy access in the future. Authorized users can load the report through the QUICK SEARCHES drop-down menu, shown below.

The screenshot shows the 'Call Records' interface. At the top, there's a search bar with 'Include' and 'Inmate ID, Last Name, CSN or Phone Number'. To the right are '+', 'AND', 'Search', and 'Clear' buttons. Below this is a 'Date Ranges' section with two date pickers: '02/09/2018 00:00:00' and '02/16/2018 23:59:59', followed by a 'More Search Criteria' button. A 'Quick Searches' dropdown menu is open, showing a list of saved search templates. The list includes '<Save New>', 'bmercier:CDR (public)', 'kdoss:Feb 2017 CDRs (public)', 'kdoss:Jan 2017 CDRs (public)', 'kdoss:March 2017 CDRs (public)', 'mkennedy:test (public)', 'mkennedy:TEST (public)', 'mkennedy:case (public)', and 'mkennedy:case 1234 (public)'. To the right of the dropdown are 'Load', 'Save', 'Delete', and 'Show All' buttons. Below the dropdown, there are buttons for 'Share CDR', 'Change Columns', 'Reset columns', 'Export CDR to File', 'Print', and 'Carousel'.

Accessing Report Templates – Call Records screen

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:

ICSolutions Response:

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

Each commission payment will be accompanied by a Commission Report that summarizes the total collect, prepaid collect and debit call activity for the applicable month. Additional monthly reports can be provided upon request, or authorized facility users may generate reports at any time by logging into The ENFORCER on the system workstation provided. A sample ICSolutions' Commission Report has been included as **EXHIBIT C**.

- 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

ICSolutions Response:

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

Each commission payment will be accompanied by a Commission Report which summarizes the total tablet, collect, prepaid collect and debit call/visitation activity for the applicable month and confirms that no commissions are being calculated or paid based upon revenue generated by inmate calling or video visits, as required by the current FCC rules.

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

ICSolutions Response:

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

The following is a list of the standard reports available on THE ENFORCER. Sample reports can be found in **EXHIBIT B: REPORT SAMPLES**. A sample Commission Report including revenue information is also provided in **EXHIBIT C**.

| Report Name | Description |
|--------------------|---|
| Call Detail | <p>Provides detailed information pertaining to called numbers including billed start time, dialed number, site called from, whether the call was recorded, cost of call, call type (payment method), tariff type, duration of call, alerts assigned, cost of call, inmate ID, and inmate last name.</p> <p>Searches can be performed by site location, a particular number, inmate id, connected only, completion code, tariff type, 3-way events, call type, alerts, and date range.</p> |

| Report Name | Description |
|-------------------------------------|--|
| Call Record Statistics | Provides a summary of calls by call type, completion code, and call count. The report can be requested by site name or for all sites for a user-specified date range. |
| Debit Balance | Shows the balance in the debit account for each inmate who has set up a debit account to pay for phone calls. For each account, the report lists the site name, inmate ID, inmate name, account number, call number, inmate status (active/inactive), and account balance. The report can be requested by site, inmate status, and balance amount (negative, positive, non-zero). Also, the report can be sorted by inmate ID, inmate name, or site. |
| Debit Statement | Shows all transactions for debit card and PIN-based debit, including beginning and ending balance, cost and duration of calls, and deposits made to an inmate's account. |
| Debit Activity | Shows all deposits, transactions, refunds, and closing balance for all debit accounts for inmates. |
| Debit Transaction | Provides a reconciliation record for all debit transactions for an Inmate ID for a user-specified date range. |
| Frequently Used PANs Summary | Lists, by called number, all numbers that reside in an inmate Personal Allowed Number (PAN) list that have been called a high number of times. Beginning with the most frequently called number, the report lists the called number, called party, number of instances (calls), and the number of sites from which the number has been called. |
| Frequently Used PANs Detail | Provides a list by called number of all inmates who frequently have called a PAN. The report lists the called number, called party, the inmate ID and name of each inmate who called the number, and the site from which the inmate made the call. |
| Frequently Called Numbers | Provides the total number of calls and total minutes of talk time to a specific called phone number. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by phone number, called party name, number of calls, and minutes. |
| Prepaid Balance Summary | Provides account numbers (phone numbers) for all called numbers that have an established Prepaid Account. The report includes the project number, billing ID, account/phone number, balance, and current status of active/non-active. |
| Recording Access | Provides a listing of all call records that have been listened to during a user-specified date range. The report lists the user ID of the person who listened to the call, the CSN, inmate ID and name of the inmate who made the call, called number, and date the user listened to the call record. |

| Report Name | Description |
|-------------------------|--|
| Revenue | Provides call counts, durations, billed minutes, revenue and revenue percentage for each call type, grouped by account (payment) type. The report can be requested by specific site or for all sites for any previous calendar month either in PDF, Excel, or CSV format. |
| Revenue Summary | For each site defined to ENFORCER, provides revenue summary information including facility name, number of call attempts, number of completed calls, total minutes, and revenue percentage. For all these categories, the report also provides month-to-date data. |
| Station Activity | Provides a summary of all calls made for a user-specified date range. The report can be generated by site. Results are listed by site name, station (phone) port, station (phone) name, attempted calls, accepted calls, accepted revenue calls, revenue minutes, and revenue amount. |
| Trunk Usage | Provides a summary of all calls that have been dialed and connected to the network by trunk. The summary is defined by site name, trunk, out-dialed calls, accepted calls, and the percentage of accepted calls. |
| Volume Users | Provides a summary of high-volume telephone usage by inmates. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by site name, inmate ID, inmate name (last, first, middle), number of calls, and minutes count (total minutes). |

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.

ICSolutions Response:

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

ICSolutions will provide year-end summary reports as requested. In addition, authorized users can create, access, and schedule reports online through THE ENFORCER user interface, as described in response to [REQUIREMENT 20.A](#) 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.

ICSolutions Response:

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

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

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.

ICSolutions Response:

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

ICSolutions will always cooperate with any audit requests. ICSolutions maintains all books, records, and documents in accordance with generally accepted accounting practices that reflect all gross revenues generated. The SBCDC, or your designated representative, will have access to examine all books, documents, papers, and records as it relates to ICSolutions' contract with the SBCDC.

In addition, the rated call records and the ability to generate system summary reports will always be available from the system workstation. This provides the SBCDC with the tools to verify commissions at any time. For example, the Revenue Breakdown report can be printed at any time to summarize call history for a specified date range:

03/01/2018 05:44 - Page 1

| INMATE CALLING | | Revenue by Account Type | | | | | | | |
|----------------|---------------|--|-----------|-------------|------------|---------|---------|------------|---------|
| ICSolutions | | Facility: ICS Enforcer Demo | | | | | | | |
| | | Site: ICS Enforcer Demo; Start: 2018-02-01; End: 2018-03-01 00:00:00 | | | | | | | |
| Call Type | Tariff Band | Calls | Talk Secs | Billed Mins | Rated Cost | Fee Amt | Tax Amt | Final Cost | Percent |
| Prepaid | Local | 614 | 216339 | 3905 | 820.05 | 0.00 | 49.80 | 869.85 | |
| | IntraCell | 100 | 51215 | 901 | 189.21 | 0.00 | 11.44 | 200.65 | |
| | IntraLata | 197 | 76133 | 1354 | 284.34 | 0.00 | 17.19 | 301.53 | |
| | IntraState | 446 | 200962 | 3550 | 745.50 | 0.00 | 45.08 | 790.58 | |
| | InterState | 113 | 41290 | 746 | 156.78 | 0.00 | 41.10 | 197.88 | |
| Subtotal | | 1,470 | 585,939 | 10,456 | 2,195.88 | 0.00 | 164.61 | 2,360.49 | 44.0 |
| Debit | Local | 774 | 236074 | 4296 | 902.16 | 0.00 | 54.83 | 956.99 | |
| | IntraCell | 102 | 23961 | 446 | 93.66 | 0.00 | 5.72 | 99.38 | |
| | IntraLata | 196 | 57291 | 1053 | 221.13 | 0.00 | 13.52 | 234.65 | |
| | IntraState | 810 | 318323 | 5695 | 1195.95 | 0.00 | 72.45 | 1268.40 | |
| | InterState | 188 | 73884 | 1317 | 269.37 | 0.00 | 62.09 | 331.46 | |
| | International | 19 | 7034 | 127 | 85.09 | 0.00 | 22.95 | 108.04 | |
| Subtotal | | 2,089 | 716,567 | 12,934 | 2,767.36 | 0.00 | 231.56 | 2,998.92 | 56.0 |
| Grand Total | | 3,559 | 1,302,506 | 23,390 | 4,963.24 | 0.00 | 396.17 | 5,359.41 | 100.0 |

Revenue Report Sample

ICSolutions' in-house procedures have controls to ensure commissions are accurate. Our system requires that all accounts balance for each facility, including the pre-paid, usage, and revenue accounts. If an account is not balanced, we cannot close our books for the month. The Controller reviews all the account reconciliations as part of the month-end process.

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.

ICSolutions Response:

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

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

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.

ICSolutions Response:

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

Kiosk & Tablet Signage

THE VISITOR kiosks display the upcoming schedule for the entire housing unit on inmate stations not in use – For the 17" screen, THE VISITOR stations show the next twelve visits as a default:



Schedule of Upcoming Visits – Terminal View

In addition, THE BRIDGE 8.0 tablets and tablet distribution kiosks support a scrolling message board in which **multiple broad area announcements can be deployed to the tablets and kiosks**. In addition, **facility announcements can be configured as required**. This feature requires the inmate to read and acknowledge receipt. Reporting is available to determine which inmates have responded and which have not. The required viewing is mandatory before the tablet can be used for any other function. The

configuration supports the reading of the material once or each time login occurs. For example, during COVID-19, some facilities required inmates to read a hand-washing document each time they used the tablet. **In addition to managing documents, the system also supports facility videos** in the same manner. An officer may upload the document or video without help from Tech Support.

Optional: TV Signage

ICSolutions can offer an optional Digital TV Signage System that features Screenly equipment and software. Pricing is available upon request. As part of this solution, ICSolutions would furnish Screenly digital players, plus a Screenly software subscription. The agency can turn any modern TV or monitor into a digital sign with a Screenly Player – a smartphone-sized media player with a miniscule 3-watt power draw.



Managing content across your digital signs is easy with Screenly. Authorized users can create playlists of different content types, and schedule content to run on individual or multiple digital signs. You can organize digital signs into groups and effortlessly control when and where Screenly displays your content. Screenly supports:

- **Beautiful HD** - Display 1080p Full HD resolution images, videos, and web pages with ease.
- **Optimized Content** - Screenly automatically optimizes your content for each of your screens.
- **Endless Use Cases** - Show weather forecasts, calendars, business dashboards, menus, and more.
- **Zero Downtime** - Locally-stored content plays during internet outages. Regular, automatic software updates and zero moving parts keep things simple.
- **Easy Setup** - Connect your Screenly Player to a TV or monitor via HDMI, and start displaying your best content in minutes
- **Unlimited Screens** - One screen or one hundred? Screenly infinitely scales to meet your digital signage needs
- **Flexible Content** - Display HD videos, images, or live websites. Show calendars, weather forecasts, and more – the options are limitless
- **Online Management** - Screenly online platform gives you the power to schedule content weeks in advance, check the status of your screens, and get in control of your signage

Founded in 2011, Screenly offers proven technology that powers 10,000+ screens across 75 countries, for many institutions and corporations, such as Ubuntu, Quest Diagnostics, U.S. Embassy of Sweden, Fidelity Bank, and more. ICSolutions recently signed a contract with Screenly to support Digital Signage at our client, Clarendon County Detention Center in South Carolina.

- B. SB CDC, 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. SB CDC 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.

ICSolutions Response:

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

Our proposal includes continued use of the inmate calling and video visitation platforms that are in place today, along with an upgrade to our newest BRIDGE 8.0 tablet model. Our solution offers multiple communication methods, approved multi-media entertainment and games, and inmate self-services, such as messaging, grievances, facility documents, and education. Our tablet solution offers stringent security measures and a robust set of administrative, investigative, and reporting tools.

The V17 kiosks and BRIDGE 8.0 tablets have proven to be our best-performing and most reliable hardware released to date. THE BRIDGE 8.0 tablet solution features a tamper-proof design with no seams or fasteners, along with **tablet drop detection** to track and mitigate intentional damage to tablets. This solution also offers **the industry's only inmate self-service tablet management system** to minimize staff intervention in the tablet distribution and collection process. Features of this sophisticated system include:

- One touchscreen kiosk manages tablet charging and inventory controls
- Automatically dispenses the most charged tablet at the time of checkout
- Facial recognition + PIN enforce secure tablet checkout
- Prevents an inmate from taking a tablet without checking it out, and prevents an inmate from checking out more than one tablet at a time
- Automated inventory controls track tablet checkouts/check-ins
- Forces ALL tablets to be returned to the base at a scheduled time before ANY tablets can be checked out or used
- Send alerts to specified officer(s) if a tablet is not returned to the base on time
- Touchscreen distribution kiosk is also a backup device hosting all tablet/kiosk applications

With our inmate self-service kiosk, **Detention Center staff can entrust all tablet distribution, collection, and charging responsibilities entirely to THE BRIDGE tablet system!** Our tablet devices also feature **facial recognition** for inmate login – similar to Face ID on a cell phone – to ensure access to communication services is restricted to only the authorized inmate user.

THE BRIDGE 8.0™ Overview

Tablets & Kiosks for Inmate Services

ICSolutions uses a shared tablet model, allowing inmates to access their content on any tablet by logging in with their unique Inmate ID and PIN. We have found that a shared tablet model is advantageous to both the SBCDC and your inmates. The shared model guarantees tablet access to ALL inmates for critical, no-cost services like law library research, job viewing, form submission, education, accessing scanned postal mail, etc. Inmates can access paid content using *any* available tablet, rather than being restricted to a single device. Available applications will be approved by the facility, with custom restrictions available for individual inmates. Inmates can only access applications approved and allowed within their inmate profile, only after the inmate logs in to the tablet.

ICSolutions installs and maintains a standalone network and does not use the customer's network to support our services. Our Tablet system operates on a closed wi-fi network that we furnish and install at no cost to the SBCDC.

Inmate Distribution System

Unique Bridge 8.0 Feature!

Our patented inmate distribution solution is truly one of a kind. Our latest generation tablet is available with a locking charger base kiosk. The 5-, 10- or 20-bay unit requires the inmate to enter login credentials using the hardened touchscreen before he or she may gain access to a tablet. The kiosk camera takes a picture of each inmate that accesses the system. After a tablet is unlocked and removed, only the inmate that checked it out may login to it. Before an inmate may gain access to another tablet, they must return the original.

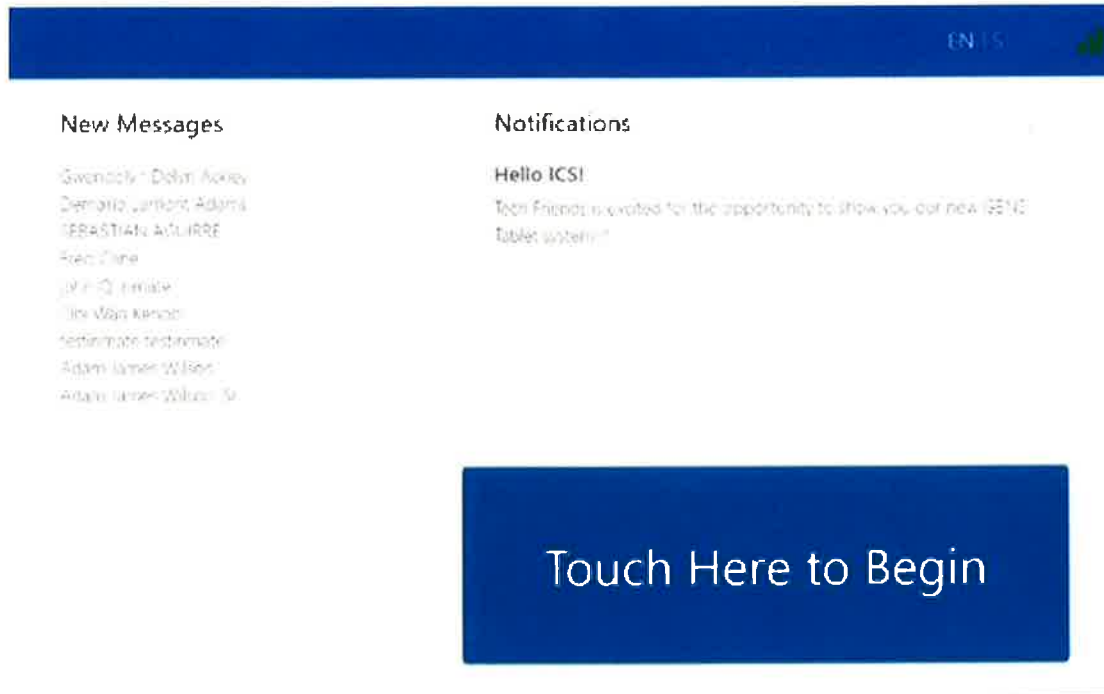


This system provides the ultimate in facility tablet management. Even if an inmate were to check out a tablet and never turn it on, the system is fully aware of which inmate is in possession of a given tablet. If a tablet is checked out and is not returned to the base in a certain (configurable) number of hours, the system sends an alert to the specified officer(s).

This solution will ensure secure tablet distribution with minimal intervention from security staff. No other tablet system has this capability.

Multiple Languages Supported

The inmate-facing interface on the tablets and kiosks is intuitive, with easy-to-follow prompts guiding the inmates through the system. The system offers multiple languages, including English, Spanish, French, Italian, Creole, German, Hmong, Russian, Arabic, Korean, Japanese, Chinese, Hindi.



Tablet Distribution Kiosk – Inmate Screen

THE BRIDGE 8.0 Inmate Tablet Hardware

THE BRIDGE 8.0 tablet is the most durable in the corrections marketplace. This latest generation tablet is fully encased. In fact, there are no fasteners or seams to attract inmate attention. The solid sealed casing technology maximizes resistance to tampering and destruction. Our tablet exceeds the MIL specification requirement for drop testing. During development testing, this unit survived 50+ drops from 6 feet onto concrete. This level of durability ensures that if a tablet is broken, it was intentional, and the inmate may be dealt with appropriately.

The locking charger base can be configured to restrict a specified inmate from checking out a tablet. The screen on the charger base also doubles as a kiosk which gives inmates access to required items (e.g., grievances, inquiries, law library, etc.) should they be restricted from tablet use due to disciplinary measures.

Specifications

- **Display:** 8" color monitor with a resolution of 1280x800
- **Touch Screen:** Protected by a polycarbonate touch frame instead of glass, which protects from breakage and intrusion
- **Camera:** High-resolution camera enabled for optional photo for log in
- **Processor:** Intel(R) Atom™ x5-Z8350 CPU @ 1.44 GHz (4 virtual) (X86)
- **Memory:** 2GB RAM
- **Operating System:** Windows 10 OS
- **Casing:** One-piece hardened plastic tamper-and drop-resistant casing
- **Durability:** Exceeds MILSPEC standard for drop testing
 - During development testing, this unit survived 50+ drops from 6 feet onto concrete.
- **Construction:** Factory-sealed with no fasteners or seams
- **Security:** No access to tablet controls = no access to boot menus and NO Jailbreaking!
- **Volume Control:** Touchscreen volume control (ADA compliance)
- **Connectivity:** Operates via Secure Wi-Fi connection
- **Audio:** 3.5mm headphone jack
 - Tablets do not have an internal speaker and require headphones or earphones to hear content.
- **Controls:** Power on/off button is the only physical control button accessible to inmates
- **Dimensions:** 9 x 5.75 x 1 inches
- **Weight:** 1 lb. 12 oz.
- **Battery Life:** 8 hours, 12 hours at idle, 2.5 hours recharge
- **Audio Quality:** High-quality stereo audio with a standard bitrate of 64 Kbps (supports various bitrates based on source)
- **Video Quality:** Video broadcast-quality around 368 Kbps (WebRTC)



MIL-STD-810G standards

We set off to exceed MIL SPEC Standards and we were very successful. MIL-STD-810G standards are general guidelines used by the U.S. Department of Defense to achieve standardization in military-grade electronic products. It states that a device must survive 26 drips from 4-6 feet using 5 samples dropped onto plywood over concrete. Other tablet providers in the corrections market have focused on satisfying the MIL SPEC standards alone, while THE BRIDGE 8.0 is designed to meet the much more stringent requirements unique to corrections. We tested our tablets at a 6-foot drop onto concrete surface, with 60 drops per tablet, and every sample had to survive to pass the test. We also dropped our tablets onto every side of the tablet (front, back, edges, and corners).

UniFi HD Wireless Access Point (AP)

The UniFi HD AP is designed for high-density environments like correctional facilities that require maximum wireless performance, to support multiple tablets at once. The UniFi HD AP features simultaneous, dual-band, 4x4 MU-MIMO technology and convenient 802.3at PoE+ compatibility.

- **Easy Mounting** – Its sleek design seamlessly integrates into any environment (all accessories included) and is compatible with existing UAP-AC-PRO mounts.
- **LED** – The unique LED provisioning ring provides administrator location tracking and alerts for each device.
- **Dual Gigabit Ethernet** – The UniFi HD AP offers a secondary port
- **Superior Processing Power** – The UniFi HD AP is capable of complex operations (guest control, filtering, and other resource-intensive tasks) that may slow down a lesser-equipped AP.
- **Power over Ethernet (PoE) Standard** – The UniFi HD AP can be powered by an 802.3at PoE+ compliant switch.

Specifications

- Dimensions: 8.66 x 8.66 x 1.89"
- Network Interface: (2) 10/100/1000 Ethernet Ports
- Power Method: 802.3at PoE+
- Supported Voltage Range: 44 to 57VDC
- Power Supply: UniFi Switch (PoE)
- Concurrent Clients per AP: 1000+
- 2.4 GHz: (2) Dual-Port, Dual-Polarity Antennas, 3 dBi
- 5 GHz - (2) Dual-Port, Dual-Polarity Antennas, 4 dBi
- Wi-Fi Standards: 802.11 a/b/g/n/r/k/v/ac/ac-wave2
- Wireless Security: WEP, WPA-PSK, WPA-Enterprise (WPA/WPA2, TKIP/AES) 802.11w/PMF
- Temperature: -10 to 70° C (14 to 158° F), Humidity: 5 to 95% Noncondensing
- FCC, CEE, IC Certifications
- Supports Wireless Multimedia extensions for Voice, Video, Best Effort, and Background



Standard Data Rates

- 802.11a: 6, 9, 12, 18, 24, 36, 48, 54 Mbps
- 802.11n: 6.5 Mbps to 450 Mbps (MCS0 - MCS23, HT 20/40)
- 802.11ac: 6.5 Mbps to 1.7 Gbps (MCS0 -MCS9 NSS1/2/3/4, VHT 20/40/80) 58 Mbps to 1.7 Gbps (MCS0 -MCS9 NSS1/2, VHT 160)
- 802.11b: 1, 2, 5.5, 11 Mbps
- 802.11g: 6, 9, 12, 18, 24, 36, 48, 54 Mbps

Headphones

THE BRIDGE 8.0 Tablets do not have an internal speaker and require headphones or earphones to hear content. This was designed intentionally due to correctional needs and the desire to not allow excessive noise and interruptions in correctional settings. We also designed our tablets to have the fewest openings possible for tampering and destruction.

Tablet Distribution Kiosk for Inmates

The Tablet Distribution Kiosk is a combination kiosk / tablet storage device. The distribution kiosk comes in 5-, 10- and 20-bay options.

Distribution with no staff involvement needed!

- Checkout process requires inmate ID and PIN
- Limits inmate to one tablet at a time
- System releases the most-charged tablet first
- No officer interaction required for distribution
- No charging carts or shelves for officers to manage
- Holds 5, 10, or 20 tablets at a time securely
- No charging cords or magnetic induction
- Secure, tamperproof, and wall-mounted



THE BRIDGE 8.0 correctional tablet charging system does not support any outside charging types, including magnetic induction that is compatible with any other electronic devices such as cell phones or other tablets. We designed our patented distribution system with customized contact pins; it can only be used on the proposed tablets, ensuring no contraband items are chargeable using our docking station.

The Tablet Distribution Kiosk uses the **same software** as our handheld BRIDGE 8.0 tablets, so inmates can access the same services on the kiosk that are on the tablets, like **facility documents and videos**, email, scanned mail, grievances, etc.

System Architecture & Security

THE BRIDGE 8.0 Tablets and kiosks operate off ICSolutions' private, firewalled, standalone network with no need to use the customer's network to support our services. Our Tablet system operates on a closed wi-fi network that we furnish and install at no cost to the SBCDC.

Our email servers are hosted on Azure Servers. Managed disks are designed for 99.999% availability. Managed disks achieve this by providing you with three replicas of your data, allowing for high durability. If one or even two replicas experience issues, the remaining replicas help ensure persistence of your data and high tolerance against failures. This architecture has helped Azure consistently deliver enterprise-grade durability for infrastructure as a service (IaaS) disks, with an industry-leading ZERO% annualized failure rate. Locally redundant storage (LRS) disks provide at least 99.999999999% (11 9's) of durability over a given year and zone-redundant storage (ZRS) disks provide at least 99.999999999% (12 9's) of durability over a given year.

Network Security

ICSolutions takes the security of our customers' data seriously. We audit through an independent company to maintain standards of certification and compliance with PCI-SSC, ISO 27001, SSAE and HIPAA. Our systems are regularly subjected to Penetration Testing that assures our commitment to data security. Methodology used is based on:

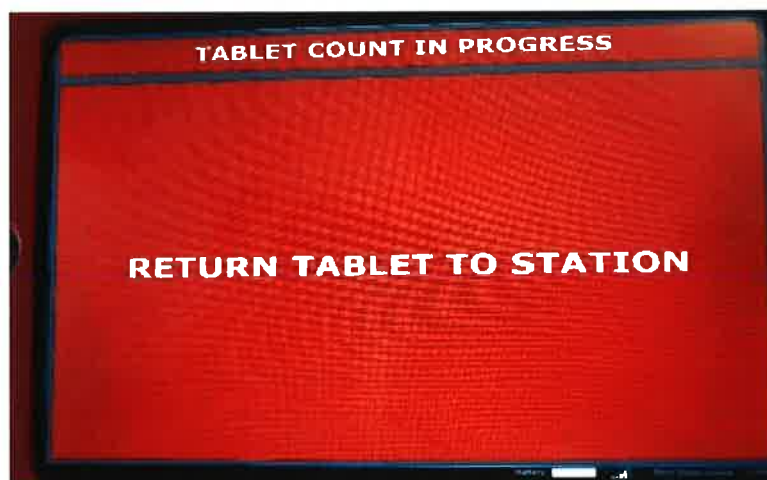
- NIST SP 800-115 - Technical Guide to Information Security Testing and Assessment
- Penetration Testing Execution Standard (PTES)
- Open Web Application Security Project (OWASP) Application Security Verification Standard
- Common Weakness Enumeration (CWE)

ICSolutions maintains a record of security incidents that is used to track investigation details and resolution of security incidents. The incident records include a description of the incident and relevant facts (e.g., information that was disclosed), mitigations, risk assessments, and outcomes.

Automated Inventory Controls & Distribution

THE BRIDGE 8.0 Tablet system offers superior patented controls that manage tablet inventory counts much better than any other vendor. The typical distribution model presents a heavy burden on staff, as they have to manually distribute tablets. With our automated inventory controls, tablet administration and distribution is streamlined. Inmates cannot check out more than one tablet at a time. Even if an inmate were to check out a tablet and never turn it on, the system is fully aware of which inmate is in possession of a given tablet. If a tablet is checked out and is not returned to the base within a certain (configurable) number of hours, the system sends an alert to the specified officer(s).

BRIDGE 8.0 Tablets are locked in their charging stations and require the inmate to enter their individual inmate ID each time they check out a tablet. Once an inmate checks out a tablet, they cannot check out another tablet until that tablet is returned. To ensure that inmates stay in compliance with this policy, the system conducts tablet counts at least once per day. During this time all inmates are prompted on the tablet and charging system to return tablets. **Until all tablets are accounted for, the system will not allow any tablet use or check outs.**



System Controls and Restrictions

THE BRIDGE 8.0 Administrative Portal is a password-protected, web-based system that users may access using a web browser and their unique log in and password. Designed to give you remote monitoring and control capabilities, this powerful web-based application delivers password-protected access to a comprehensive suite of configuration and management tools.

Inmates do not own the tablets when using the ICSolutions shared usage model. If the facility needs to restrict an inmate's access for disciplinary reasons, authorized facility personnel can suspend tablet privileges through the inmate's individual profile associated with their PIN. There is no need to physically take away the tablets.



Assign Restriction for Inquiries

Should facility staff need to suspend a friend's or family's privileges, they can do so from any web browser.

From the Administrative Portal, you can observe device status and real-time usage, detect non-compliance, enable or disable tablets, and more. Using any internet-enabled device, authorized facility staff can access the application using a standard web browser, including Safari, Microsoft Edge, and Chrome. The SBCDC has complete control and oversight. No special equipment or software is necessary.

Facial Recognition for Tablet Checkout & Login – A *BRIDGE 8.0 Tablet Exclusive!*

THE BRIDGE 8.0 features facial recognition for checking out a tablet from the distribution kiosk or logging into a tablet, ensuring **greater user simplicity AND facility security**.

The facial recognition feature functions by taking a photo of the inmate the first time that they login to the tablet with their ID and PIN. For subsequent uses, the inmate will no longer be required to enter their inmate ID, only their PIN. The tablet or distribution kiosk will take another photo and if it matches the face that is on file, the login will be successful. If the photo is blurry or is of the wrong person, it will be rejected, and login will fail. This ensures that an inmate cannot login to another person's profile if they have obtained access to their ID and PIN.

Enrollment in facial recognition can happen either automatically or manually. With auto-enrollment, the inmate's face is saved the first time he or she logs in. That will be the basis for facial login moving forward. However, an officer can always review an inmate's account to see which faces have been approved for it. If an officer rejects a previously saved image, it will be removed from the calculation.

There is also the ability to verify all enrollments manually. In this case, the officer will be shown all inmate faces that are pending enrollment, which he/she can either accept or reject.

If facial login fails for any reason, such as the inmate attempting to login at night when there is not enough light to verify the face, he/she will be prompted to login using their inmate ID and PIN, ensuring access to the tablet is still available. Even in this case, a photo will be taken and saved of the inmate logging in.

Reporting

THE BRIDGE features robust reporting to analyze and track inmate usage, staff activity, visitation activity, and more. Any authorized BRIDGE user can search for activity by any user or function on our system by defining their own query based on data of interest – allowing **instant access to any report the SBCDC could ever need**. THE BRIDGE has extensive search capabilities which can be used by any user with a valid password and the appropriate permissions. Reports can be generated and viewed online, printed, and/or exported. Authorized users can export reports in CSV and PDF formats. Tablet usage can be retrieved based on almost any criteria you can think of. Available reports include, but are not limited to, the following:

- Inmate login and session times, specific with device identification (device ID, battery life, etc)
- Inmate detailed session logs that show every function the inmate utilized during each session with a summary of usage at the end as to the date range you select.
- Inmate handbook viewing and other required/non-required viewed information
- Tablet ratio usage reports, checkout details, history reports, and many more.
- Staff log in/log off times, failed login attempts, and IP address of user
- Staff events such as viewing messages, downloading a message, using a specific report, etc.

Tablet Ratio Report

As of 06/13/2024 12:53 PM Central Standard Time
Jail KY

| Ultimate Ancestor | Capacity | Active Tablets | Residents | Ratio |
|--------------------------|----------|----------------|-----------|-------|
| BS-RCC Left | 10 | 9 | 49 | 5.4 |
| BS-992 L | 10 | 8 | 14 | 1.8 |
| BS-991 L | 10 | 0 | 0 | 0 |
| BS-987 L | 10 | 6 | 15 | 2.5 |
| BS-981 L | 10 | 6 | 14 | 2.3 |
| BS-971 | 5 | 4 | 16 | 4 |
| BS-962 | 5 | 5 | 20 | 4 |
| BS-961 | 5 | 5 | 17 | 3.4 |
| BS-942 | 5 | 4 | 19 | 4.8 |
| BS-941 | 5 | 4 | 18 | 4.5 |
| BS-920 L | 10 | 9 | 12 | 1.3 |
| BS-912 L | 10 | 6 | 15 | 2.5 |
| BS-911 | 5 | 4 | 9 | 2.2 |
| BS-901 L | 15 | 10 | 25 | 2.5 |
| BS-840 | 5 | 4 | 5 | 1.2 |
| BS-822 | 5 | 5 | 9 | 1.8 |
| BS-821 | 5 | 5 | 6 | 1.2 |
| BS-812 | 5 | 5 | 7 | 1.4 |
| BS-230 | 5 | 5 | 5 | 1 |
| Total Ultimate Ancestors | | | | 44 |
| Total Capacity | | | | 280 |
| Total Active Tablets | | | | 211 |
| Total Residents | | | | 583 |
| Facility Ratio | | | | |

DISCLAIMER
The values for the ratios may be incorrect if released
inmate accounts are still open in Lockdown

Printed: 6/13/2024 12:53 PM
Central Standard Time
By: Terry Wapshere

Confidential Property of Chris

Jail

Page 2 of 2

Tablet Ratio Report

THE BRIDGE Applications

As a part of THE BRIDGE solution, ICSolutions can provide several applications to be used by inmates from the tablet or tablet distribution kiosk. THE BRIDGE allows mobile communication and features for inmates on THE BRIDGE tablet or kiosk while still providing robust safety and security protocols. THE BRIDGE devices allow inmates to access secure inmate calling through THE ENFORCER, inmate services, music and media content, facility and informational documents, and educational content, as well as other communication products such as messaging and scanned mail.

ICSolutions uses a shared tablet model, allowing inmates to access available content on any tablet by logging in with their unique Inmate ID and PIN. Available applications will be approved by the facility. Inmates can access only the applications approved for them and allowed within their inmate profile. Once they log in to a tablet or kiosk, available applications appear on the home screen:



THE BRIDGE tablet / kiosk solution can deliver the following applications:

| Messaging | |
|--------------------------------|--|
| Messaging/Email | Secure messaging service for inmates and family to maintain needed communications. A full suite of investigative features assists your investigative team with searching messages obtaining necessary information. |
| Scanned Postal Mail | Included with messaging is our patented mail scanning service. We take your inmates' personal mail, scan it at our facility, and make it available to only the assigned inmate, using a kiosk or tablet. |
| Contacts | Inmate's contacts who have accepted an invitation for communication |
| Enhanced Inmate Communications | |
| Inmate Calling | Using THE ENFORCER inmate telephone platform |
| Video Relay Service | No-cost Purple Communications VRS for deaf inmates |

| Education & Self Improvement | |
|-----------------------------------|--|
| Education & Learning | Educational programs such as iPathways, Cognitive Adult Education, GED/HiSet Educational opportunities, as well as other custom content (Finance, Math, Science, History, Cooking and others.) |
| Edovo Core | FREE and UNLIMITED access to premium educational content |
| E-Books | Over 150 books loaded for reading including religious material |
| Facility Communications & Content | |
| Orientation Video | Use your recorded orientation video to inform inmates about your jail's rules and procedures. Reporting available to show auditors compliance. |
| Inmate Handbook | Your inmate handbook, available anytime without printing costs. Make the Handbook mandatory and utilize our reporting capabilities to show compliance with reading handbook. Automatically forces a re-read when you update your policies. |
| Documents | Upload other important documents you want inmates to have access to. As needed, they can be flagged as mandatory, forcing the inmate to read them. Powerful reporting for population and individuals gives you the documentation necessary to reflect the readings. |
| Videos | Upload other educational and informational videos that can be designated mandatory viewing or at will. Powerful reporting gives your staff information on the viewing of these documents. |
| Inmate Self-Services | |
| Account Information | Through an interface with your inmate banking system inmates can view balances and charges to their Banking account at any time without requiring staff involvement. |
| Bonds/Court Date | With integration with your JMS/OMS, inmates can look at their current bond status and future court dates without help from staff. |
| Inmate Requests | Customized inquiries that ensure the flow of inmate information is manageable. Our inquiries allow you to ensure the inmate understands the need and rules by applying disclaimers they must acknowledge before completing the form. After this, your needed questions are applied to get the answers you need to assist the inmate up front. Inquiries are then assigned to individuals or groups you designate to respond. Robust reporting assures you have the stored histories of the inmates' inquiries. |
| Grievance Filing | Completely customizable grievance workflows tailored to your policies and existing forms, routed to designated personnel. Includes bi-directional language translation capabilities in 100+ languages. |
| PREA | PREA orientation video and fully customizable, confidential inmate reporting. |

| | |
|---|--|
| Medical Requests/Sick Calls | Customized requests for your medical team. Features disclaimer necessary to inform the inmate of your medical policy, specific questions to help your medical staff obtain information necessary to triage. |
| Commissary Ordering | Inmates order commissary items through Integration with your commissary provider |
| Law Library | We can interface with a digital law library service to provide access via tablets and kiosks. |
| Entertainment & Multimedia Content | |
| Books | More than 150 books loaded for reading. Included are the Holy Bible and Quran for religious material. |
| Music | iHeart Radio and other internet radio stations supply commercial music from a massive number of genres. |
| Movies & Documentaries | With a large library of titles, inmates will enjoy this popular time-spending feature. Available feature film titles are rotated monthly to ensure fresh content for longer-duration inmates. In addition, Curiosity Stream supplies thousands of educational and entertaining documentary movies. |
| News | Live and recorded news from the major news providers. |
| Games | More than 80 games for passing time. |
| Religion | Video and Reading content for most religions including Buddhism, Christianity, Hinduism, Islam, Judaism, and Wellness. |
| Sports | Live and recorded sports events. |
| Style | Fashion and Fitness content. |
| Utilities | |
| Help | Help guides |
| Dictionary | Merriam-Webster or Oxford Spanish-English translator |
| Calculator | Basic calculator |
| Calendar | Basic calendar |

Inmate Messaging & Texting

THE BRIDGE 8.0 Messaging has powerful tools built in to assure safe and secure messaging services. The system includes a secure messaging service for inmates and family to maintain needed communications. Included with the messaging solution is our patented mail scanning service. We take your inmates' personal mail, scan it at our facility, and make it available via the tablets and kiosks.

As an option, inmates can have access to all their Scanned Mail and Messages they received while in custody even after release. The service is at no cost to the SBCDC or former inmates.



Unique BRIDGE 8.0 Feature!

Post-release, former inmates can access their **emails, photos, and scanned mail via website**, from which documents can be downloaded and saved, providing **lifetime access**.

Messages, photos and scanned mail will be stored for the life of the contract, so inmates can access these files after release. This service is set up at the SBCDC's authorization during initial set up. ICSolutions will provide instructions for the staff to give to inmates being released detailing how to access the mail and messages.

Privileged Messaging

THE BRIDGE system allows for privileged email correspondence. Attorneys and other professional users can request Privileged status through their account portal so that their correspondence will be considered privileged. Visitors identified for non-recorded video visits can also send a message or photo that is considered privileged and is not viewable to anyone other than the sender and inmate.

Through the dedicated user account portal, the registered user can request permission for any defined group from your SBCDC. They can also access a detailed history of their current and past requests, whether approved or not approved. Once this request is submitted, authorized staff members are notified via email for approval. Privileged restrictions will apply as soon as the request is approved.

We have also developed a digital signature feature, whereby an attorney will be able to send an encrypted attachment, which the inmate can then sign electronically. This will function similarly to commercially available signature capture tools like DocuSign, allowing an inmate to select a stored signature and apply it to legal documents.

Messaging Interface: Creating New Messages

Inmate creates a new requested contact or selects one already in system.

The screenshot shows a 'New Contact' dialog box with a close button (X) in the top right corner. Inside the dialog, there is a label 'Email' followed by a text input field. At the bottom right of the dialog are two buttons: 'Back' and 'Confirm'. Below the dialog box, a virtual keyboard is visible, featuring a numeric keypad (1-0), a row of letters (q-w-e-r-l-y-u-i-o-p), a second row of letters (a-s-d-f-g-h-j-k-l), a third row of letters (z-x-c-v-b-n-m), and function keys for backspace, caps, shift, and copy/paste.

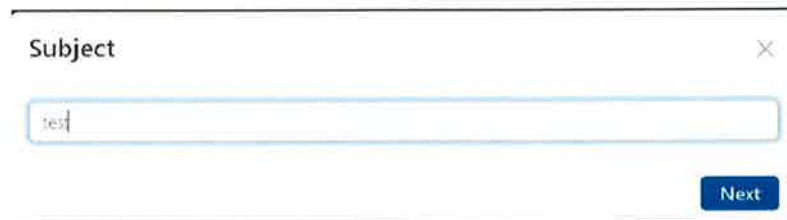
Any new contact will not receive the message directly. THE BRIDGE will send an email to the recipient and ask if they want to accept the message, block the inmate, or block all inmates from the system from sending future messages. If they choose to receive the message, the recipient is directed to our website, where they must create an account or use their existing account to receive the message.

The screenshot shows a 'Select a Contact' dialog box with a close button (X) in the top right corner. Inside the dialog, there is a label 'Select Contact' followed by a list of contacts. The contacts listed are: chad lee, Derek I Escue I est, Jordon Jernigan, Joseph Schaefer, Lee Aspinwall, Mark Haney, techfriends techfriends, Terry Wilshire, test test, Test Test, twilshire1@comcast.net (Waiting For Response), twilshire@gmail.com (Waiting For Response), and twilshire@techfriends.c0m (Waiting For Response). At the bottom right of the dialog is a 'Next' button.

Recipients in red showing "Waiting on Response" are not available to the inmate.

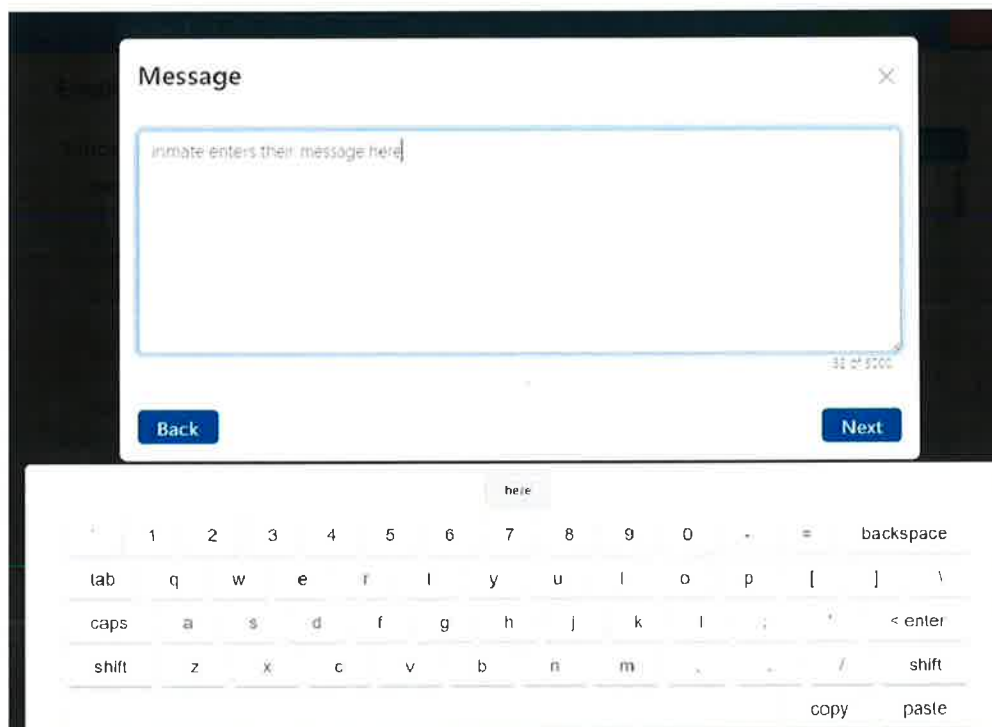
Upon choosing an approved recipient, they will enter a subject and message. Note: for all typing, the system gives spelling suggestions.

Please note: The screen shots below show some sample messages that include attachments such as photos. The system can be configured to allow text-based messaging only. In the event the SBCDC decides to enable photo messaging, photos are inbound only and subject to filtering software to detect nudity and other indecent content. The sensitivity of this software can be configured, and any flagged photos will be subject to officer review/approval, just like flagged text-based messages.



A screenshot of a web application window titled "Subject". It features a single-line text input field containing the word "test". To the right of the input field is a small "X" icon for closing the window. At the bottom right of the window is a blue button labeled "Next".

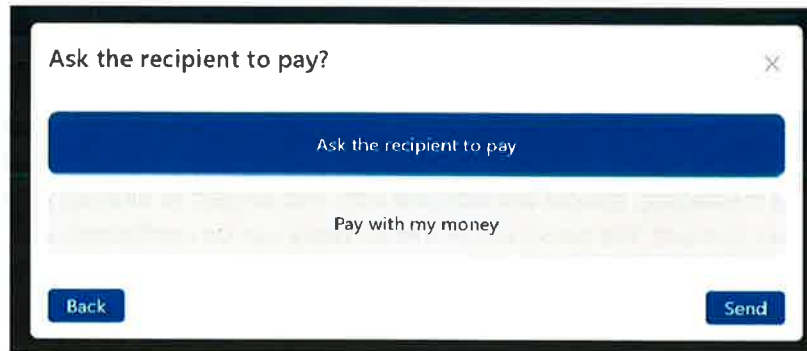
Subject Line Field



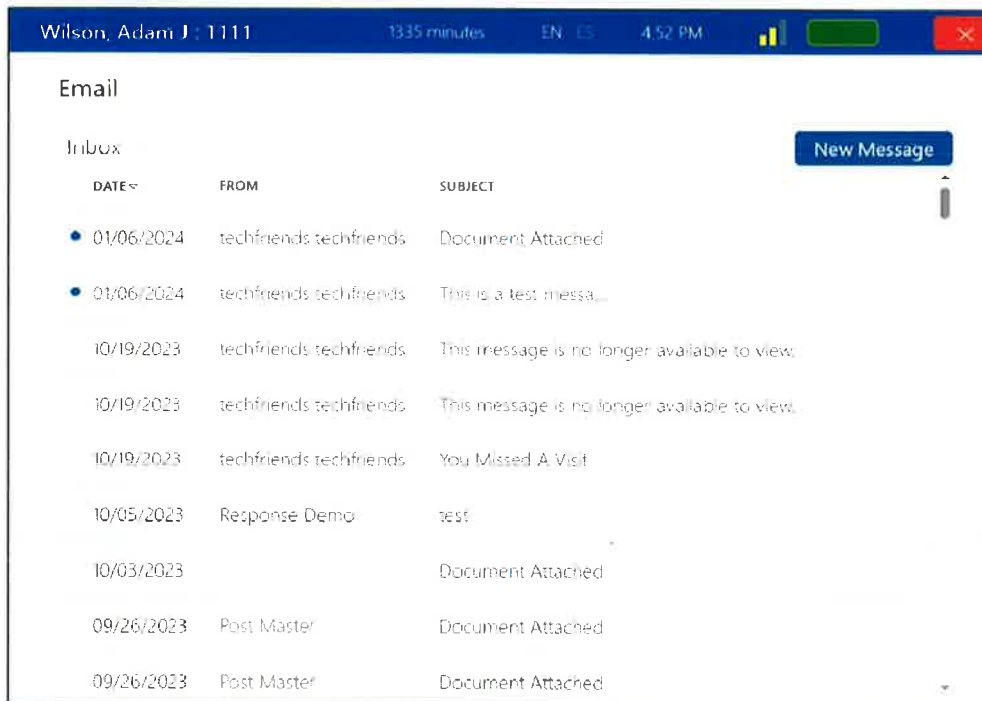
A screenshot of a web application window titled "Message". It features a large multi-line text input field containing the placeholder text "inmate enters their message here". To the right of the input field is a small "X" icon. At the bottom left is a blue button labeled "Back", and at the bottom right is a blue button labeled "Next". Below the message window is a virtual keyboard overlay. The keyboard has three rows of keys: the first row contains numbers 1-0 with symbols, a backspace key, and an equals key; the second row contains letters q-z, apostrophe/quotation marks, and a backslash key; the third row contains letters a-m, comma/less-than, and a greater-than/semicolon key. There are also "tab", "caps", "shift", "copy", and "paste" keys.

Body of Message

The settings allow for an inmate to choose to pay with their money or ask the recipient to pay.



Choosing Payment Method



Viewing Received Messages

Example of Received Document

From: techfriends techfriends
Subject: Document Attached



Reply

When the inmate clicks on the inmate, it is expanded for view.

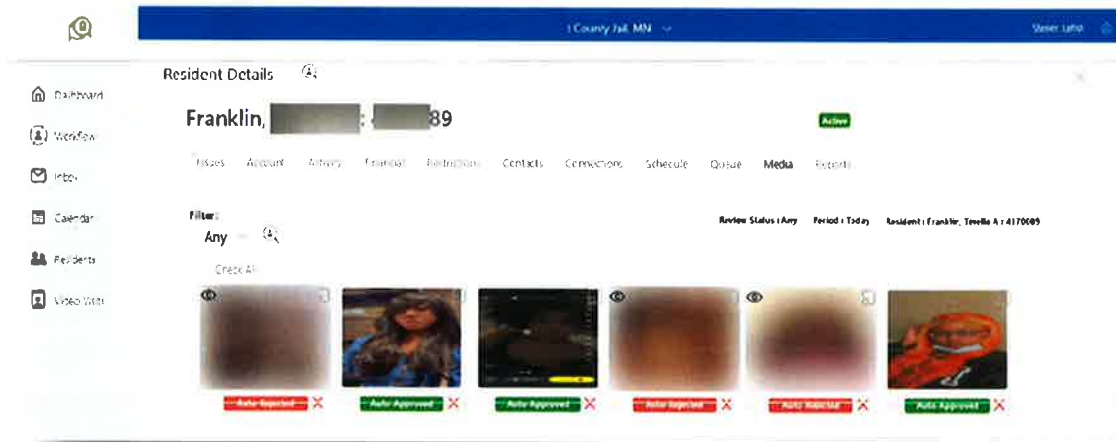
From: techfriends techfriends
Subject: Document Attached



Reply

Artificial Intelligence Photo Review

The AI photo filter can approve, reject or mark photos as pending staff review. Staff approval is required for anything the AI determines is questionable. Users can edit the photo status as well.



AI Photo Filter

Investigative Tools

Flag & Query Key Words

A full suite of investigative features allows your investigative team to search messages to obtain actionable intelligence. With THE BRIDGE key word monitoring solution, authorized users can populate a list of flagged key words and phrases, which alert staff when any of these words are used in a text or email, whether incoming or outgoing. Any key word or phrase can also be located using our Message Search feature. An authorized officer must review and approve any messages where a key word is detected before the message is released to the intended recipient.



The SBCDC can enter as many keywords and phrases as they wish to be monitored for outgoing and incoming messages. Messages can even be monitored for the presence of specific emojis. Emojis are created from text-based commands; therefore, to add an emoji as an alerted keyword, authorized personnel would simply create an alert for that text-based command, such as :) for a smiley face.

If a keyword or phrase is detected, a message is sent to authorized users who monitor the messages. This notification contains a link to the Administrative portal where facility staff can review the tagged messages for approval.

Flag Words

```
escape
gang
getaway
gun
lawsuit
nurse
officer
prea
rape
spiderman
test
```

Save

• Formatting Instructions

- Flag phrase example: Hello World
- Flag word example: Hello
- Only one flag word or phrase per line
- Duplicates won't be added

Flag & Search Key Words

Message Translation

THE BRIDGE Messaging App also offers a translation feature. THE BRIDGE translation engine **supports over 100 languages**, and it auto-detects the language that is written. If a message is written in another language, an officer can translate not only that individual message, but the entire email chain into English at the click of a button, as seen below.



Translating an Email Chain

Message Queries & Reports

The Administrative Portal gives facility personnel the ability to search for messages by specific inmate, location or programmed investigative queues. These inquiries can also be searched by date ranges (Today, Yesterday, Past 7 Days, Past 30 Days, or specific Date Range).

| Resident | Device | Email | Public User | Location | Date |
|-----------------------|--------|--|-------------|----------|------------|
| Resident-ADAM-1-100 | EMail | ScottsBluffCounty@scottsbuffcounty.net | | 100 | 05/04/2023 |
| Resident-ADAM-2-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-3-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-4-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-5-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-6-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-7-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-8-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-9-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-10-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-11-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-12-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-13-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-14-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-15-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-16-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-17-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-18-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-19-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-20-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-21-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-22-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-23-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-24-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-25-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-26-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-27-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-28-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-29-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-30-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-31-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-32-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-33-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-34-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-35-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-36-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-37-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-38-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-39-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-40-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-41-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-42-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-43-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-44-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-45-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-46-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-47-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-48-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-49-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-50-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-51-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-52-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-53-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-54-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-55-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-56-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-57-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-58-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-59-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-60-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-61-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-62-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-63-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-64-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-65-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-66-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-67-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-68-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-69-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-70-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-71-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-72-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-73-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-74-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-75-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-76-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-77-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-78-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-79-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-80-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-81-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-82-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-83-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-84-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-85-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-86-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-87-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-88-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-89-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-90-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-91-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-92-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-93-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-94-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-95-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-96-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-97-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-98-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-99-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |
| Resident-ADAM-100-100 | EMail | Mail: Public Defender | | 100 | 05/04/2023 |

Messages for specific or all inmates can be searched for by Date, Resident, Public User, Reviewing User, Specific Device, Message Type or by Keyword Search.

Custom Activity Filter

Type: Communication

Subtype: Email

Period: Date Range
5/1/2023 - 5/14/2023

Resident: Any

Public User: Any

User: Any

Reviewing User: Any

Resident Kiosk: Any

Message Type: Any

Message Review Status: Any

Keyword Search: Any

Clear All

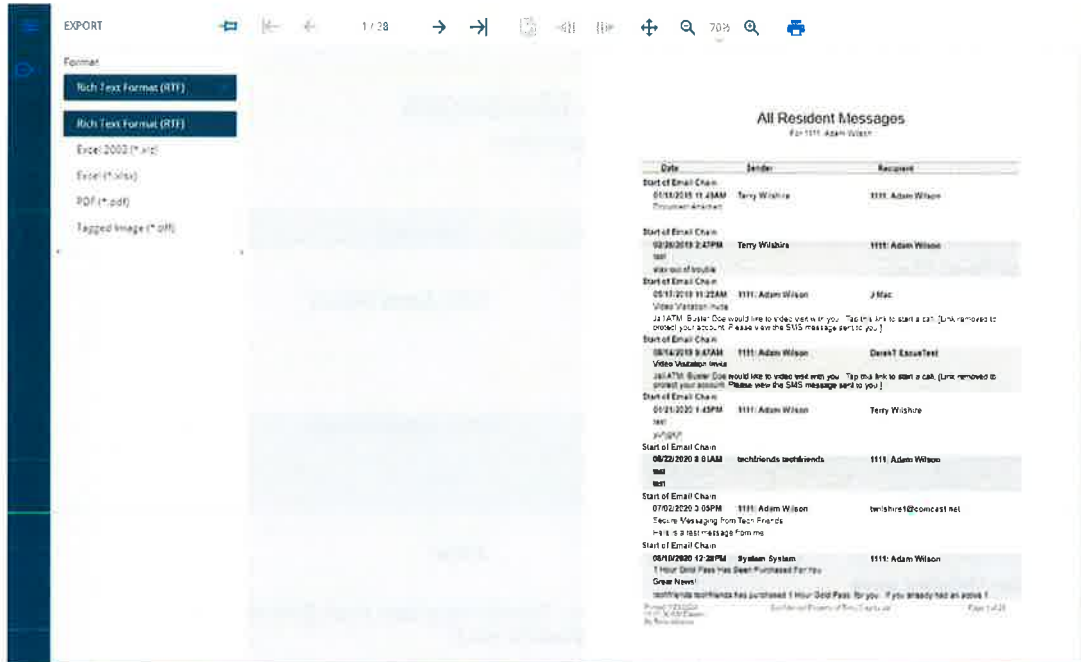
Use Cancel

You can pull all inmates messages or by date range needed into a report that can be saved in multiple formats or printed. The report reflects the user requesting it and is tagged with this information.

All Resident Messages

For 1111: Adam Wilson

| Date | Sender | Recipient |
|--|-------------------------|------------------------|
| Start of Email Chain | | |
| 01/11/2019 11:49AM | Terry Wilshire | 1111: Adam Wilson |
| Document Attached | | |
| Start of Email Chain | | |
| 02/28/2019 2:47PM | Terry Wilshire | 1111: Adam Wilson |
| test | | |
| stay out of trouble | | |
| Start of Email Chain | | |
| 05/17/2019 11:25AM | 1111: Adam Wilson | J Mac |
| Video Visitation Invite | | |
| Jail ATM: Buster Doe would like to video visit with you. Tap this link to start a call: [Link removed to protect your account. Please view the SMS message sent to you.] | | |
| Start of Email Chain | | |
| 08/14/2019 9:47AM | 1111: Adam Wilson | DerekT EscueTest |
| Video Visitation Invite | | |
| Jail ATM: Buster Doe would like to video visit with you. Tap this link to start a call: [Link removed to protect your account. Please view the SMS message sent to you.] | | |
| Start of Email Chain | | |
| 01/21/2020 1:45PM | 1111: Adam Wilson | Terry Wilshire |
| test | | |
| yuhgkj | | |
| Start of Email Chain | | |
| 06/22/2020 8:01AM | techfriends techfriends | 1111: Adam Wilson |
| test | | |
| test | | |
| Start of Email Chain | | |
| 07/02/2020 3:05PM | 1111: Adam Wilson | twilshire1@comcast.net |
| Secure Messaging from Tech Friends | | |
| Here is a test message from me. | | |
| Start of Email Chain | | |
| 08/10/2020 12:28PM | System System | 1111: Adam Wilson |
| 1 Hour Gold Pass Has Been Purchased For You | | |
| Great News! | | |
| techfriends techfriends has purchased 1 Hour Gold Pass for you. If you already had an active 1 | | |
| Printed: 1/22/2024 | | |
| 11:47:00 AM Eastern | | |
| By: Terry Wilshire | | |
| Confidential Property of Terry County Jail | | |
| Page 1 of 20 | | |



Reporting Interface

Analyzing Connections

Our Connections Interactive Graph shows relationships between inmates to outside users and those relationships to other inmates current and past. The connection lines show the strength of the relationship with width relevant to the number of contacts between the two parties. Users can interact with this live report; by hovering over the connection lines, reveal the number of contacts; and, by hovering over the outside contact, show email address for the outside user. Color coding identifies the user type with Red Circles are always initially the focus inmate of the report. If the investigator clicks on any user, the system will change investigative focus onto that user. Option for Shallow vs Deep view allows former inmates connectivity to the investigation.

Resident Details

Wilson, Adam J : 1111

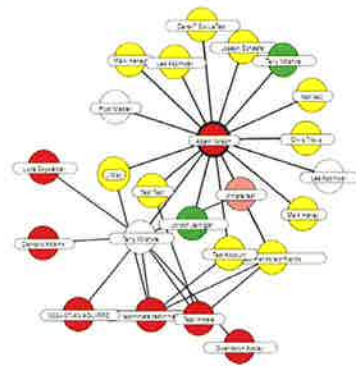
Active

Issues Account Activity Financial Information Restrictions Facilities Connections Schedules Visits Reports

Filter:
Messages

Staff:
Hide

View:
Deep



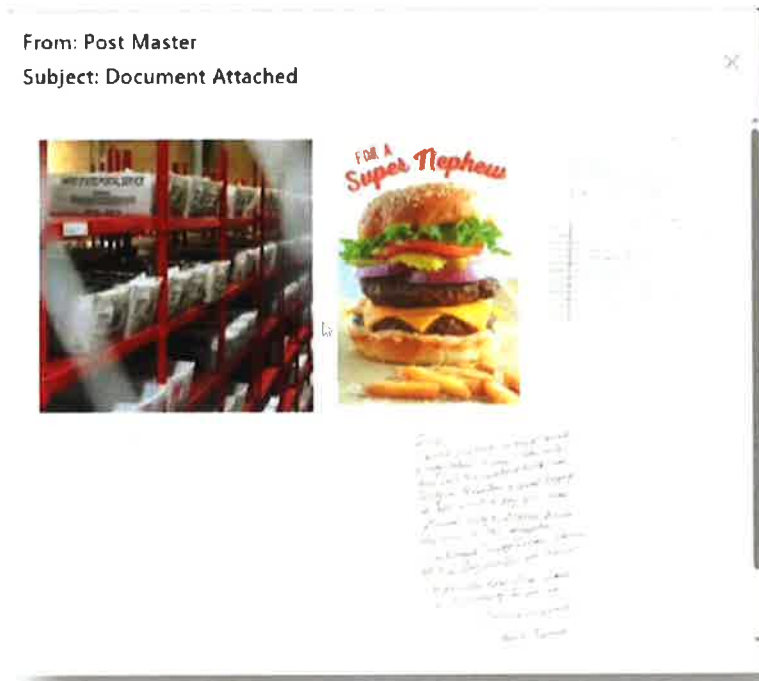
Mail Scanning

ICSolutions offers an offsite mail scanning solution, whereby all non-privileged mail is directed to our scanning center, where our staff digitize it and assign it to the correct inmate. There is no facility staff involved in this mail scanning process. Scanned mail will be accessible to the assigned inmate using any tablet or tablet distribution kiosk.

ICSolutions offers multiple options for scanned mail delivery, which can include delivery requiring Full Manual approval or Automatic delivery whereby mail is delivered automatically with no approval required. THE BRIDGE offers configurable settings for rejections, reassignment options, rejections, and acknowledgements from inmates each time they access the scanned mail.

| Questions/Information for Facility | | |
|---|---|--|
| Type of Scanning: <input type="checkbox"/> On Site (By Facility Personnel) <input type="checkbox"/> Off Site (By TF Personnel) | | |
| How should Scanned Mail be handled: <input type="checkbox"/> Hold all Scanned Mail in a Queue for review (Full Manual) <input type="checkbox"/> Pass Scanned Mail through filter. Deliver if passed, hold in Queue for review if failed (Manually Approve Flagged) What level of sensitivity on the Filter: <input type="checkbox"/> Possible (Least Restrictive) <input type="checkbox"/> Unlikely (Average) <input type="checkbox"/> Very Unlikely (Most Restrictive) <input type="checkbox"/> Deliver all Scanned Mail to Inmates without further screening (No Review) | | |
| If Scanned Mail is being held in a Queue for approval, what User Group will be responsible for Reviewing Mail: | | |
| Require Reasons to be specified if Mail is Rejected: <input type="checkbox"/> Yes <input type="checkbox"/> No | Standard Reject Reasons: <ul style="list-style-type: none"> • Nudity • Inappropriate Language • Drug-Related • Violence-Related • Prohibited Contact • Text in Image | Additional Reject Reasons Required: |
| Notify Inmate if Scanned Mail is Rejected: <input type="checkbox"/> Yes <input type="checkbox"/> No | Ability to generate a Rejection Notice if a piece of Physical Mail is not scanned (On Site scanning only): <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| If notification is required for Scanned Mail rejection or Rejection Notice, provide wording of message to Inmate: Sample: "An item of Mail has not been delivered to you. The reason that it has not been delivered is <u>["RejectReason"]</u> ." | | |
| If additional Rejected Mail Disclaimer is required if Physical Mail is not scanned, provide wording of message to Inmate (On site scanning only): Sample: "You have 7 days to file an appeal of this decision using the Grievance process." | | |
| Require the ability to Reassign Scanned Mail to other Users: <input type="checkbox"/> Yes <input type="checkbox"/> No | If Reassign is requested, what Users/Groups should be included in Reassign List: | |
| Require Inmate to Acknowledge a Disclaimer when opening E-mail inbox if unread Scanned Mail is present: <input type="checkbox"/> Yes <input type="checkbox"/> No | Provide wording if Disclaimer is required: | |
| How long should Inmates scanned mail remain in their inbox after they have read it (Default value is 14 days). If the value is set too high, it can cause slowness when loading the inbox on Kiosks or Tablets. | | |

All scanned mail is handled within the same platform as our secure messaging attachments. Authorized users can search for all scanned mail from a specific inmate for a date range, and this can be saved as a PDF or printed as a report. Just as in our secure messaging, we have alerts that send out email message to users when a specific inmate receives scanned mail.



Sample Scanned Mail in Messaging App

We can deliver the scanned mail to the inmate without review, but future manual reviews can be implemented at any time, allowing authorized users to reject any item. Mail is processed every day as it is received, 5 days a week (excluding federal holidays). If Automatic Delivery is in place, scanned mail will be available for viewing on the tablets as soon as they are scanned.

Reports are available to authorized staff that show scanned mail status when it is scanned and delivered. In addition, these reports also track whether the inmate has accessed their mail and when.

Just like for messages and photos, inmates can access the Scanned Mail they received while in custody – all at no cost to the SBCDC or former inmates. Messages, photos and scanned mail will be stored for the life of the contract. This service is configured according to the SBCDC's authorization during initial set up. ICSolutions will provide instructions to the facility detailing how inmates can access the mail and messages after release.

Inmate Calling

With the INMATE CALLING APP, inmates can place calls to friends and family using the touch screen inputs. **The calling app will connect directly to ICSolutions' ENFORCER Inmate Telephone System (ITS) via the secure wireless network.**



**Inmate Calling via
THE BRIDGE Tablets**

Additional investigative opportunities are created—with more calls available to analyze—with inmates speaking to associates from their living quarters. All security features of your ENFORCER inmate telephone system are available as part of our proposed tablet solution. Tablets are simply a gateway for inmates to access ICSolutions' inmate phone platform.

The tablets are securely connected to THE ENFORCER ITS and utilize the same call parameters and functions, including live monitoring. All investigative and analytical tools will be the same for calls placed on tablets or standard inmate phones.

Calls made using the app on the wireless tablet create the same CDR within the ITS. Reporting can be done on all the same criteria as calls placed from a standard inmate phone. The Location ID of the calling phone will be the ID of the tablet used.

Inmate Self-Services

Inmate Grievances & Requests

THE BRIDGE 8.0 solution includes a customized grievance system to reflect the SBCDC's policies. The system gathers the necessary information up front from our disclaimer acknowledgment and with specific questions to establish and differentiate between complaints and formal grievances. Our solution saves time, properly documents kites, and protects your SBCDC.



**Fully Customizable
Grievance System**

Grievance modules are completely customized to meet the needs of the SBCDC's current policy and procedures. We provide customized workflows that we tailor to your policies and existing forms at no cost. Some special features include:

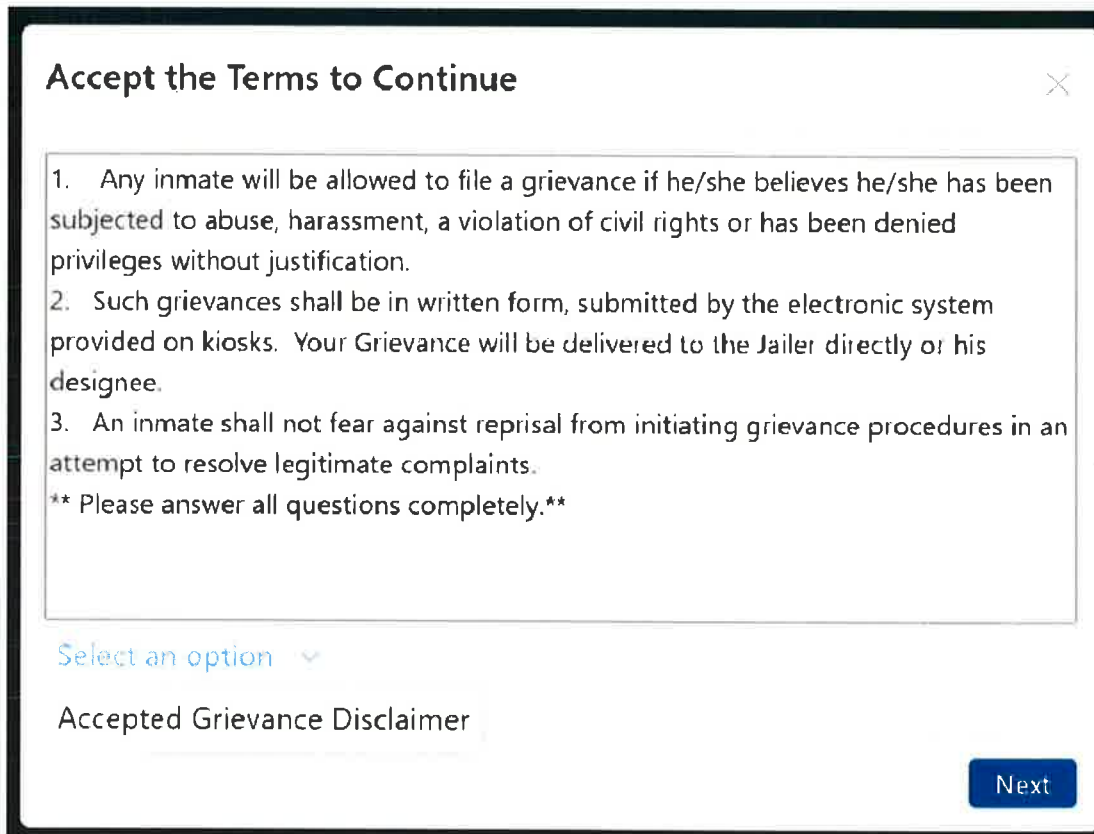
- **Custom Grievance workflow:**
 - Allows for disclaimer acknowledgement to remind the inmate of your policy and procedure before allowing a grievance to be filed.
 - We can set specific mandatory questions throughout the initial grievance process to ensure your staff get the information necessary (ex: Date, Location, Staff member informed, witness(s), etc.).
 - Initial handling allows for the grievance to be marked acceptable (Grievable, sustained) or unacceptable (Non-Grievable, not sustained) as an initial response.
 - We can set the number of appeals to match your policy and assign handling to specific staff members or groups.
 - There is the ability to add notes to the grievance that are not visible to the inmate but follow the grievance record.
 - We can customize a list of acceptable grievance types that can be assigned to the record if it is found to be Grievable or Sustained.
 - Excellent reporting capabilities to show your complete history of the Grievance through start to completion.

- **Customized Sick Call/Medical Requests:**
 - Medical disclaimers must be acknowledged during completing the request
 - Specific customized questions your medical staff need to know are asked (symptoms, prior issues, outside physician information, medication used prior and pharmacy information.)
 - Our Medical Request system is completely HIPAA compliant, and all medical requests are maintained confidential to only those staff members assigned to the medical group.
- **Confidential Tip Line**
 - Provides a confidential way for inmates to report crimes and other situations to a specific staff member or group.
 - Set as one way conversation to the assigned group and no history is retained on the inmates account in case of PIN theft or coercion.
 - The records are maintained through our system and available for reporting.
 - Assigned persons can be any user with an account

ICSolutions will work with your staff to set up as many customized inquiries as needed during the term of our contract, which includes updates, as well as the addition of new requests.



Once the inmate hits the **GRIEVANCE** button, an optional, highly recommended grievance disclaimer is displayed that educates the inmate on how the facility accepts and processes grievances. Without acknowledgement, the grievance is stopped. This disclaimer is included in the reporting for history to show compliance with this process. These are all examples of live sites and does not limit the content available for customization.



Accept the Terms to Continue ✕

1. Any inmate will be allowed to file a grievance if he/she believes he/she has been subjected to abuse, harassment, a violation of civil rights or has been denied privileges without justification.
2. Such grievances shall be in written form, submitted by the electronic system provided on kiosks. Your Grievance will be delivered to the Jailer directly or his designee.
3. An inmate shall not fear against reprisal from initiating grievance procedures in an attempt to resolve legitimate complaints.

**** Please answer all questions completely.****

Select an option ▼

Accepted Grievance Disclaimer

Next

The inmate is then asked to enter their grievance. This can be done by one standalone question such as "Enter your Grievance" or a series of facility-supplied questions to obtain the necessary information to process the grievance according to their policy and procedures.

Grievances can also be configured so that inmates can provide information about the complaint/incident in multiple separate fields, such as

- Date/Time
- Location
- Staff Involved
- Other Persons Involved
- Witnesses
- Narrative of Complaint

The inmate is furnished with a summary of their grievance after it has been submitted.

Each grievance is automatically routed to all staff assigned to receive grievances. The system allows searching for keywords and phrases on all inquiries. Staff can engage in the grievance procedure by accepting or rejecting the grievance based on their policy. The inmate can then accept the outcome or choose to appeal. If appealed, the grievance is then assigned to the staff member(s) responsible for addressing appeals and, upon response back to the inmate, that is the last level, and the inmate can no longer appeal.

There are agencies the choose to add more levels to the grievance/appeal process, and we accommodate that, as well. There is also a comment button that allows for staff to enter notes on the case along the process; the inmate does not see these notes, but they are included with historical reports. Frequently used responses can be configured to help the staff enter the responses with better efficiency.

The inmate can review their old grievances at any time, without staff assistance.

Wilson, Adam J : 1111
1391 minutes
EN ES
3:56 PM

My Requests: Grievance

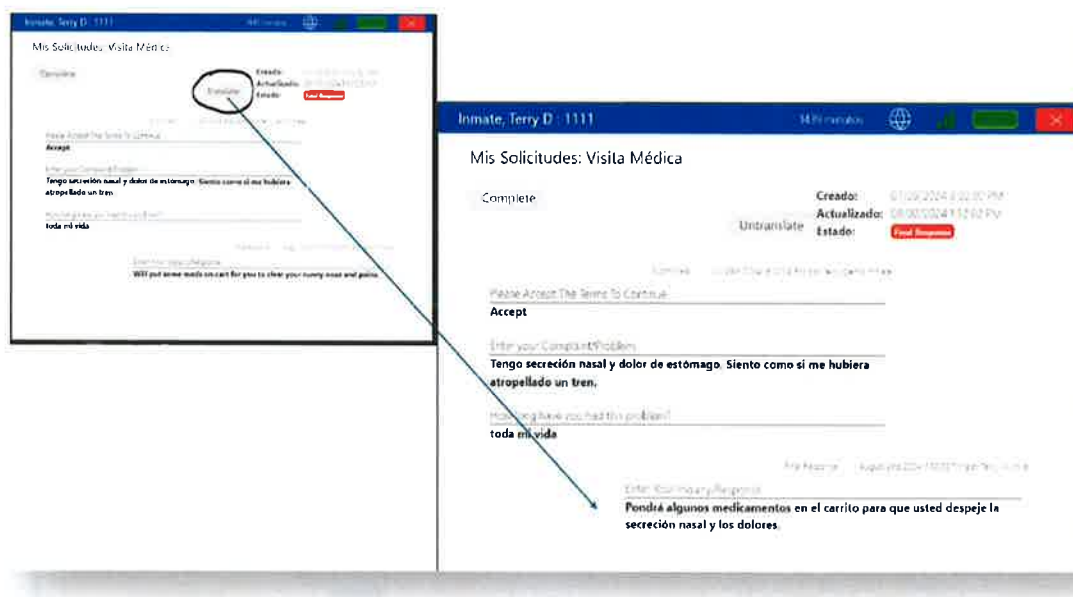
Type:
General Grievance Coweta
Status:
Closed
Create

| DESCRIPTION | STATUS | CREATED |
|---|--------|------------|
| This issue is NOT GREIVABLE, please see your inmate handbook for reference. | Closed | 2:30 PM |
| The Officer Saved your Life! This is not a Grievance, your submission is not sustained. | Closed | 03/16/2023 |
| this is our response | Closed | 01/05/2023 |
| Your grievance is being investigated | Closed | 12/08/2022 |
| not greivable | Closed | 12/22/2021 |

Translation of Grievances

Using the same functionality as THE BRIDGE Messaging App, Grievances can also offer a translation feature. THE BRIDGE translation engine **supports over 100 languages**, and it auto-detects the language that is written. For example, if an inmate fills out their grievance or inquiry in Spanish, THE BRIDGE system will automatically detect that language and can translate it to English for the officer, if needed.

When the inmate receives the response from the officer in English, he/she will also have the option to automatically translate that message back into the native language that they initially used to submit the grievance.



Inmate Translating Officer Response Back into Native Language

PREA Reporting

THE BRIDGE PREA application offers confidential reporting configured to comply with PREA requirements. Inmates can be required to read a disclaimer acknowledgment and must answer specific questions to gather the necessary information. Our solution saves time, properly documents reports, and protects your SBCDC. As an added layer of security, system administrators can restrict which facility users can view and access a PREA notification request. Any time a PREA request is submitted by an inmate, the assigned facility users will receive an automatic notification to allow facility personnel to access and work on the request immediately after it is submitted.

PREA Reporting modules are completely customized to meet the needs of the SBCDC's current policy and procedures. We provide customized workflows that we tailor to your policies and existing forms at no cost. Some features include:

- Provides a confidential way for inmates to report crimes and other situations
- Viewable only by a specific staff member or group
- Set as one way conversation to the assigned group and no history is retained on the inmates account in case of PIN theft or coercion.
- Sends automatic **notifications to assigned personnel**

- Allows for disclaimer acknowledgement to remind the inmate of your policy and procedure before allowing a PREA incident report to be filed.
- We can set specific mandatory questions throughout the process to ensure your staff get the information necessary (ex: Date, Location, Staff member informed, witness(s), etc.).
- The records are maintained through our system and available for reporting.
- Assigned persons must be an authorized user with the appropriate level of access.

Commissary Ordering

ICSolutions provides an interface for inmates to select and order items to be filled directly by the commissary vendor through a secure browser-based portal. Rules for inmate access to the commissary application can be applied individually by inmate and by inmate group.

Account / Debit Information

THE BRIDGE 8.0 tablet supports an interface with your inmate banking system to allow inmates to view balances and charges to their Banking account at any time without requiring staff involvement.

- Inmates can check their account usage on the tablet
- Inmates (and facility staff) can view deposits into accounts
- If Trust Accounting Integration is active, inmates can transfer funds from trust account to their inmate account.

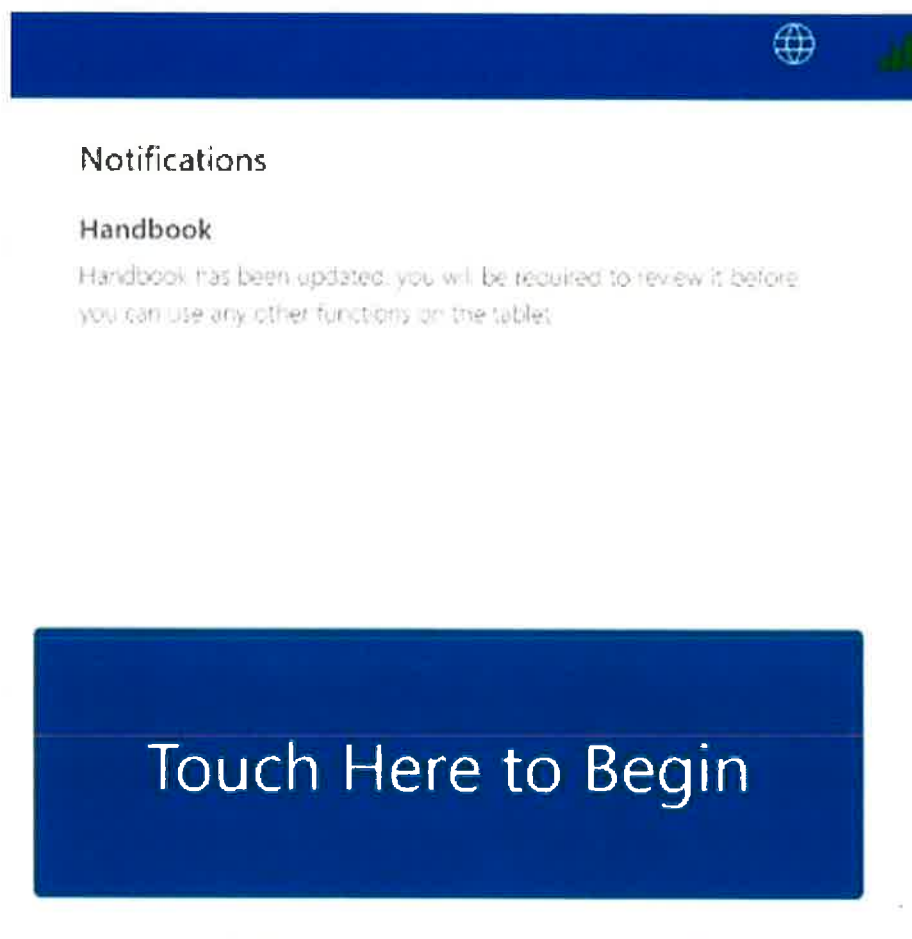
Contacts

Inmates can view their list of approved contacts who have accepted an invitation to communicate via message or phone. An inmate can choose to block a contact from communicating with them. Friends and Family can also choose to block communications from a specific inmate.

Facility Notices

Bulletin Board

THE BRIDGE 8.0 supports a scrolling message board in which multiple broad area announcements can be deployed to the tablets. In addition, facility announcements can be configured as required. This feature requires the inmate to read and acknowledge receipt. Reporting is available to determine which inmates have responded and which have not. The required viewing is mandatory before the tablet can be used for any other function. The configuration supports the reading of the material once or each time login occurs. For example, during COVID-19, some facilities required inmates to read a hand-washing document each time they used the tablet. In addition to managing documents, the system also supports facility videos in the same manner. An officer may upload the document or video without help from Tech Support.



Notifications upon Inmate Log In

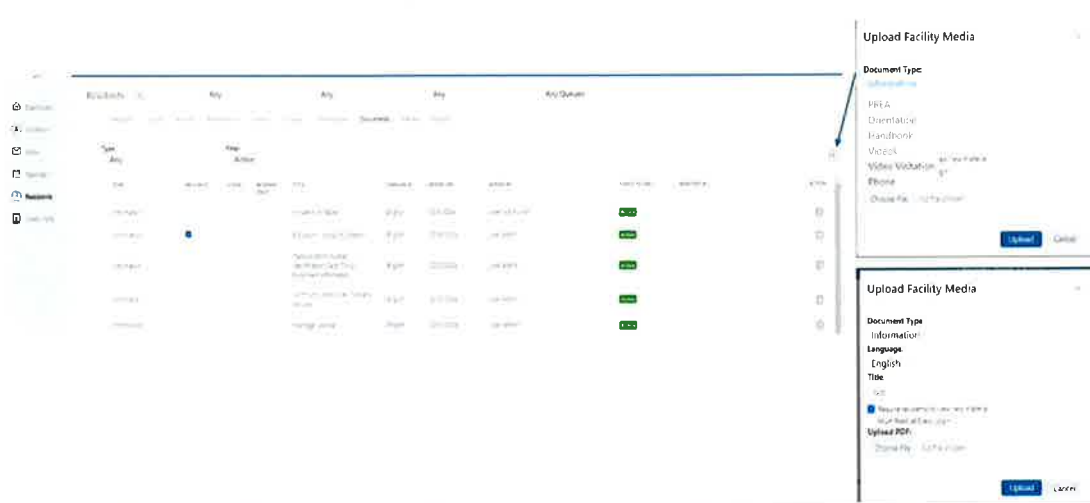
Facility Videos

THE BRIDGE 8.0 offers an application for Facility Orientation/Information Videos, PREA (PREA recourse center standard or facility custom), or any other video you want your inmate to have access to. These videos can be set for mandatory or non-mandatory watching. If mandatory, the inmate must watch the video before they can access any other applications. If a mandatory video is updated, the system will automatically re-display when the inmate accesses the tablet. There are detailed records kept for documenting the watching of these videos, including showing who has not viewed any mandatory video.

Document Viewer

Facilities often share rules and regulations, handbooks, PREA material, general instructions, or notifications, as well as educational information (such as PDF books), through our easy-to-use Document Viewer interface. Authorized facility staff can upload facility documents, or anything you want your inmates to have access to reading. These documents can be set at any one of these options for viewing:

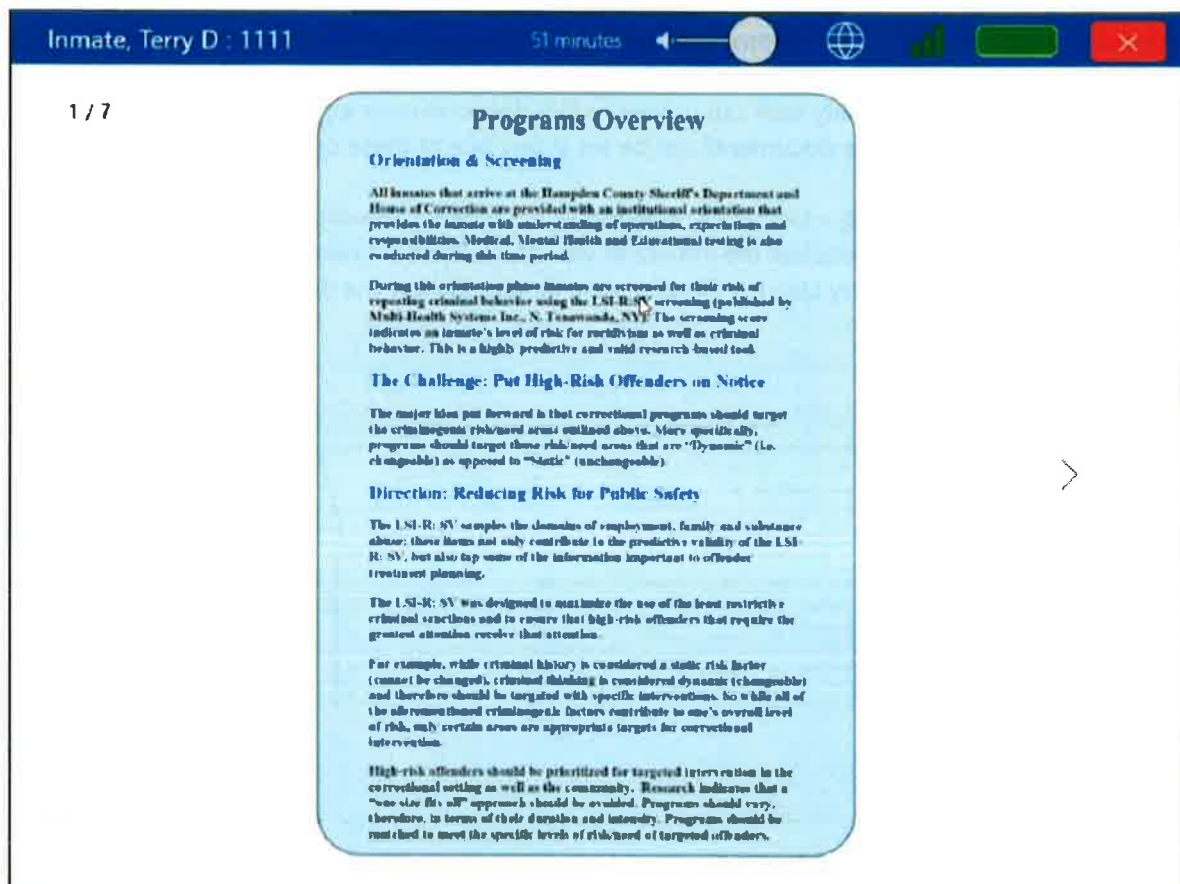
- Non-Mandatory Viewing – Document is available anytime for viewing
- Mandatory Viewing – Requires the inmate to view the Document one time
- Mandatory Viewing Every Log-In – Requires the inmate to view the document every time the inmate logs in.



Upload Facility Media

This feature reduces the paper postings in the housing areas while providing inmates access to all the facility documents and ensuring that they view all mandatory documents. Updated materials are posted for all housing areas at once.

The system tracks each time the document is viewed. Facility personnel can run a report to show date and time of viewing. Reports can also be run for Mandatory documents that reflect who has not viewed the document. This report is very helpful for maintaining compliance with reading items like the Inmate Handbook.



Education

ICSolutions can deliver a wide range of resources to help inmates learn, grow, and succeed upon release. ICSolutions is pleased to offer our No Cost Basic Education Package which includes robust educational content from iPathways and Edovo resources.

i-Pathways

THE BRIDGE 8.0 offers i-Pathways to supply GED and Hi-Set learning courses that prepare students to be successful taking the High School Equivalency test in your state. We also supply ACCI solutions that offer cognitive learning for areas of adult learning. Our solution includes access to Learning Management Systems that allow educators and program specialists to monitor and interact with the inmate during their learning periods. The LMS also allows for added content that the SBCDC may need to use in the future as well.

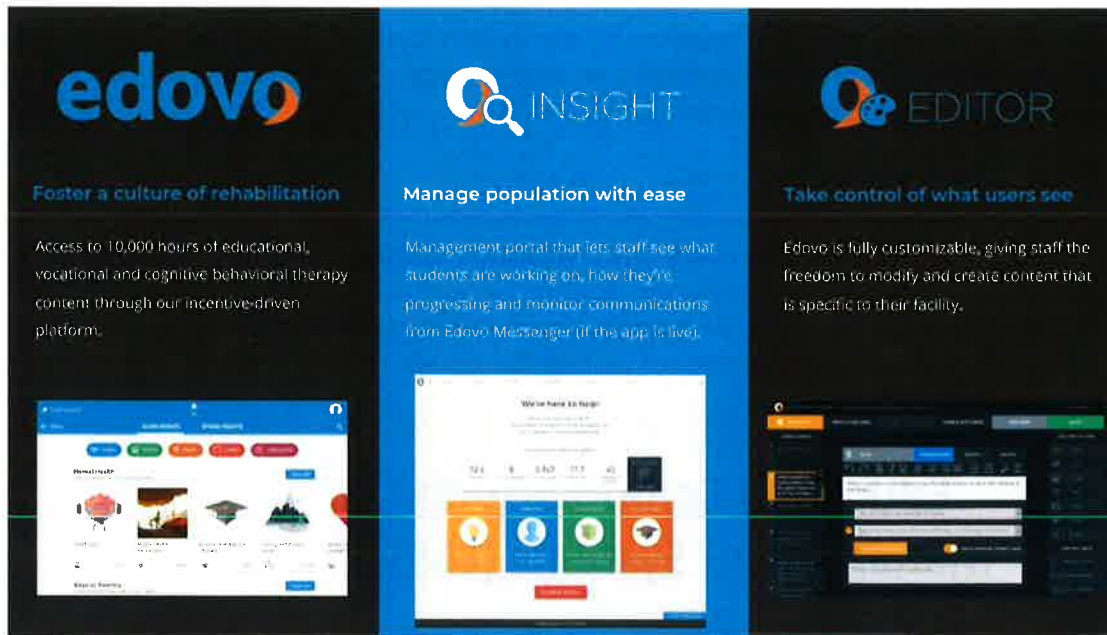
Education Solutions with Learning Management Systems (LMS) Included



Edovo Educational Content

With THE BRIDGE tablets, inmates will have **free and unlimited access to the Edovo educational platform**. Edovo curates and includes the broadest range of content in the corrections environment, with thousands of hours of material covering everything from literacy to college course work. Edovo understands that the educational needs of the corrections environment are unique, with varying backgrounds and comprehension levels. Many users require financial literacy, reading comprehension, health information, and cognitive behavior control skills – all of which are provided in the Edovo suite.

Edovo has a full library, GED courses, vocational training, cognitive behavioral therapy, and more. This educational platform transforms the environment of a corrections facility by enabling inmates to quietly focus on exploring an educational or self-improvement topic of interest at their own pace. The content library is constantly updated as new content becomes available.



Edovo's educational platform features various levels of comprehension that are tailored to beginner, intermediate, and advanced engagements, depending upon the offender's educational background. Offenders are asked questions throughout the courses they complete to help them stay involved and ensure that they remember the concepts they learn.

| Examples of Available Coursework | |
|---|---|
| Cognitive Behavioral Therapy & Mental Health | <ul style="list-style-type: none"> • Cognitive Behavioral Therapy: Addressing Criminogenic Factors • Houses of Healing: A Prisoner's Guide to Inner Power & Healing • Parenting While Incarcerated (150+ hours of coursework) • Mindfulness-Based Substance Abuse Treatment (50+ courses) • Anger Management (25+ courses) • Peace Education Program (10 courses) |
| GED, HiSET & TASC | <ul style="list-style-type: none"> • English Language Arts Foundations I, II, III and Phonics (200+ courses) • Core Curriculum GED Material (150+ courses) • GED Test Prep (150+ courses) • Dropping Back In • GED Checklist • Channel of Science and Engineering (130+ courses) • Khan Academy Lite (4,000+ lessons) |
| Job Skills & Personal Finance | <ul style="list-style-type: none"> • Introduction to Credit Reports and Credit Score • Introduction to Personal Finance (50+ courses from 4+ providers) • Cisco Networking Certification • Commercial Driver's License Certification • Digital Literacy • Introduction to Customer Service |

| | |
|----------------------------------|--|
| | <ul style="list-style-type: none"> • Introduction to Customer Service Management • ServSafe Certification • SquareUp • Career Exploration • Trade-Specific Courses • Vocational Skill-Building |
| Religion and Spirituality | <ul style="list-style-type: none"> • Bible Correspondence Course • Topics in Islam • Topics in Judaism (Dozens of providers, 100+ courses) • Topics in Christianity (50+ providers, 500+ courses) • Topics in Mormonism (Dozens of providers, 250+ courses) • The Aleph Institute • Video Sermon Library • Religious Holy Texts • The Bible Project |
| Health | <ul style="list-style-type: none"> • Florida Literacy Coalition: Staying Healthy • Health Insurance Basics • How to Apply for Health Insurance • Properly Utilizing Health Services • Topics in Health: LGBTQ • Topics in Health: Veterans • Topics in Health: Women • Fitness & Nutrition (250+ courses) • Personal Hygiene • Reproductive Health • Seeking Substance Abuse Treatment (750+ courses) • Meditation (50+ courses) • Workout Videos (750+ workout videos and courses) |
| Reading and Literacy | <ul style="list-style-type: none"> • Edovo "Build to Read" Foundational Literacy • Edovo Literacy Library • Edovo Reading Comprehension • Phonics Video Tutorials • Reading Plus |
| Legal Topics | <ul style="list-style-type: none"> • Basic Legal Information • In-House Legal Sessions: Topics in the Criminal Justice Systems • Introduction to Constitutional Rights • Introduction to the Courtroom • Introduction to Criminal Process |
| Personal Development | <ul style="list-style-type: none"> • Beyond Prison, Probation, and Parole (50+ hours of engagement/coursework) • Michael G. Santos Foundation (hundreds of hours of engagement/coursework) • Pacific Garden Mission |
| Exploration Content | <ul style="list-style-type: none"> • Educational & Instructional Videos • Library of E-Books (250+ e-books) • Library of Inspirational Videos: Life after Incarceration • Manuals & Resources for Vocational Training • Podcasts (6+ podcasts) |

| | |
|--------------------------|--|
| | <ul style="list-style-type: none"> • Poetry (64 spoken word series, 1,000+ poems) • NASA Launch Pad (86 courses) • Leadership Conferences (4+ nationally recognized leadership conferences and seminars) |
| Language Learning | <ul style="list-style-type: none"> • ESL for Spanish Speakers |
| Creative Content | <ul style="list-style-type: none"> • Edovo Beats • Re-Entry Communication Skills (hundreds of hours of engagement/coursework) • Letter Writing Series • Peer Tutoring Series • Creative Content • Artistic Expression • Culinary |
| College | <ul style="list-style-type: none"> • Beginning Algebra • Business Law & Ethics • Continuing Your Education: An Introduction to College Courses • Economics 101: Principles of Microeconomics • Intro to Business Communications • Intro to Legal Studies • Political Science • Psychology 101 • Real World Math 101 • Pilgrim Theological Seminary • CLEP Exam Prep |

Custom Course Creation

Edovo also allows the SBCDC to create and edit custom courses. To create a course, the user must fill in a few specifics – subject, title, description, etc. Once the course is created, the administrator can begin building the lessons.

The screenshot shows the 'EDOVO COURSE EDITOR' interface. It has a dark theme with a top navigation bar. On the left, under 'COURSE ICON', there is a dashed box for an image and a 'BROWSE' button. Below it is a tip: 'Tip: The image should represent the course. Don't load a photo of you or a logo, just use text.' On the right, under 'COURSE INFO', there are several input fields: 'select category' (a dropdown menu), 'All' (a text field), 'Default language profile' (a dropdown menu set to 'ENGLISH'), 'Course title' (a text field), 'Course subject' (a text field), and 'Course description' (a large text area). At the bottom right, there is a 'Create course' button. There are also some small icons for 'Radio', 'Dictionary', and 'Calculator' at the bottom.

Course Creation

Entertainment

Free and paid entertainment options are available. Free options include e-books, documentary movies, and select music (radio) and games. Premium music, games, and movies are also available for streaming at an affordable per-minute rate, including a rotating library of popular feature files. All entertainment can be restricted and must be approved by the SBCDC before implementation.



Games

THE BRIDGE 8.0 features over 80 games for inmates to pass the time. All games will be approved by the SBCDC before rolling them out to the tablets.

Music

iHeart Radio and other internet radio stations supply commercial-free music from massive number of genres.

Video Streaming

THE BRIDGE offers video content that is continuously updated so that inmates have a wide variety of videos to watch, including documentaries, religious content, sports, news, and style. All content will be approved by the SBCDC.

- Live and recorded news from major outlets, such as ABC, NBC, Fox, CNN, etc.
- Religious content for most popular religions including Buddhism, Christianity, Hinduism, Islam, Judaism, and Wellness
- Live and recorded sports broadcasts
- Movie library that is continuously updated with the latest movies from multiple genres, such as action, comedy, cartoons, romance, and more.
- Curiosity Stream offers a library of factual entertainment, home to award-winning original and curated factual films, shows, and series covering science, nature, history, history, technology, society and lifestyle.



eBooks

With more than 150 books including religious materials to choose from, and more titles being added, THE BRIDGE 8.0 Tablets eliminate the need for a manual reading library. And there is no need to move inmates to physical library areas.

- 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.

ICSolutions Response:

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

Inmate Messaging & Texting

THE BRIDGE 8.0 Messaging has powerful tools built in to assure safe and secure messaging services. The system includes a secure messaging service for inmates and family to maintain needed communications. Included with the messaging solution is our patented mail scanning service. We take your inmates' personal mail, scan it at our facility, and make it available via the tablets and tablet distribution kiosks.

As an option, inmates can have access to all their Scanned Mail and Messages they received while in custody even after release. The service is at no cost to the SBCDC or former inmates.



Unique BRIDGE 8.0 Feature!

Post-release, former inmates can access their **emails, photos, and scanned mail via website**, from which documents can be downloaded and saved, providing **lifetime access**.

Messages, photos and scanned mail will be stored for the life of the contract, so inmates can access these files after release. This service is set up at the SBCDC's authorization during initial set up. ICSolutions will provide instructions for the staff to give to inmates being released detailing how to access the mail and messages.

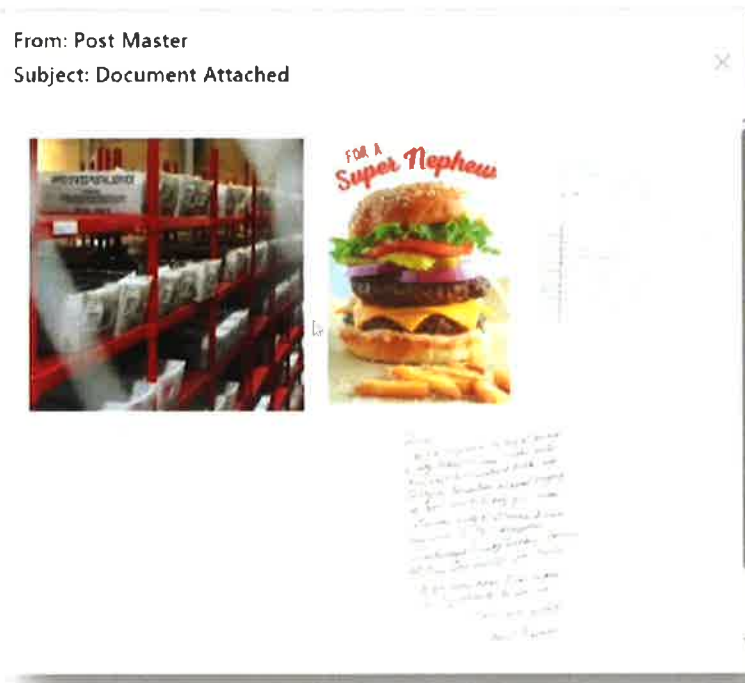
Mail Scanning

ICSolutions offers an offsite mail scanning solution, whereby all non-privileged mail is directed to our scanning center, where our staff digitize it and assign it to the correct inmate. There is no facility staff involved in this mail scanning process. Scanned mail will be accessible to the assigned inmate using any tablet or tablet distribution kiosk.

ICSolutions offers multiple options for scanned mail delivery, which can include delivery requiring Full Manual approval or Automatic delivery whereby mail is delivered automatically with no approval required. THE BRIDGE offers configurable settings for rejections, reassignment options, rejections, and acknowledgements from inmates each time they access the scanned mail.

| Questions/Information for Facility | | |
|---|---|--|
| Type of Scanning: <input type="checkbox"/> On Site (By Facility Personnel) <input type="checkbox"/> Off Site (By TF Personnel) | | |
| How should Scanned Mail be handled: <input type="checkbox"/> Hold all Scanned Mail in a Queue for review (<i>Full Manual</i>) <input type="checkbox"/> Pass Scanned Mail through filter. Deliver if passed, hold in Queue for review if failed (<i>Manually Approve Flagged</i>) What level of sensitivity on the Filter: <input type="checkbox"/> Possible (Least Restrictive) <input type="checkbox"/> Unlikely (Average) <input type="checkbox"/> Very Unlikely (Most Restrictive) <input type="checkbox"/> Deliver all Scanned Mail to Inmates without further screening (<i>No Review</i>) | | |
| If Scanned Mail is being held in a Queue for approval, what User Group will be responsible for Reviewing Mail: | | |
| Require Reasons to be specified if Mail is Rejected: <input type="checkbox"/> Yes <input type="checkbox"/> No | Standard Reject Reasons: <ul style="list-style-type: none"> • Nudity • Inappropriate Language • Drug-Related • Violence-Related • Prohibited Contact • Text in Image | Additional Reject Reasons Required: |
| Notify Inmate if Scanned Mail is Rejected: <input type="checkbox"/> Yes <input type="checkbox"/> No | Ability to generate a Rejection Notice if a piece of Physical Mail is not scanned (On Site scanning only): <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| If notification is required for Scanned Mail rejection or Rejection Notice, provide wording of message to Inmate: Sample: "An item of Mail has not been delivered to you. The reason that it has not been delivered is [RejectReason]." | | |
| If additional Rejected Mail Disclaimer is required if Physical Mail is not scanned, provide wording of message to Inmate (On site scanning only): Sample: "You have 7 days to file an appeal of this decision using the Grievance process." | | |
| Require the ability to Reassign Scanned Mail to other Users: <input type="checkbox"/> Yes <input type="checkbox"/> No | If Reassign is requested, what Users/Groups should be included in Reassign List: | |
| Require Inmate to Acknowledge a Disclaimer when opening E-mail inbox if unread Scanned Mail is present: <input type="checkbox"/> Yes <input type="checkbox"/> No | Provide wording if Disclaimer is required: | |
| How long should Inmates scanned mail remain in their inbox after they have read it (Default value is 14 days). If the value is set too high, it can cause slowness when loading the inbox on Kiosks or Tablets. | | |

All scanned mail is handled within the same platform as our secure messaging attachments. Authorized users can search for all scanned mail from a specific inmate for a date range, and this can be saved as a PDF or printed as a report. Just as in our secure messaging, we have alerts that send out email message to users when a specific inmate receives scanned mail.



Sample Scanned Mail in Messaging App

We can deliver the scanned mail to the inmate without review, but future manual reviews can be implemented at any time, allowing authorized users to reject any item. Mail is processed every day as it is received, 5 days a week (excluding federal holidays). If Automatic Delivery is in place, scanned mail will be available for viewing on the tablets as soon as they are scanned.

Reports are available to authorized staff that show scanned mail status when it is scanned and delivered. In addition, these reports also track whether the inmate has accessed their mail and when.

Just like for messages and photos, inmates can access the Scanned Mail they received while in custody – all at no cost to the SBCDC or former inmates. Messages, photos and scanned mail will be stored for the life of the contract. This service is configured according to the SBCDC's authorization during initial set up. ICSolutions will provide instructions to the facility detailing how inmates can access the mail and messages after release.

Section 4

References

SECTION 4

References

3. 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.


ICSolutions Response:

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

ICSolutions is pleased to offer the following references that enjoy equipment and services similar to those offered in this proposal. These references can attest not only to the quality of our technical solution, but also to our commitment to outstanding service and customer care.

| | | | |
|---------------------------|---|---------------------------------|----------------|
| Customer Name: | Mesa County Sheriff's Office | Number of Facilities: | 3 |
| Contact Person: | Captain Art Smith art.smith@mesacounty.us | Telephone Number: | (970) 244-3903 |
| Address: | 215 Rice Street | Total Number of Phones: | 88 |
| | Grand Junction, CO 81501 | Total Inmate Population: | 600 |
| Former Provider: | Securus | Date Service Began: | April 2017 |
| Services Provided: | Inmate Telephone System | Video Visitation | Inmate Tablets |

| | | | |
|---------------------------|---|------------------------------------|---------------------------------|
| Customer Name: | Rock County Jail | Number of Facilities: | 1 |
| Contact Person: | Captain Kimberly Litsheim Jail Administrator Kimberly.Litsheim@co.rock.wi.us | Telephone Number: | (608) 757-7907 |
| Address: | 200 East US Hwy 14 | Total Number of Phones: | 50 |
| | Janesville, WI 53545 | Total Inmate Population: | 415 |
| Former Provider: | Telmate | Date Service Began: | March 2021 |
| Services Provided: | Inmate Telephone System Payment Services | Video Visitation Cell Detection | Inmate Tablets Debit Release |

| | | | |
|--|---|---------------------------------|--------------------------------------|
| Customer Name: | Dodge County Detention Facility | Number of Facilities: | 1 |
| Contact Person: | Tony Brugger Jail Administrator abrugger@co.dodge.wi.us | Telephone Number: | (920) 386-4016 (920) 386-3243 fax |
| Address: | 216 West Center Street | Total Number of Phones: | 47 |
| | Juneau, WI 53039 | Total Inmate Population: | 450 |
| Former Provider: | SBC/Securus | Date Service Began: | October 2003 |
| Services Provided: | Inmate Telephone System | Voice Biometrics | Inmate Tablets |
|  <p>ICSolutions Client Testimonial</p> | <p>"ICS provides an outstanding array of service..." "...The system is easy to use (even for the detectives), provides excellent reports, and has increased our revenues by over 20%. ICS provides an outstanding array of service. Big picture: I work with contract services on a variety of levels. My experience with ICS has been, by far, the most productive and professional. I highly recommend Inmate Calling Solutions..."</p> <p>Molly Soblewski, Jail Administrator Dodge County Detention Facility, WI</p> | | |

ICSolutions is proud of our service history, and we have also attached several letters of reference from our satisfied correctional agency partners as **EXHIBIT G**.

Section 5

Financial Proposal

SECTION 5

Financial Proposal

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.

ICSolutions Response:

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

ICSolutions is pleased to offer the following usage rates for our proposed services.

| Service | Usage Rate | Commission Rate |
|---------------------------------|---|-----------------|
| Phone Calls (U.S.) | \$0.09 per minute | -- |
| Phone Calls (International) | Cost* + \$0.09 per minute | -- |
| KEEP FAMILIES CONNECTED Program | Two (2) free calls + two (2) free messages per inmate each week | -- |
| Remote Video Visitation | \$0.14 per minute | -- |
| Streaming Tablet Content | \$0.05 per minute | 45% |
| Email / Text / Photo Messaging | \$0.25 per message or photo | 45% |

NOTE: Call Rates shown do not include local, county, state and federal taxes, regulatory fees and billing fees.

**For international calls, "cost" means ICSolutions' underlying carrier cost based on an average rate per minute per destination calculated quarterly pursuant to FCC 47 CFR § 64.6010 (e).*

Keep Families Connected™ Program *Only from ICSolutions!*

Keeping inmates connected to their families during incarceration is a key factor in reducing recidivism and maintaining security in a correctional facility. Consistent with the goal of offering affordable communication services, our proposal includes the provision of **two (2) free calls and two (2) free email/text messages per week for every inmate**, for the duration of the contract term including all exercised renewal periods.

In its evaluation of our proposed rates, we urge the County to consider the significant value of this free communication program. This program, coupled with the complimentary call we offer to each new call recipient, will reduce the financial burden on inmates and their friends and family.

No Per-Minute Cost for Messaging

ICSolutions would like to point out that – unlike other tablet vendors – ICSolutions **does not charge** a per-minute tablet usage rate when inmates access the messaging apps to read or write messages, or to retrieve photos and video messages. The only charge related to our messaging applications is the per-message rate that is charged to the inmate or public user when they send a message.

Compliance with the Martha Wright-Reed Act

Rates & Commissions

The FCC's rules concerning the Martha Wright-Reed Act place caps on the rates that may be charged for inmate phone calls and video calls (remote video visitation). **These FCC rules also forbid the payment of commissions based upon revenue generated by inmate calling and video visitation;** and they prohibit any additional fees, including funding fees. ICSolutions' proposal complies with all aspects of the FCC rules pertaining to inmate phone calls and video visitation, and our proposed rates are at or below the caps for all services.

Rates and commissions for tablet services – streaming entertainment content, email/text messaging, and photo sharing – are not regulated by the FCC under the newly adopted rules.

ICSolutions will pay Scotts Bluff County monthly commissions on the gross revenue generated by tablet services at the 45% rate noted above. No deductions are made for network costs or any other expenses incurred in the provision of the required services.

Agency's Recovery of Used and Useful Costs

The new FCC rate caps include *up to* \$0.02 per calling minute associated with the Agency's "used and useful" costs for operating the inmate phone system, such as labor costs associated with enabling inmate calls and visitations (e.g., staff transport and supervision of inmates and visitors, costs to issue the RFP and administer the contract, etc.) and facility costs (e.g., electricity, space restrictions, etc.). The FCC rules permit providers and the Agency to negotiate how to make the Agency whole for these used and useful costs. The FCC rules also prohibit providers from giving the Agency features the FCC does not deem used and useful, such as storage of non-CALEA call recordings and certain investigative tools. Providing these features at no cost would be considered an in-kind commission payment, which is prohibited by the new FCC rules.

As such, ICSolutions' offer includes an offset of the used and useful costs the Agency incurs for having inmate phone services and video visitation to cover the costs of the features not deemed used and useful by the FCC. This will allow ICSolutions to provide the proposed services and features, while eliminating the need for ICSolutions to invoice the Agency for any proposed features, as well eliminating the administrative costs of the Agency invoicing their used and useful costs to ICSolutions.

To the extent that a difference is determined to consistently exist between the Agency's used and useful costs and ICSolutions' cost of providing the services and features that are not deemed to be used and useful in the provision of inmate communication services, then the parties shall work in good faith to adopt an operational remedy that is mutually acceptable, including using revenue from any unregulated services to cover costs of features not deemed used and useful.

Included Technology & Services

In addition to the compensation described above, our offer includes the following technology and services at no cost to the SBCDC:

THE ENFORCER® Inmate Calling Platform

- ✓ 29 inmate telephones
 - Calling through THE ENFORCER also available using inmate tablets & kiosks
- ✓ Captel, TDD/TTY, &/or VRS units, as needed, for deaf and hard of hearing inmates

- ✓ Transcription of 100% of call recordings
- ✓ Translation available in 100+ languages
- ✓ Inmate voicemail messaging
- ✓ Redundant data storage in our Atlanta and San Antonio data centers
- ✓ Online storage of all call recordings and call data for the entire contract duration, plus any required retention period thereafter
- ✓ Unlimited ENFORCER user licenses

THE VISITOR™ Video Visitation Module *All New V17 Kiosks Included*

- ✓ 34 inmate video kiosks with 17" screens enabled for:
 - Onsite video visitation
 - Remote video visitation, with required bandwidth provided by ICSolutions
 - Inmate phone calling
 - Resident Portal inmate visitation viewing & management
 - Access to the County's digital law library subscription, if applicable
 - Document viewing – inmate rules, handbook, PREA information, etc.
- ✓ 6 public video kiosks with 17" screens to enable onsite video visitation
- ✓ 1 master control / monitoring workstation (PC or laptop) with printer
- ✓ 1 lobby visitation registration station, equipped with security keyboard
- ✓ Consolidated user management of phone and video services via a single GUI (*single login*)
- ✓ Universal public Web portal to support Prepaid Account funding and visitation scheduling

THE VISITOR™ Visitation Management Module

- ✓ Scheduling & management of all types of visits (video, across-the-glass, and/or contact visits)
- ✓ Web-based visitor registration

THE ENFORCER® Investigative Suite

- ✓ THE WORD DETECTOR keyword search toolset
- ✓ THE ANALYZER link analysis / data mining tools
- ✓ THE VERIFIER pre-call inmate voice verification
- ✓ THE IMPOSTER in-call continuous voice biometrics

THE ENFORCER® IVR Suite

- ✓ THE INFORMER PREA module
- ✓ THE COMMUNICATOR paperless inmate communications portal
- ✓ THE ATTENDANT automated information line

THE BRIDGE 8.0™ Inmate Tablet & Kiosk System *All New, Upgraded Tablet Solution*

- ✓ Tablets with 8" screens **One for Every Inmate + Spares**
- ✓ Tablet charging stations / Tablet Distribution System terminals
 - With 8" touchscreens, stations are also fully functional kiosks for inmate applications
- ✓ Secure communication made easy using handheld tablets
 - Inmate email / text messaging and inbound photo sharing
 - Privileged messaging with registered attorneys, with **document signature** capability
 - Inmate calling through ICSolutions' ENFORCER platform
- ✓ Translation available in 100+ languages for inmate grievances and email messages
- ✓ FREE access to scanned postal mail
- ✓ FREE inmate self-service apps

- Commissary ordering + balance check
- Bonds / court dates
- Customizable forms
- Grievance reporting + inmate requests
- Medical requests / sick call
- Inmate handbook & other facility documents
- ✓ FREE educational content, including iPathways, GED/HiSet materials, & cognitive adult education
- ✓ FREE premium educational content from **Edovo Core**
 - Full library, GED prep, behavioral therapy, vocational training, and more
 - Enables the County to upload its own content
 - Supports continued learning after release, at no cost to the County or user
- ✓ FREE eBooks, including religious materials
- ✓ FREE Purple video relay service to ensure ADA compliance
- ✓ FREE access to the ICSolutions-provided digital law library
- ✓ Large collection of streaming entertainment content available – music, movies, sports, games, etc.

Unique BRIDGE 8.0™ Tablet Distribution System

- ✓ Inmates enter their unique login credentials to check a tablet out from a secure self-service kiosk
- ✓ Kiosk camera photographs each inmate who accesses the system
- ✓ Only the inmate who checked out a tablet can operate it
- ✓ System tracks which inmate has checked out each tablet and sends an alert to the specified officer(s) if the tablet is not returned within the configured timeframe
- ✓ Forces each inmate to return a previous tablet before they can check out another
- ✓ **Minimizes staff involvement in managing tablet distribution & collection**

Offsite Postal Mail Scanning

- ✓ Non-legal postal mail is directed to ICSolutions' scanning center, where it is scanned and digitized
- ✓ Delivered to inmates via the inmate tablets & kiosks

Lexis Nexis Law Library Subscription *Upgraded Law Library*

- ✓ Accessible on the inmate kiosks & optional tablets using a simple, secure URL
- ✓ Includes more Federal case law than previous solution

JMS & Commissary/Banking Interfaces

- ✓ Inmate Debit Accounts – funded from their Trust Account as a simple commissary purchase
 - A single Debit Account to pay for all phone, video, & tablet services
- ✓ Automated inmate ID/PINs

Turnkey Installation & Onsite Support

- ✓ Turnkey installation encompassing all necessary hardware, software, & network infrastructure
- ✓ Full-time Project Manager during installation
- ✓ Full-time Account Manager throughout the contract term
- ✓ Initial and ongoing training for all County users
- ✓ Local technicians to provide regular onsite maintenance & emergency service
- ✓ 24 x 7 x 365 live, U.S.-based service for County staff and public users
- ✓ All-inclusive warranty, support, and repair/replace maintenance package

Please note that equipment quantities listed above reflect our best understanding of the County's needs, based upon information provided in the RFP process, and are negotiable upon request.

This proposal also includes information about our ability to offer an optional Screenly TV-based digital signage solution. Pricing for this optional technology is available upon request.

Section 6

Technology & Other Services

