



Inmate Voice, Video and Tablet
Communication System and Service
for

Cochise County Jail, AZ

RFP #24-02-SHF-01

Cochise County Sheriff's Department
1415 Melody Lane, Bldg. C
Bisbee, AZ 85603

Dear Cochise County,

Combined Public Communications, LLC ("CPC") is pleased to submit the following proposal for the Inmate Voice, Video and Tablet Communication and Service for the Cochise County Jail.

CPC has been providing specialized inmate communication solutions to the corrections and law enforcement industries for over twenty (20) years. Our mission is providing excellent customer service, while providing technology that includes a secure Inmate Telephone Platform with robust search capabilities for investigation purposes, as well as the following suite of features:

- ✓ Inmate Telephone System
- ✓ Fusion© Secure Web Portal
- ✓ Investigator's Toolbox
- ✓ CPC View Video Visitation Solution
- ✓ Forms & Grievances
- ✓ Autonomous Inmate Health Monitoring
- ✓ AXXS Handheld Inmate Education & Entertainment
- ✓ Chirping Secure Text Messaging
- ✓ Enhanced Revenue Commitment

Our "Customer First" commitment has allowed us to grow from a small start-up company in the year 2000 to serving hundreds of customers across the U.S., with a customer retention rate that is unmatched in the industry. As of November 2021, CPC became an Employee-Owned Company (ESOP), so every employee now has ownership in the company, driving the dedication and success of the Company for years to come.

Our growing team of over 250 are here to serve you, comprised of solution engineering, project management, operations, customer care and support staff. Each day, our proprietary solution provides secure communications to more than 40,000 inmates, their friends, and families.

Our focus also includes, affordable rates, communication options and no hidden fees. We take complete responsibility for maintaining and operating the inmate telephone system so focus can be placed on your facility operations.

Thank you for taking the time to review our proposal response, we look forward to partnering with Cochise County providing excellent customer service with a robust suite of products.

Sincerely,

Jim Crouch
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Executive Summary

After working in telecommunications for decades, Jim and Cathie Engle founded CPC in 2000 when they recognized a need in corrections for an improved communication system for correctional facilities delivered by a partner that was inherently client focused. Correctional facilities needed a provider that was nimble enough to adapt to an ever-changing environment and innovative enough to anticipate future needs. CPC was founded with the determination to earn the distinction of becoming the premiere vendor for law enforcement. That determination and commitment is what has gotten us to where we are today, and what makes CPC the premiere choice partner for Cochise County Jail and the community you serve.

CPC has demonstrated, in multiple settings, our proven approach to Inmate Telephone Systems (ITS) yields measurable results, increasing satisfaction and improving quality while effectively managing cost. Our partners experience:

- ✓ **More reliable and secure inmate communications**
- ✓ **Increased support and service**
- ✓ **Easier integration with existing technology in the facility**
- ✓ **Increased commissions and transparency**



We thrive on **INNOVATION**

Our in-house development team is constantly creating cutting-edge developments to meet and exceed the needs of your changing environment.



We appreciate **INDIVIDUALITY**

With CPC you will never feel like just another number or customer, we respect and celebrate the uniqueness of each facility by providing customized solutions.



We dominate in **SERVICE**

We focus on supporting our business partners by ensuring they have the tools needed for success, and that we're there for them every step of the way.



We value **SECURITY**

Combined Public Communications creates solutions designed to enhance security and better protect your population.

Combined Public Communications, LLC (CPC) presents the attached proposal to provide a complete inmate communication solution to the Cochise County Jail. CPC's mission is to provide Cochise County excellent customer service, additional revenue opportunities for the County and affordable communication and technology solutions to inmates, their friends, and families. By the details and depth of your RFP, we understand your desire to contract with a communications partner that will:

- ✓ Provide the most value to everyone who utilizes the system and technology
- ✓ Remain on the cutting edge of technological advances and opportunities

Building Value for Your Organization

Cochise County needs a partner that thrives on challenges and unconventional thinking. We understand how crucial communication services and technologies are when it comes to caring for your population and the community you serve. To make your facility more modern and cost-effective, Cochise County needs these programs delivered by a committed, experienced partner that knows how to meet and exceed your operational and financial goals. That way you can focus on other important things such as safety and security. To meet those needs, we'll apply our expertise backed by our industry veterans and innovative technology.

Understanding Cochise County's Values

As your partner, we'll make it a point to embody your values. From our technicians to our account managers, our team will learn and adopt the values that matter to you. Our technologies are developed around our client's visions and goals. We help achieve progress.

Ensuring Security

As a correctional technology company, all of CPC's solutions are developed centric to security. The collective of like-minded experts serving your facility will use our award-winning innovative end-to-end technology to drive efficiencies, lower costs, and ensure compliance.

Service Excellence

We're committed to making a positive difference in your facility. Our goals, similar to yours, are multi-faceted. Our focus is on the people who utilize our system and how to best enhance their experience and enrich lives. We do this by ensuring we remain available to our partners at all times, by remaining on the forefront of technological and correctional advances and by actively engaging with the communities we serve.

Partnership Philosophy

CPC is a true single source company that engineers and maintains our own inmate communications and technology solutions. We are proud of our values and mission when it comes to inmate communication, re-entry assistance and recidivism reduction. We strive to lower rates and offer numerous technology services to increase communication between inmates and their loved ones, increase your investigative opportunities and increase favorable outcomes within your population.

Smooth Transition

CPC is dedicated to the success of the county and its facility from the moment we begin to set forth and establish our partnership. We believe in the action of maintaining consistent communication with every valued client as they transition over to our services. Communication between CPC and Cochise County will never cease and will continue throughout the life of the contract. We have extensive experience transitioning clients who utilize our services for the first time in their facilities and we are more than capable of guiding Cochise County and your staff through this new and exciting opportunity.

What CPC Will Bring to Cochise County



Unsurpassed Service and Support

CPC provides our partners with live, US-based Customer Support and a dedicated account management team. In addition to our local technician, CPC provides a toll-free number and email address that allows the facility to get in contact with a CPC Customer Support Representative 24/7/365. Our offices are staffed with industry experts which will provide personalized support and be fully accountable for the quality of our service provided.

CPC provides the facility with Live customer support 24/7/365. Additionally, the Facility will have access to CPC's Facility Support Portal which allows you to submit and track all service needs and resolutions.



Enhanced Technology and Equipment

Our products are built tough to withstand your environment while being user-friendly to increase efficiency. CPC's system is intuitive and fully developed and supported by our team of experts.



Increased Commissions and Transparency

CPC has earned our respected reputation through honest partnerships and quality services. CPC is proposing an increased commission solution to better benefit Cochise County. We understand the importance of transparency and trust when selecting a communications vendor. Our Finance team can provide reconciliation reports for external audit processes while our proposed solution directly benefits the county, facility, inmates and their loved ones.



Fusion© Secure Web Portal

Designed by investigators, CPC's Fusion Secure Web Portal provides inmate phone call recordings and records, customized data, investigative voice prints, transcription, and translation of calling. Authorized users can access inmate communications data and reporting tools on any web-based device using the Chrome browser.



Inmate Chirping© Secure Texting

At no cost, CPC will provide Cochise County Jail with a revolutionary inmate messaging service. Chirping, CPC's proprietary messaging service, has quantifiable benefits and value for law enforcement as well as inmates and their family/friends. CPC's chirping devices allow for inmates to connect with loved ones in real time, just like text messaging, through a secure platform. There is no delay between the time the inmate sends the message and the time that the recipient receives it and vice versa.¹

¹ U.S. Patent Nos. 10,082,835 and 10,085,126. Used under license from Hank Technology LLC



AXXS Inmate Education and Entertainment

CPC's AXXS Inmate Education and Entertainment (IEE) solution provides an extensive array of education and entertainment options, surpassing any other program available in the industry. We understand the value of comprehensive content, which is why our IEE solution offers an unparalleled selection of educational materials and entertainment choices, enhancing the rehabilitation process for inmates. In alignment with our mission to foster positive change, we provide several free offerings for inmates. From religious resources and educational tools to personal development resources, our free content offerings aim to empower inmates, promoting growth, learning, and self-improvement. By providing these valuable resources, we actively contribute to reducing recidivism rates and fostering a rehabilitative environment.

Moreover, our commitment to quality extends to the hardware we provide, ensuring durability and longevity. Unlike other IEE programs, our clients benefit from a remarkable lack of tablet destruction, a testament to the high-quality devices we offer. The AXXS IEE solution is provided to inmates on our powerful, portable, modern sized mobile devices. In addition to the AXXS platform, this durable mobile device can also serve as a customizable multi-function solution offering all inmate communication services. The services available can include phone calls, remote and on-site video visitation with scheduling, paperless features (grievances, medical, maintenance, general, etc.), email, PREA awareness notification, law library, commissary ordering, handbook, mail scan access and an informational home page as selected by the County.



CPC View© In-Pod Video Visitation Solution

CPC AXXS View wall mounted In-pod devices are user-friendly, multi-function devices. They are used for all inmates' services including remote and on-site video visitation with scheduling, paperless features (grievances, medical, maintenance, general, etc.), email, PREA awareness notification, law library, commissary ordering, limited video arraignment, facility information via the homepage and more.



Streamlined Grievance and Request System

CPC's Grievance and Request system meets and exceeds the requested requirements. Inmates can complete forms and requests through the View unit, certain staff or groups of staff members may be assigned to different forms, staff will be alerted by e-mail and will respond through Fusion for consistency and tracking and escalation alerts may be customized.



Fast Case Law Library

Fast Case Law Library is an effective, robust online legal research suite that can be available through our CPC AXXS View in pod devices and AXXS handheld devices. This library includes compliant and cost-effective access to federal cases, statues, and other materials for all 50 states. Content is updated daily, making it the most current platform available.



Document Scanning Solution

CPC can provide a customizable solution to meet the needs of your facility. This solution helps create a safe environment for your staff and inmates by eliminating contraband. Inmates can easily view documents and messages via the CPC AXXS View in pod devices or AXXS handheld devices.



All Required Bandwidth & Maintenance

CPC provides the bandwidth and maintains the equipment throughout the term of the agreement, at no cost to the Customer. Two separate Internet Service Providers (ISP's) will install their circuits into the jail to provide enough bandwidth to carry all services without interruption. One circuit will be designated as the Primary, the other as the Secondary circuit.



WE BUILD

PARTNERSHIPS

It's about more than phones with CPC, we help you and your population achieve greater goals and higher levels of success. Our solutions are implemented with your goals and your community in mind to maximize value for your facility and system consumers.

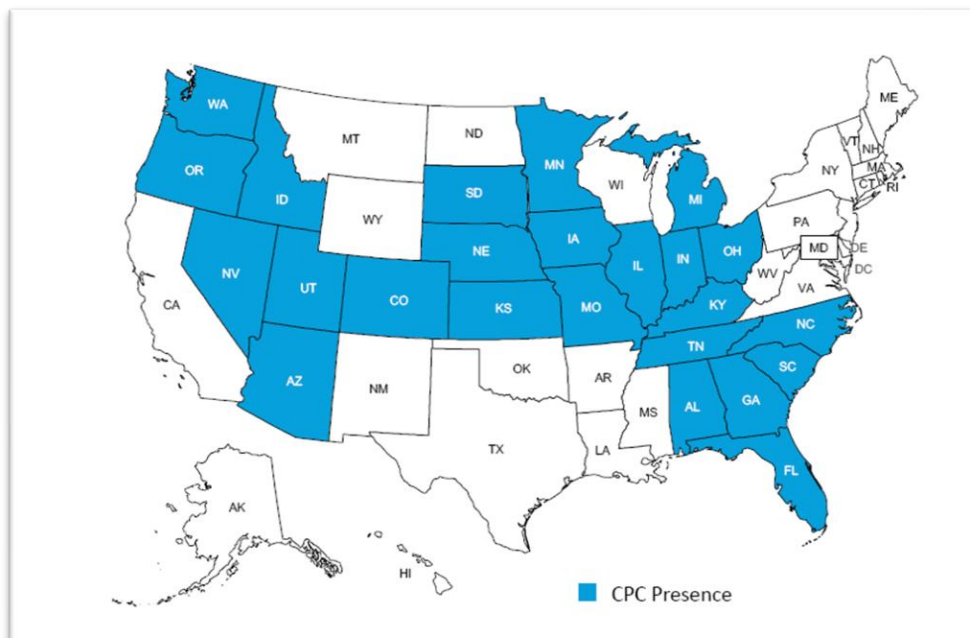
Experience & Qualifications

As an employee-owned company with a team of over 200 accomplished professionals, CPC is in the best position to partner with Cochise County. Our CPC team members are responsible for our own solution engineering, project management, installation, customer care and ongoing support and service. The CPC Leadership Team has more than 200 years of collective experience in the telecommunications, technology services and financial management industries, bringing a wealth of technical, services and financial experience to each customer.

CPC’s history and experience translate to the expertise that you seek. Over the past several years, our leadership team had watched mega-corporations grow and their client focus shrink. We felt and saw the toll this was taking on facilities, organizations, and administration teams and knew action was needed. CPC was founded with the sole purpose of providing a better solution to correctional facilities with integrity, transparency, value, and commitment. CPC’s Customer-first strategy allows us to personalize customer experiences by being available and intimately involved with each project. CPC continues to organically grow by supporting our team and our clients, enabling our success.

Our corporate size remains manageable by design, to remain focused. We believe in reinvesting in our business partners and concentrating on development and innovation. Our business partners know everyone on the CPC team, from their technician to their account manager. As a company, CPC has one of the highest employee retention rates in the industry. Our retention rates and team member satisfaction are testaments to our operations, and we continue to track these for year-over-year improvement.

Our reputation of excellent service is a true reflection of our commitment, program, and character. By earning the trust of our clients, we have been able to grow from a small start-up to serving over 300 facilities across 24 states. We work diligently to continually strengthen the relationship between CPC and our partners and have been able to apply our expertise to expand our services beyond Inmate Telephone Systems.



CPC in Arizona

Each day, our proprietary solutions provide secure communications to more than 40,000 inmates and their friends and families in over 300 correctional facilities nationwide. Over the years we have been able to expand services and opportunities for them and look forward to growing in Arizona with our dedicated CPC team members located nearby.

Discover the Difference In:

- › Service
- › Quality
- › Communication
- › Products
- › References
- › Innovation
- › Security
- › Advancement
- › Value



CPC separates itself from other Inmate Telephone Service providers on several levels. We were founded upon a platform that respects and celebrates the uniqueness and individuality of each facility. This appreciation and understanding remains essential to our operation. Our team at CPC has carefully crafted this proposal with Cochise County in mind and have tailored our solutions to meet your needs now and help you advance as your needs change in the future.

As all our business partners have experienced, CPC has an unwavering commitment to excellence and partnership. We have remained measured in our growth and selective in our partnerships to preserve our reputation of superior service and support. We partner with facilities of all sizes and maintain our dedication to every client. We pride ourselves on being able to provide stability and reliability to our clients.

Communication for Corrections

Since CPC's inception we have been solely focused on elevating the delivery of communication services for law enforcement organizations. We have never over-extended our resources or strayed from our foundational purpose and core values. This means that our innovative solutions are dedicated to preserving security, advancing your operation, and making your lives easier. As an employee-owned company, each employee takes ownership of the work done and utilizes best practices for our correctional partners. Throughout this proposal you will see several examples of CPC's commitment to our correctional partners and quality.

Program Staff

We are pleased to present an introduction to our team who will support our services for your facility. Our lean, efficient, structure allows our corporate staff to be personally involved in supporting your program. Team members who are most involved in helping to support the operations of our program include:

<p>Jim Crouch Regional Sales Manager</p>	<p>Jim Crouch, Regional Sales Manager, will be your point of contact for this project. Jim has 25 years’ experience in Inmate Communications, providing sales, customer service, and training.</p> <p>Jim pays high attention to his accounts, such that his retention rate is an unprecedented 99%. Jim has contracted State DOC’s in CO, NM, AZ, UT, NV, and ID along with many of the largest County facilities in the western U.S. - Maricopa County in Phoenix, AZ, Sacramento County in Sacramento, CA, Bernalillo County in Albuquerque, NM, Pima County in Tucson, AZ and dozens of others.</p> <p>Jim is a nine-time recipient of the Bell System’s “President’s Club” “Council of Leaders” and “Salesperson of the Year” awards, the highest level of recognition awarded annually within the Bell System.</p>
<p>Brett Ruschman Chief Commercial Officer</p>	<p>Brett is the Chief Commercial Officer for CPC. He joined the company in 2010. He is currently responsible for all Sales, IT organization (networks, infrastructure) and all software development projects to support the long-term viability and consistent growth of CPC into the future. Brett is involved in company-wide strategic planning and initiatives including advising the Board of Directors in addition to his main role. Previously, Brett has held IT roles for Procter & Gamble and Hewlett-Packard as well as Director of IT in a county government office.</p>
<p>Danny Arnado Vice President of Operations</p>	<p>Danny oversees & directs every phase of the implementation of new services by conducting weekly status meetings to monitor and track the overall progress of the project. Danny will have the prime responsibility and final authority for all technical related work.</p>
<p>Linda Murphy Director of Customer Service</p>	<p>Linda has worked at CPC for over ten (10) years. CPC’s US-based Customer Service Center representatives undergo a specialized training and certification program to communicate with facility staff, and inmate friends and family. CPC’s Customer Service Center also includes a group of professionals, specially trained to communicate with inmates.</p>

Ian Silverton
Lead Project
Technician

Ian has been a CPC employee for almost 20 years. He oversees the installation and maintenance of inmate telephone systems for the length of facility's agreement. Previously a local Cincinnati firm installer of PBX systems, Ian also served as a Plant Technician for British Telecom. His duties ranged from residential and PBX installation to underground cable splicing. He earned his certificate from British Telecom in Electrical Engineering.

Peggie Wiechman
Client Trainer

Ms. Wiechman has been a valued member of the CPC team for over 6 years. Peggie has 30+ years' experience in Project Management, and over 6 years of experience with inmate telephone and commissary systems. Her dedication to customer service, maintaining excellent relationships with her clients and seeing that client needs are met long after the install is complete ensures that Cochise County will gain in service by choosing CPC.

Past Performance and Reference Listing

CPC is proud to provide the following references and have included this list of facilities that we believe share similarities with Cochise County. Because of our history, philosophies, size, and structure we are able to provide the same level of care and attention to each project to ensure success and advancement.

Reference: Boulder CO	
Facility Name	Boulder County Sheriff's Office
ADP	415 Inmates
Address	3200 Airport Road, Boulder, CO 80301
Contact Name	Jail Administrative Commander Jake Stenzel
Phone	303-441-4620 <i>or</i> 303-859-2494
Email	jstenzel@bouldercounty.gov
Install Date	2020 - present

Reference: Navajo AZ	
Facility Name	Navajo County Jail
ADP	206 inmates
Address	100 Code Talkers Drive Holbrook, AZ 86025
Contact Name	Deputy Chief Ernie Garcia
Phone	928-524-4372
Email	Ernest.garcia@navajocountyaz.gov
Install Date	2020 – present

Reference: Yuma AZ	
Facility Name	Yuma County Sheriff's Office
ADP	440 inmates
Address	141 S. 3 rd Avenue Yuma, AZ 85364
Contact Name	Lt. Tristan Gomez
Phone	928-539-7859
Email	Tristan.gomez@ycso.yumacountyaz.gov
Install Date	2019 - present

Reference: Logan CO	
Facility Name	Logan County Jail
ADP	70 Inmates
Address	110 Riverview Road, Room 116, Sterling, CO 80751
Contact Name	Undersheriff Ken Kimsey
Phone	970 522-2578 x3402
Email	kkimsey@logancosheriff.com
Install Date	2020 – present

Reference: Las Animas CO	
Facility Name	Las Animas County Jail
ADP	65 inmates
Address	2309 E Main St, Trinidad, CO 81082
Contact Name	Sheriff Derek Navarette
Phone	719-846-2211
Email	navarette@lasosheriff.org
Install Date	2023 - present



WE EXCEED

EXPECTATIONS

Every aspect of CPC's program is designed to drive your operations forward. CPC appreciates your thoroughness, as reflected by the details of your RFP. You demonstrate a commitment to excellence that we undoubtedly share with you. CPC is uniquely qualified to provide all the innovation and technology you need, along with the personalized customer service that you deserve.

Guidelines And Requirements

In accordance with 24-02-SHF-01 the Contractor shall follow all guidelines and requirements as stated below for the Cochise County with Inmate Voice, Tablet System, and Service.

 CPC Response: CPC has read and understands.

A. Kiosk Requirements

1. **The proposed System shall have the ability to conduct voice calls; video visitation and other value-added services from the same kiosk.**

 CPC Response: CPC has read and understands.

The CPC wall mounted AXXS devices can conduct voice calls, video visitation, and other value-added services from the same kiosk. The devices are specifically designed for corrections.


AXXS© is a completely customizable and controllable solution, available on both stationary or mobile devices, that include a variety of educational content, music, movies, calls, games, paperless forms, and other features. Devices include capabilities such as:

- Phone Calling
- Video Visitation
- Paperless forms & grievances
- Commissary Ordering
- Email Messaging
- Handbook and informational PDFs
- Entertainment: Movies, Games, & music
- Education & workforce integration
- Legal Information – Law library
- Religious-based content and materials



2. Each proposed inmate kiosk shall consist of the minimum:

- a. Sixteen (16) inch touch screen monitor**
- b. Integrated High-Definition Camera**
- c. Institutionally approved handset**
- d. Institutionally approved enclosure made of durable glass touch screen with ½” thickness**
- e. Power over Ethernet compatible**

 CPC Response: CPC has read and understands. At the Pre-Proposal Conference on February 22nd Vendors were given permission to use Kiosks and Tablets of their choosing, regardless of the size of the screen or the thickness of the touch-screen material. The County made clear that Vendors should provide Kiosks and Tablets that allowed phone calling, video visitation, and access to a variety of Educational and Entertainment content on Kiosks and Tablets of the Vendors choosing.

CPC provides, installs, and maintains an inmate in-pod and handheld device solution designed specifically for corrections. Our in-pod technology solution is a comprehensive, multi-faceted communications platform that can be used to provide a multitude of services. The wall-mounted device enclosures are constructed of high impact steel measuring 12” wide x 11” tall x 2.5” deep. The unit is equipped with a durable 7.9” diagonal LED- backlit multi-touch screen monitor with an anti-reflective coating. Handsets include a 32” armored cord and steel lanyard. The device has an integrated 8MP camera that does not roam with 1080p high-definition video. The wall mounted units are connected over a 100 Mbps dedicated Ethernet to support high quality video.

Handheld devices are constructed of high-quality materials and housed in secure cases. What separates CPC from any other provider is that we provide our facilities with the highest quality, name-brand, most secure devices available worldwide, and we do so in a device that fits in the palm of the inmate’s hand, similar to the devices most carry around in their pocket or purse when they are not incarcerated. Our dedicated team of engineers have worked to ensure every aspect of our devices meet and exceed the needs of correctional facilities. CPC’s solutions will only operate when connected to CPC’s network, preventing security breaches and unauthorized use. Inmates only have access to the available content within CPC’s proprietary platforms preventing inmates from access or ability manipulate system settings.

3. The successful bidder shall provide the required network infrastructure to distribute high-speed Internet to each kiosk installed as part of this project.

 CPC Response: CPC has read and understands.


CPC works proactively to anticipate and eliminate any interruption in service or quality. Therefore, we have created multiple backup systems to ensure stability.

- ✓ **Network Backup:** Multiple internet service providers are used at both CPC-HQ and each correctional center we service, significantly limiting the possibility of downtime.
- ✓ **Server Backup:** CPC has ITS equipment distributed among several data centers at its CPC-HQ location. These data centers are in physically separate buildings. The ITS servers are a mixture of physical and virtual servers. The physical servers subscribe to the N+1 concept so that individual server failures are transparent to the inmates. Virtual servers have automatic failover to backup servers limiting downtime due to hardware component failure.

- ✓ **Equipment Backup:** Hardware installed at each correctional facility remains the most exposed to an equipment component failure. CPC provides a Service Level Agreement of 4-hour response time on major failures to limit the downtime due to a site related issue. CPC currently has backup inmate phones and equipment stored at our partner facilities and is proposing to provide the same for Cochise County, for prompt repairs.
- ✓ **Personnel Backup:** In addition to the local technician that will service Cochise County, CPC has eight (8) additional technicians that are available to provide maintenance & support to the facility. The CPC Technicians are trained on the system software, preventative maintenance, wiring, and telephone installation.
- ✓ **Data Center Backup:** CPC manages 3 data centers with high speed, low latency, and redundant fiber links both between centers as well as independent internet access in controlled environments. All systems and configuration are backed up as redundant design to the other centers. The system includes regular backups of data and recordings on the administrative server and pushed to CPC's Network Attached storage. The Network Attached storage is retained at multiple disparate locations in the United States for disaster recovery purposes. All data storage systems employ the latest security protocols and encryption methods to curtail cyber security and hacking.

B. Tablet Requirements

1. The proposed inmate tablet system must be designed for the correctional environment:
 - a. Eight (8) inch tablets
 - b. Durable and tamper-proof protection
 - c. Performance and behavioral-based rule-settings
 - d. Disciplinary procedure capabilities
 - e. Fully customizable permissions for administrators and inmates
 - f. Security through a multi-layer management software and customized firmware
 - g. Complete remote system management

 CPC Response: CPC has read and understands. At the Pre-Proposal Conference on February 22nd Vendors were given permission to use Kiosks and Tablets of their choosing, regardless of the size of the screen. The CPC AXXS Mini Tablet meets all specification requirements in a device that fits in the palm of the hand, similar to what inmates carry in their pocket or purse when they are not incarcerated.

AXXS MINI

Powerful. Portable. Pocket sized.

The AXXS mini is redefining the industry standards by placing education, entertainment, and more in the palm of your hand.

This powerful tool, designed specifically for inmates, offers a range of capabilities unparalleled in the industry. Paired with the most robust security platform available, these tablets provide a secure and customizable inmate communication experience.



Device Features

- > Customizable Services
- > Daily free minutes
- > Device assignments by person or location
- > Minimum staff involvement
- > No browser access
- > Service and usage report capabilities
- > Conveniently managed in Fusion
- > Securely locked down

Education and character development services

- ✓ GED resources
- ✓ Online education
- ✓ Reentry to recovery
- ✓ Resume writing
- ✓ Cover letters
- ✓ Healthy living
- ✓ Finance
- ✓ Religious devotion
- ✓ Workforce integration

Communication and entertainment services

- ✓ Calling
- ✓ Visitation
- ✓ Legal information
- ✓ Facility documents
- ✓ Audio books
- ✓ Books
- ✓ News
- ✓ Games
- ✓ Movies
- ✓ Music

Technical Specifications

CPC provides, installs, and maintains an inmate tablet solution designed specifically for corrections. Tablets are constructed of high-quality materials and housed in secure cases. What separates CPC from any other provider is that we provide our facilities with the highest quality, name-brand, most secure tablet available worldwide. Our dedicated team of engineers have worked to ensure every aspect of our tablets meet and exceed the needs of correctional facilities. The AXXS tablet solution will only operate when connected to CPC's network, preventing security breaches and unauthorized use. Inmates only have access to the available content within CPC's proprietary AXXS platform and there is no way for an inmate to access or manipulate system settings.



Operating System: iOS is the world's most personal and secure mobile operating system. AXXS operates in Single App Mode



Power: Built-in rechargeable battery for up to 40 hours of music playback time



Display: Retina display, 1136x640 pixel resolution at 326 ppi



Camera: 8 MP camera, 1080p HD video



Durability: Corrections-tested, administration-approved durable case with fingerprint-resistant oleophobic coating on device

2. **Dynamic charging system that is flexible and includes:**
 - a. **Option to ensure that staff intervention is not required for check-out**
 - b. **Inmate login before check-out to ensure monitoring capabilities**
 - c. **Fully secure locking system**
 - d. **Ergonomic design**

 CPC Response: CPC has read and understands.

Device Charging Stations: CPC’s AXXS device charging stations are engineered to be ergonomic, efficient, and secure. These charging stations require zero staff involvement and allow inmates to easily charge, check-in and check-out handheld devices. Stations are customizable to meet your needs regarding number of handheld devices that are able to be charged. Charging stations are in-pod mounted solutions that do not have any exposed charging cables. Mobile charging carts are also available, upon request.



Device Access: Inmates can easily insert and remove the AXXS devices from the charging stations for easy charging, however inmates must use their secure individual logins to use the device.

To log in to the AXXS tablet, inmates must input their Username (their inmate ID) and Password. The first time an inmate logs in they will be required to select two security questions and answers. If an inmate forgets their password, they will be directed to the security questions. After entering the username and password the tablet will show the last time that the inmate’s credentials were used to log into AXXS tablet. When they have successfully input the correct credentials, every time they will be presented with a “Terms and Conditions” screen where they must select to “Accept terms and Conditions” before proceeding. The facility may also input information required of the inmate to read or watch and agree to before proceeding. Furthermore, scheduled and impromptu broadcast messages are also able to be required of the inmate to acknowledge before they are able to access other tablet functions.

Additionally, CPC’s secure devices are configured to operate in Single App mode. Single App mode is a feature that enables a locked-down experience by restricting the inmates’ access to only the CPC AXXS tablet software.

C. System Requirements

1. **The proposed System shall have the ability to conduct the calling and other value-added services from the same kiosk and tablet.**


 CPC Response: CPC has read and understands.

The CPC wall-mounted devices have the ability to conduct voice calls, video visitation, and other value-added services from the same kiosk and tablet.

Device Calls: Calls are able to be made through all handheld devices. Calls completed through both have the same security features as traditional wall-phones. Handheld devices only allow outbound calls to

unrestricted numbers and all calls are processed through CPC's network. Calls are recorded, programmed for customized schedules, able to be monitored live and searchable. Our investigative features such as voice biometrics, key word alert and user activity logs function the same for calls made from the mini tablet as they do for traditional wall-phone calls. Security for inmates is also increased, protecting their conversations from other inmate's listening ears by allowing them mobility and privacy that a wall-phone does not provide.

2. The proposed System shall integrate with the jail management software.

 CPC Response: CPC has read and understands. CPC currently integrates with Spillman systems at a variety of locations across the country, including in Arizona.

Integrations: Partnering with over 300 unique facilities, CPC has a proven history of seamless integrations. These integrations have given us the opportunity to work with numerous JMS, Commissary, Technology, and Banking System providers.

Our experienced team of engineers will work with your team and service providers to obtain the necessary data to interface with the required systems seamlessly at no cost to the county.

3. The proposed System shall provide for positive identification of inmate and visitor with a unique identifier (i.e., PIN, passwords, biometrics, etc.).

 CPC Response: CPC has read and understands.

PINs: The ITS receives a unique Inmate Identification Number from the facility's JMS. To place a call, inmates are required to first enter their Inmate ID, followed by their private PIN number (4-6 digits which they can choose themselves). Law enforcement can customize call times, block numbers that can be called by specific inmates or all inmates, and additional monitoring tools and settings based on inmate ID numbers.

Through Fusion, authorized users can create, modify (open pin) and deactivate user accounts manually whether it is PIN account, PIN Debit account or a PAN list (closed pin). The interface between the JMS or commissary and ITS will automatically update the status of the PIN in the ITS based on the inmate's status in the JMS (e.g. newly booked, transferred, released, etc.).

Personal Biometric Identification: Utilizing CPC's Investigator's Toolbox gives you access to solutions that enhance the security of your facility, inmates, and the general public by utilizing powerful technology built to generate unmatched investigative opportunities and reporting capabilities. Unlike any other Voice Biometric technology available, CPC's offers zero-effort enrollment and continuous identification throughout the entire call. Voice prints are automatically created covertly without the offender's knowledge or any staff involvement. Once enrolled, voice prints are continuously improved, delivering the highest accuracy possible. This system has created over 200 million voice prints equaling over 20,000 years of speech analyzed. Prints can be searched through historical calls, allowing investigators to listen to and extract potential intelligence. Personal biometric identification is also used to generate reports, identify PIN imposters, create a link-analysis visual diagram and more. CPC has this software implemented in over 125 facilities. Due to the expansive and powerful nature of our system, we are looking forward to providing a more in-depth explanation at a presentation meeting with the committee.

Visual Link Analysis Tool: Within the Investigator’s toolbox is a powerful resource that gives investigators a more comprehensive and visual picture of an offender’s network. The Visual Link Analysis tool shows a graphic web representation of an offender’s connections. Offender relationships with other offenders, along with called phone numbers are depicted in this visual tool.

	Positive ID
	PIN sharing
	Multi-speaker
	PIN sharing/Multi-speaker
	Subject of Interest
	Inmate to Inmate



The visual link analysis tool combined with CPC’s Voice Biometric software makes it exceptionally difficult for inmates to hide communications.

4. The proposed System must have mobile apps for Apple and Android devices available to friends and family.

CPC Response: CPC has read and understands.

Friends and Family App: CPC makes it easy for friends and family to register and schedule visits from any internet-connected device. Friends and family can download the InmateSales app on Android and iOS devices for visitation visits with inmates.

The Customer can create an account, sign into an account, and reset their password from the main sign in screen. The user can create a new account by clicking “create new account” on the sign in screen. They will be instructed to enter a previously unused phone number and email address.

The user will be asked to verify their phone number via a text message or phone call. They will be provided with a validation code and they will type the code into the “validation code” field and click “next”. Then the user will be instructed to enter their email address. Once the user verifies their email address, they can finish creating their account.

Create Account
Let's get started with your phone number

Email Address / Username

Password

Confirm Password

First Name

Last Name

Billing Address

City

Once a user has purchased talk time, they can then request approval, schedule a visit, or carry out a visit by clicking “schedule Video Visitation” in the mobile app.

The user will select the facility and the inmate they would like to visit. The user will select the facility and then the inmate they would like to request approval to visit.

Once a user is approved by the facility, they can schedule a visit. They will see a list of their approved ID inmates.


State

Zip

Phone Number

Date of Birth

Account Pin

I'm not a robot 

They will be required to select an available date and time. The system will only show time slots that are available and meet the criteria of a facility's visitation schedule. They will click next and confirm the information is correct.

The user can access their schedule via the website or via the mobile app to start an already scheduled visit.



Home Policies My Schedules Request Access **Schedule Visit**

Request Form

Complete the form below and click the Next >> button to continue.

Step 1 of 6 - Select Inmate

If you do not see the inmate's name below, please click on the "Request Access" tab above.

Inmates on My Account

	InmateId	Name	Facility	Video Visit at Facility Approval	Video Visit at Home Approval	Email Approval
<input type="radio"/> select	1132		SALES FACILITY	True	True	True
<input type="radio"/> select	3442		SALES FACILITY	True	True	

Page size: 25 2 items in 1 pages

- 5. The proposed System shall allow for accounts to be funded via online or via phone with a live customer service representative.**

 CPC Response: CPC has read and understands.

CPC's proposed payment platform allows friends and family to fund an inmate's phone account via the user-friendly website: inmatesales.com, over the phone with a live CPC representative, through the automated operator system (IVR), or via the CPC Inmate Telephone Lobby Deposit Kiosk located in the facility's lobby. The CPC Lobby deposit kiosk accepts cash, credit cards and debit cards. The customer service toll free number will be provided to kiosk customers.

- 6. The proposed System shall provide for all collection and refunds of charges without intervention by the jail staff.**

 CPC Response: CPC has read and understands.

Refunds for remaining or available balances are managed by contacting our CPC Call Center. These requests will be responded to and resolved within a 24-hour period. Friends and family can call our US based Customer service center for assistance and will be connected to a CPC employee. They will also have access to our IVR automated voice response system or may visit our user-friendly online access for further service.

7. The proposed System must be cloud-based, with minimal equipment installed in the facility.

 CPC Response: CPC has read and understands.

System Ease of Use: With CPC, our partners know they have a trusted provider that’s focused on the same things that they are. Our technology solutions are designed to enhance your operations by providing powerful tools that are user-friendly. CPC’s web-based portal is designed to be accessed from anywhere, anytime. For more secure and efficient data storage and recall, Fusion allows authorized users with proper credentials to access recordings and system features from any computer with internet access.

The ITS is located offsite. The equipment installed at the site consists of Analog Telephone Adaptors (ATAs), CPC’s firewall, Telephone Company and/or Cable Company internet modems, an enterprise grade uninterruptible power supply (UPS), and a wall mounted equipment rack. The physical footprint of the equipment rack package is usually 2 feet wide by 6 feet tall.

D. Software Specifications

Family and Friends User Functions

1. The proposed System allows friends and family to register and manage accounts.

 CPC Response: CPC has read and understands.

Scheduling Visitation: CPC View has customizable visitation controls to support Cochise County’s visitation rules and policies. For example, the VVS system can be configured to require all visits be scheduled at least 24 hours in advance and require visitors to show a government issued ID.

CPC makes it easy for friends and family to register and schedule visits from any internet-connected device. Once registered, the system can be configured to either automatically approve visitors or defer to facility staff for approval prior to their first visit. The CPC Scheduler software will interface with the facility’s JMS system for continuously up-to-date information regarding the inmate population and restrictions.

System users will be able to schedule visits for any available time. CPC will work with the Cochise County to input all necessary information regarding visitation times and requirements, so that the scheduler will reflect these stipulations or requirements when scheduling video visitation sessions. The CPC Scheduler

Available Times		Inmate Free Balance: 60 minutes		Inmate Total Balance: 60 minutes		Selected Visit Time: 10:00 am-10:20 am	
9:00 am-9:20 am	9:30 am-9:50 am	10:00 am-10:20 am	10:30 am-10:50 am	11:00 am-11:20 am	11:30 am-11:50 am		
12:00 pm-12:20 pm	12:30 pm-12:50 pm	1:00 pm-1:20 pm	1:30 pm-1:50 pm	2:00 pm-2:20 pm	2:30 pm-2:50 pm		
3:00 pm-3:20 pm	3:30 pm-3:50 pm	4:00 pm-4:20 pm					

The visit is scheduled in the time zone of the facility:



has the ability to block out mealtimes, rest times, or other times requested by the jail to minimize interruptions. Only available visitation times will appear for selection.

Once visitation time is selected, the system has the capability to ask if there will be additional visitors and obtain their information. Specific inmates and/or visitors may be blocked from utilizing the system entirely at the jail's request.

For on-site visitations, visits may be scheduled in advance or be "Hot Visits", where friends and family just walk in and there is no schedule needed. Scheduled visits may be scheduled up to 8 days in advance of the visit date. For on-site "Hot Visits", visitors will be instructed to login/register on the View unit user portal with their first name, last name, and date of birth. They will then be required to fill in, or confirm, that their contact information is accurate and up to date and will be required to accept the facility's terms and conditions. Cochise County staff may also manually schedule a video visit, if desired, which the scheduling solution will automatically allow for without conflict. The system will only allow visitations to be scheduled during available times.

2. The proposed System allows for conducting calls via web application or mobile apps.

 CPC Response: CPC has read and understands.

Remote Visitation Requirements: CPC's Fusion phone and VVS systems are fully compatible with Windows, Mac, Linux, and mobile devices. In addition to using a browser on any operating system, the user may also use an app on Android and Apple devices that may be downloaded from the Apple App store or Android Play store. Mobile device requirements are the same as the computer requirements. The mobile device must have a screen, camera and microphone in good working order, high-speed bandwidth (1MB upload/download speed) or equivalent Wi-Fi connection, a minimum 1.8GHz single core processor (or like), 512MB RAM, and a modern browser (Google Chrome preferred) if the mobile device does not use the application available in the App Stores.

3. The proposed System shall have a self-test to verify the operation of the home user system.

 CPC Response: CPC has read and understands.

Requirement Detection: CPC's system can automatically detect if a remote visitor's computer system meets the minimum requirements for system connectivity.

4. The proposed System shall have and allow the auto-detection of incoming calls.

 CPC Response: CPC has read and understands.

CPC's telephones are programmed to only allow one-way, outgoing calls. The system is not capable of receiving incoming calls and inmates will at no time have access to direct dialed or operator handled services.

5. The System shall show the name of the incoming caller.

 CPC Response: CPC has read and understands.

CPC's telephones are programmed to only allow one-way, outgoing calls. The system is not capable of receiving incoming calls and inmates will at no time have access to direct dialed or operator handled services.

Call Branding: The ITS brands each call as originating from the Jail and provides the name of the facility and the name of the inmate caller. An example of common call branding our partners prefer is below:

"You are receiving a call from (inmate's name) an inmate at the [Facility Name], [State], this call is subject to monitoring and recording. Please select from the following options...if you consent to this call being recorded and to accept this call dial 1 now. To reject this call dial 2 now"

The ITS can be programmed to play the brand recording at random intervals throughout the call or just one time at the beginning of the call. The script may also be modified upon request to meet a specific facility need.

6. The proposed System shall provide the home user to accept or refuse a call.

 CPC Response: CPC has read and understands.

Call Acceptance: For security purposes, all calls require positive acceptance; the called party must dial the '1' digit to accept the call. Billing for the call starts when the called party presses the '1' digit to accept the call; incomplete call attempts such as network intercept recordings, busy signals, no answers, refusals of calls, answering machine pick-ups, etc. are not billed. The handset is muted, and the inmate cannot communicate with the called party until the call has been actively accepted by the called party.

7. The proposed System shall display a countdown timer and shall warn the user of the end of the call and indicate minutes remaining on the account.

 CPC Response: CPC has read and understands.

Video Visitation Timer: The video visitation system will display a clock timer to allow inmates and friends/family to see how much time has passed on their visit.

Call End Notification: The inmate and the called party will receive an automated two-minute warning when their call time is nearing completion.

8. The System shall provide mobile applications for both iPhone and Android.

 CPC Response: CPC has read and understands.

Friends and Family App: CPC makes it easy for friends and family to register and schedule visits from any internet-connected device. Friends and family can download the InmateSales app on Android and iOS devices for visitation visits with inmates.

Inmate User Functions

- 1. The proposed System shall provide for an inmate (who has been authorized by the facility) to initiate a call with any pre-approved visitors without operator intervention.**

 CPC Response: CPC has read and understands.

Call Validation: All calls are validated at a central location, on a real time basis to eliminate access to any numbers designated by the facility as unacceptable. Part of our validation process includes utilizing PIN's, allowed number lists and blocked number lists. Only calls to verified, approved numbers will be completed. The system is not capable of receiving incoming calls and inmates will at no time have access to direct dialed or operator handled services.

- 2. The proposed calling System shall allow the user to be billed in one-minute increments.**

 CPC Response: CPC has read and understands.

Calls are billed in one-minute increments.

- 3. The proposed System shall provide for each inmate to create their own unique Personal Identification Number (PIN) without operator intervention.**

 CPC Response: CPC has read and understands.

Personal PINs: To make it easier for inmates and staff, CPC's ITS allows for inmates, or facility staff, to choose a private four-digit PIN that inmates may use to access communication and technology devices. The County and inmate will have the ability to reset the four-digit PIN. CPC also offers our customers the option of the Inmate 511 line – and our customer service center will handle pin resets right from the inmate phones with zero staff involvement, allowing facility staff to deal with other issues. The process is as follows:

- › The inmate calls the 511 hotline via the ITS
- › The inmate selects the pin reset option
- › Inmate leaves the following information: first and last name, facility, full inmate ID, and date of birth
- › A case is created, and the agent will verify information and reset the PIN
- › The next time an inmate makes a call, they will be prompted to setup a new private pin

- 4. The proposed System shall automatically log out an account due to inactivity after two (2) minutes.**

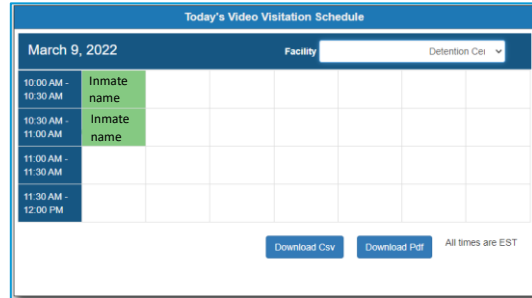
 CPC Response: CPC has read and understands.

CPC devices logout after a set number of minutes that can be customized based on the facility's preference. The standard number of minutes before logout is four minutes, however this can be changed to 2 minutes at the County's request.

- 5. The proposed System shall display, on each kiosk in each pod, a list of inmates in that pod for which there is an active visitor online available to receive a call.**

 CPC Response: CPC has read and understands.

Upcoming Visits: Visits that are scheduled will be visible to facility staff and inmates. Inmates will be able to see upcoming visits displayed on the view units and facility staff will be able to see upcoming and pending visits from their Fusion web-portal dashboard. From the dashboard, authorized users may download the visitation schedule as either a CSV or PDF file.



Today's Video Visitation Schedule	
March 9, 2022	
Facility	Detention Cen
10:00 AM - 10:30 AM	Inmate name
10:30 AM - 11:00 AM	Inmate name
11:00 AM - 11:30 AM	
11:30 AM - 12:00 PM	

[Download Csv](#) [Download Pdf](#) All times are EST

Facility Management Interface Functions

- 1. The System shall provide that no operator be required to begin a call.**

 CPC Response: CPC has read and understands.

Inmates will not have access to a live operator at any time. The ITS provides an Interactive Voice Response system for all inmate calling. Inmates will be able to access charge, bail, and commissary information and may also self-report phone issues, PIN requests and more through the phone system.

- 2. The System shall provide that no scheduling personnel be required to schedule video calls.**

 CPC Response: CPC has read and understands.

Scheduling Visitation: CPC View has customizable visitation controls to support Cochise County's visitation rules and policies. For example, the VVS system can be configured to require all visits be scheduled at least 24 hours in advance and require visitors to show a government issued ID.

CPC makes it easy for friends and family to register and schedule visits from any internet-connected device. Once registered, the system can be configured to either automatically approve visitors or defer to facility staff for approval prior to their first visit. The CPC Scheduler software will interface with the facility's JMS system for continuously up-to-date information regarding the inmate population and restrictions.

System users will be able to schedule visits for any available time. CPC will work with the Cochise County to input all necessary information regarding visitation times and requirements, so that the scheduler will reflect these stipulations or requirements when scheduling video visitation sessions. The CPC Scheduler has the ability to block out mealtimes, rest times, or other times requested by the jail to minimize interruptions. Only available visitation times will appear for selection.

Available Times Inmate Free Balance: 60 minutes Inmate Total Balance: 60 minutes Selected Visit Time: 10:00 am-10:20 am

9:00 am-9:20 am	9:30 am-9:50 am	10:00 am-10:20 am	10:30 am-10:50 am	11:00 am-11:20 am	11:30 am-11:50 am
12:00 pm-12:20 pm	12:30 pm-12:50 pm	1:00 pm-1:20 pm	1:30 pm-1:50 pm	2:00 pm-2:20 pm	2:30 pm-2:50 pm
3:00 pm-3:20 pm	3:30 pm-3:50 pm	4:00 pm-4:20 pm			

The visit is scheduled in the time zone of the facility:

Once visitation time is selected, the system has the capability to ask if there will be additional visitors and obtain their information. Specific inmates and/or visitors may be blocked from utilizing the system entirely at the jail’s request.

For on-site visitations, visits may be scheduled in advance or be “Hot Visits”, where friends and family just walk in and there is no schedule needed. Scheduled visits may be scheduled up to 8 days in advance of the visit date. For on-site “Hot Visits”, visitors will be instructed to login/register on the View unit user portal with their first name, last name, and date of birth. They will then be required to fill in, or confirm, that their contact information is accurate and up to date and will be required to accept the facility’s terms and conditions. Cochise County staff may also manually schedule a video visit, if desired, which the scheduling solution will automatically allow for without conflict. The system will only allow visitations to be scheduled during available times.

3. The System shall provide real-time monitoring capability of all active inmate calls using Windows 10, with support for Windows and higher, Android mobile OS, Apple mobile OS via the Internet.

 CPC Response: CPC has read and understands.

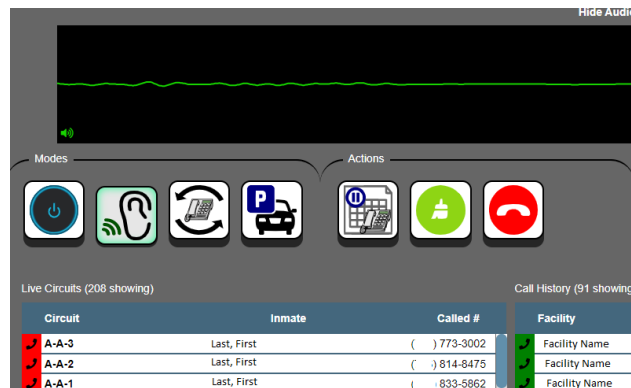
Live Monitoring: Within Fusion, investigators may access CPC’s user-friendly Live Monitor feature to view all live circuits, see which inmates are utilizing each one, and all called numbers. The toolbar buttons were designed in collaboration with our law enforcement partners to obtain information easily and quickly.

Cochise County administration will have the ability to add secure level, password protected access for investigators to utilize the Live Monitor feature.

All calls are monitored and recorded for playback at any time.

Live Monitoring provides the following:

- › Real-time view of system activity on all telephones
- › Define watches based on called numbers, PINs, and origination stations/telephones



The screenshot shows a software interface for monitoring live circuits. At the top, there is a 'Hide Audio' button. Below it is a green waveform representing audio. A toolbar contains several icons: a power button, a signal strength indicator, a refresh/circular arrow icon, a 'P' icon, a calendar icon, a microphone icon, and a red phone icon. Below the toolbar, there are two sections: 'Live Circuits (208 showing)' and 'Call History (91 showing)'. The 'Live Circuits' section contains a table with the following data:

Circuit	Inmate	Called #	Facility
A-A-3	Last, First	() 773-3002	Facility Name
A-A-2	Last, First	() 814-8475	Facility Name
A-A-1	Last, First	() 833-5862	Facility Name

- › Set alert options for notification of triggered watches
- › Audible – beeping tone
- › Visual – pop-up window activation and/or blinking window title
- › Email – a central administrator or investigator
- › Remote Live Monitoring by telephone
- › Ability to listen to active calls from web browser
- › Listen or park on a single telephone line
- › Turn off audible monitoring, while continuing to view system activity
- › View reports on call alert history

Remote Live Monitoring: The Remote Live Monitoring feature allows for calls to be streamed in real-time to a predesignated telephone number. During the Call Watch alert setup, the user will need to enter a four-to-six-digit numeric password to accept the call. When answering a Remote Live Monitoring call, the investigator will need to enter the password correctly before they can hear the streaming audio. The investigator can then choose to listen to the call from the beginning if it has already begun, listen to the call from the current point in the conversation or terminate the call. The ITS also provides the capability to rewind a Remote Live Monitor call using the digits on the telephone keypad. Watched call records are stored and easily found on the Fusion toolbar.

System Ease of Use: With CPC, our partners know they have a trusted provider that’s focused on the same things that they are. Our technology solutions are designed to enhance your operations by providing powerful tools that are user-friendly. CPC’s web-based portal is designed to be accessed from anywhere, anytime. For more secure and efficient data storage and recall, Fusion allows authorized users with proper credentials to access recordings and system features from any computer with internet access.

4. The System shall provide blocking of monitoring capability for privileged calls.

 CPC Response: CPC has read and understands.

CPC provides language in the call acceptance prompt for attorneys or designated legal counsel to contact our call center and make sure that their numbers are set to Do Not Record. All requests for non-recording of attorney/designate legal counsel are checked against State Bar Membership rolls. During installation of our systems, CPC will work with the County and your current provider to obtain a list of any “Privileged” phone numbers you want added to our system before turn-up. The County can identify additional phone numbers as Privileged at any time and they will be added in Fusion. Any request received by CPC to make a number “Privileged” must be approved by the County prior to making that designation.

5. The System shall provide the capability for immediate call interruption.

 CPC Response: CPC has read and understands.

Remote Live Monitoring: There are options available in the Fusion phone platform to “interrupt” calls in progress. Credentialed users can “disconnect” any ongoing call from the Fusion Live Monitoring application. In addition, the Remote Live Monitoring feature allows for calls to be streamed in real-time

to a predesignated telephone number. During the Call Watch alert setup, the user will need to enter a four-to-six-digit numeric password to accept the call. When answering a Remote Live Monitoring call, the investigator will need to enter the password correctly before they can hear the streaming audio. The investigator can then choose to listen to the call from the beginning if it has already begun, listen to the call from the current point in the conversation or terminate the call. The ITS also provides the capability to rewind a Remote Live Monitor call using the digits on the telephone keypad. Watched call records are stored and easily found on the Fusion toolbar.

- 6. The proposed System shall allow for a Jail Administrator to issue an immediate “warning” during a call.**

 CPC Response: CPC has read and understands.

Visitation Interruption: Facility staff can interrupt and terminate ongoing visits at any time during the call. The system allows for documentation of why the visit was cancelled/interrupted and the ability to have the visit rescheduled for another time if that option is chosen.

- 7. The proposed System shall allow for a Jail Administrator to send a custom text message on the screen of a call.**

 CPC Response: CPC has read and understands.

Broadcast Messages: Broadcast and individual messaging/notices can be enabled and modified for distribution on the tablets or VVS units. From Fusion, authorized users may create broadcast messages to be deployed onto each unit in the facility or, only specific units by location. If staff members need to send a message to an individual inmate, they may do so through the Fusion portal as well and the message would be delivered to the inmate’s e-mail account accessible through the View units or tablets. Messages sent to inmates directly from Fusion that are not tied to a form are set-up as one-way communication with no reply capability.

Broadcast messages are able to be repeated on a set schedule if desired and may be set as required reading, meaning inmates cannot access any features until the reading is completed and accepted.

- 8. The System shall provide the capability to reset of Inmate Personal Identification Number.**

 CPC Response: CPC has read and understands.

Personal PINs: To make it easier for inmates and staff, CPC’s ITS allows for inmates, or facility staff, to choose a private four-digit PIN that inmates may use to access communication and technology devices. The County and inmate will have the ability to reset the four-digit PIN. CPC also offers our customers the option of the Inmate 511 line – and our customer service center will handle pin resets right from the inmate phones with zero staff involvement, allowing facility staff to deal with other issues. The process is as follows:

- › The inmate calls the 511 hotline via the ITS

- › The inmate selects the pin reset option
- › Inmate leaves the following information: first and last name, facility, full inmate ID, and date of birth
- › A case is created, and the agent will verify information and reset the PIN
- › The next time an inmate makes a call, they will be prompted to setup a new private pin

9. The System shall provide the capability for immediate suspension of inmate calling privileges by the monitoring officer.

 CPC Response: CPC has read and understands.

The ITS has the ability to suspend inmate calling by disabling the inmate's PIN. The PIN can be set to be automatically reenabled on a future date with no intervention from the County.

10. The System shall provide the capability for immediate suspension of visitor privileges.

 CPC Response: CPC has read and understands.

Authorized Fusion users have the ability to block users and inmates from utilizing all forms of communication. Authorized users can add notes as to why visit modifications were made.

11. The System shall provide the capability for immediate suspension of all calls.

 CPC Response: CPC has read and understands.

Authorized users shall be able to shut down individual telephones, blocks of telephones or the entire telephone system in real-time through the administrative software.

Circuits				
<input type="button" value="Enable Selected"/>		<input type="button" value="Disable Selected"/>		
<input type="checkbox"/>	Facility	Phone	Description	Status
<input type="checkbox"/>	CPC Stack 14 Test Site	(859) 441-1003	Empty	enabled <input type="button" value="Disable"/>
<input type="checkbox"/>	CPC Stack 14 Test Site	(859) 441-1001	Test #1	enabled <input type="button" value="Disable"/>

First < 1 of 1 > Last Per Page: 10

12. The System shall provide the capability for authorized personnel to monitor the calls using their PC, tablet, or other smart devices.

 CPC Response: CPC has read and understands.

System Ease of Use: With CPC, our partners know they have a trusted provider that's focused on the same things that they are. Our technology solutions are designed to enhance your operations by providing powerful tools that are user-friendly. CPC's web-based portal is designed to be accessed from anywhere, anytime. For more secure and efficient data storage and recall, Fusion allows authorized users with proper credentials to access recordings and system features from any device with internet access.

13. The System shall provide the capability to record all calls.

 CPC Response: CPC has read and understands.

Call and Video Recording: All calls and video visits are recorded, including on-site visitation sessions. CPC provides exceptions= for calls or visits with attorneys, legal counsel, social service agencies, or and contacts the County determines are "privileged".

14. The System shall provide the capability for blocking the recording of privileged calls.

 CPC Response: CPC has read and understands.

CPC provides exceptions to all calls and visits being recorded for attorneys, legal counsel, social service agencies, or any other contact the County determines are privileged and should not be recorded or monitored. All requests for non-recording of attorney/designate legal counsel can be checked against State Bar Membership rolls.

15. The System shall provide the capability of the following:

- a. **Playback of recorded calls.**
- b. **Download of recorded calls.**
- c. **Entering notes linked to a specific recorded call.**

 CPC Response: CPC has read and understands.

The ITS provides the following features for call searching:

1. Search for calls by the Inmate PIN, the Permanent Booking Number, the inmate's name, or using a Prepaid Calling Card number
2. The call search can be performed using Date and Time frames
3. Searches can be conducted by individual or groups of telephones
4. Call type (Prepaid Calling Card, PIN Debit, Prepaid Collect, etc)
5. Facility and housing locations
6. The called number
7. Termination Codes that distinguish between complete and incomplete calls
8. Best Known Name and Address (BKNA) that can provide who the phone is listed to, the address, the service provider, and the telephone type

Filters Save search criteria Save Saved Searches

Only With Recording

Start Date: 10/07/2018 End Date: 11/07/2018

Start Time: HH : MM : SS AM End Time: HH : MM : SS PM

Called Number: Card Number:

Facilities: 1 checked Call Types: 6 checked

Termination: 5 checked Block Code: Select

Circuit: Select

Inmates: Inmate, PIN or Doc ID

The ITS provides authorized users with the ability to access calling activity, look at Call Detail Reports and listen to inmate call recordings from the ITS via the internet/web portal. Authorized users can easily download a single call or multiple calls via the “Create Batch” function in the user-friendly web portal. Users can also email call recordings directly from the system.

Results

<input type="checkbox"/>	When	Destination	Station	Call Type	Charge	Inmate	Termination	PIN	Card Id	Actions
<input checked="" type="checkbox"/>	11/30/2018 08:30:23 AM	(620) 228-3783	Allen County KS Sheriffs Office - A-Pod 6203651001	Calling Card	\$0.40	Orr, Darius	Time Up for Timed Call	127322	3486054234	<input type="button" value="Headset"/> <input type="button" value="Download"/> <input type="button" value="Email"/>
<input checked="" type="checkbox"/>	11/30/2018 08:23:42 AM	(573) 826-0050	Allen County KS Sheriffs Office - C-Pod 6203651004	Calling Card	\$0.60	Harvey, Kara	Normal Call	127881	3669227027	<input type="button" value="Headset"/> <input type="button" value="Download"/> <input type="button" value="Email"/>
<input checked="" type="checkbox"/>	11/30/2018 12:18:35 AM	(913) 620-0943	Allen County KS Sheriffs Office - Work Rele 6203651007	Prepaid	\$3.52	Beck, Cooper	Time Up for Timed Call	127785		<input type="button" value="Headset"/> <input type="button" value="Download"/> <input type="button" value="Email"/>
<input type="checkbox"/>	11/29/2018 11:26:44 PM	(816) 598-5059	Allen County KS Sheriffs Office - D-Pod L 6203651005	PIN Debit	\$0.70	Duarte, Rogelio	Normal Call	127865	0000127865	<input type="button" value="Headset"/> <input type="button" value="Download"/> <input type="button" value="Email"/>

The ITS provides the ability to add notes to a call. The user has the ability to choose if they want the note to be private (for them to see only), or public (any Facility user will have access to the note). Notes are maintained with the Call Detail Record and are available for future investigations.

16. The System shall provide the capability for long-term storage of all recorded calls.

 CPC Response: CPC has read and understands.

Data Retention: All recordings and call detail records are stored off-site with redundant backups; keeping records secure for the duration of our partnerships, as well as for an agreed-upon, specified period following the expiration of the agreement. The facility may download recordings at any time to County owned workstations and thereby retain recordings indefinitely. The ITS works with the Integrated Voice Recording Server (IVRS). IVRS records all calls within the ITS and stores these recordings on a SAS RAID system; all recordings stored on the IVRS are available for recall and playback.

- 17. The System must be able to recognize if a potential visitor is on-line without the need to log in.

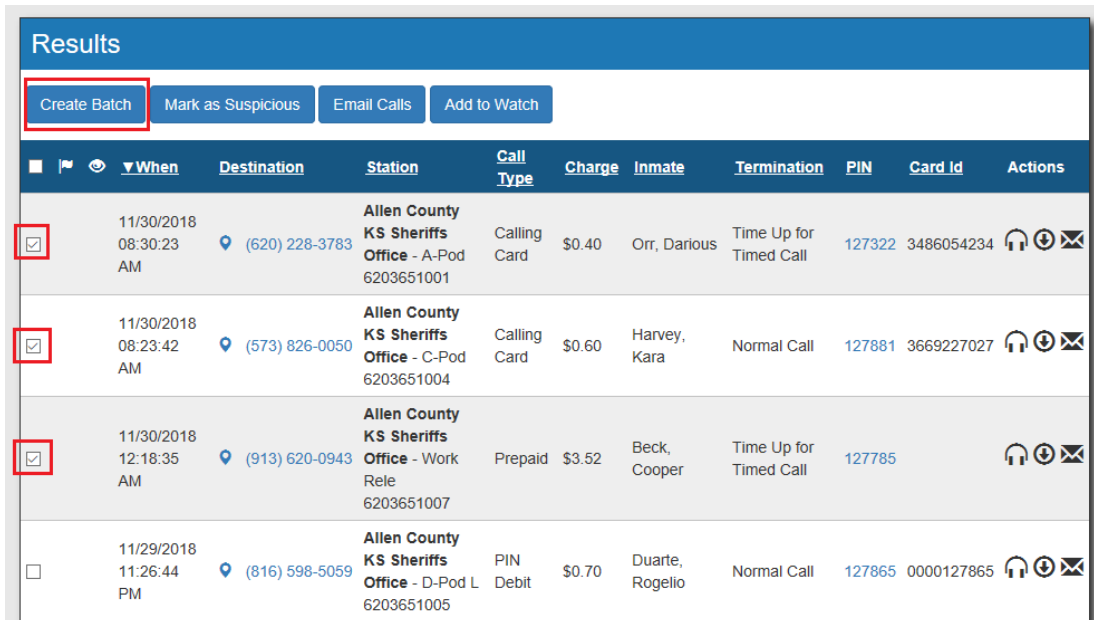
 CPC Response: CPC has read and understands.

Beginning a Visitation Session: In the housing units, VVS units will display the upcoming daily video visits scheduled. At the time of their scheduled visit, an inmate will log in to the kiosk with their specific inmate ID and password then access the Visitation application on the screen. The visit will not begin until the Visitor also logs in to the system. Once both parties have logged in, the inmate will see an option to Accept Call; clicking this will start the visitation session. Sessions will begin without staff involvement.

- 18. The System shall provide the capability to download recorded calls to a user's computer hard drive or portable device (if given proper permissions) and shall be date and time stamped.

 CPC Response: CPC has read and understands.

The ITS provides authorized users with the ability to access calling activity, look at Call Detail Reports and listen to inmate call recordings from the ITS via the internet/web portal. Authorized users can easily download a single call or multiple calls via the “Create Batch” function in the user-friendly web portal. Users can also email call recordings directly from the system.



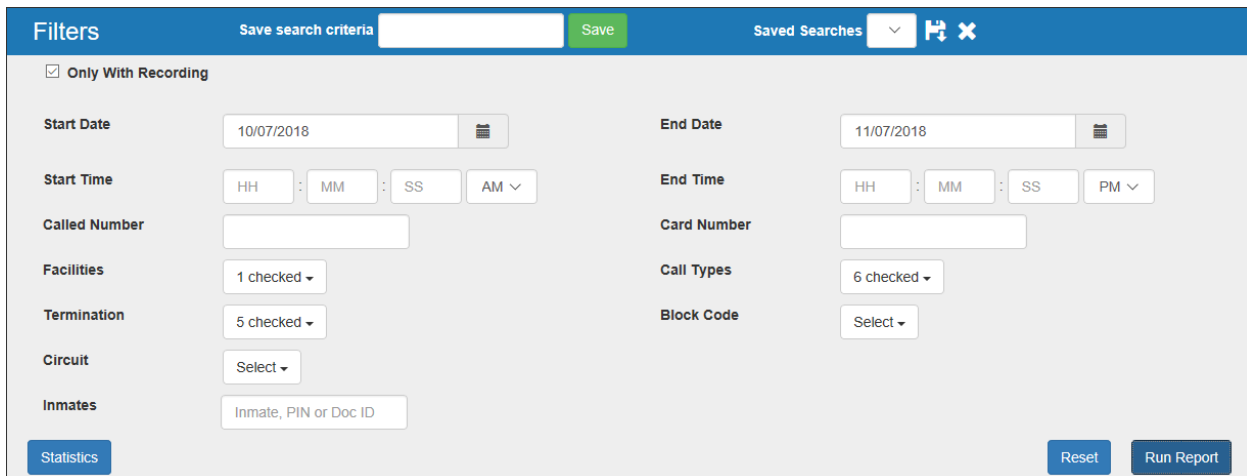
Results												
<input type="button" value="Create Batch"/> <input type="button" value="Mark as Suspicious"/> <input type="button" value="Email Calls"/> <input type="button" value="Add to Watch"/>												
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	▼ When	Destination	Station	Call Type	Charge	Inmate	Termination	PIN	Card Id	Actions
<input checked="" type="checkbox"/>			11/30/2018 08:30:23 AM	(620) 228-3783	Allen County KS Sheriffs Office - A-Pod 6203651001	Calling Card	\$0.40	Orr, Darius	Time Up for Timed Call	127322	3486054234	
<input checked="" type="checkbox"/>			11/30/2018 08:23:42 AM	(573) 826-0050	Allen County KS Sheriffs Office - C-Pod 6203651004	Calling Card	\$0.60	Harvey, Kara	Normal Call	127881	3669227027	
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19. The System shall provide the capability for playback of recorded calls. Recorded calls can be searched by call type, date, inmate, or visitor.


 CPC Response: CPC has read and understands.

The ITS provides the following features for call searching:

1. Search for calls by the Inmate PIN, the Permanent Booking Number, the inmate's name, or using a Prepaid Calling Card number
2. The call search can be performed using Date and Time frames
3. Searches can be conducted by individual or groups of telephones
4. Call type (Prepaid Calling Card, PIN Debit, Prepaid Collect, etc)
5. Facility and housing locations
6. The called number
7. Termination Codes that distinguish between complete and incomplete calls
8. Best Known Name and Address (BKNA) that can provide who the phone is listed to, the address, the service provider, and the telephone type



20. The System shall provide the capability for real time interface with JMS to keep inmate data current.

 CPC Response: CPC has read and understands. CPC interfaces with your JMS provider, Spillman, in a variety of locations across the country, including in Arizona.

Integrations: Partnering with over 350 unique facilities, CPC has a proven history of seamless integrations. These integrations have given us the opportunity to work with numerous JMS, Commissary, Technology, and Banking System providers.

Our experienced team of engineers will work with your team and service providers to obtain the necessary data, dependent on the products and services being installed.

JMS Integration

CPC's ITS integrates with the facility's JMS system to consistently pull all required inmate data. This includes inmate PIN information. The interface between the JMS and ITS allows the system to automatically update the status of inmate PINs in the ITS based on the inmate's status in the JMS (e.g. newly booked, transferred, released, etc.). The ITS has the capability to move an inmate or group of inmates from one facility to another without the need to re-enter information.

As part of our seamless implementation plan, before the start of the contract CPC will work with Cochise County's JMS provider to determine the best method to complete the interface. During every step of the process, we work to ensure that the facility is kept aware of the integration status and that the interface is developed, tested, configured, and completely functional at least 7 days prior to CPC turning on any products or services requiring inmate data.

- 21. The System shall provide the capability for notification to home users of the suspension of calls by the facility whether system-wide or on an individual inmate basis.**

 CPC Response: CPC has read and understands.

If a visit is cancelled, the system will notify the visitors via an email if the visitation session has been cancelled.

- 22. The System shall provide capability for daily, monthly, and yearly usage figures and audited records.**

 CPC Response: CPC has read and understands.

We understand the importance of transparency and trust when selecting a communications vendor. Our Finance team will provide reconciliation reports for external audit processes and will provide monthly commission and summary reports including all of the information required. Please see [Additional Attachments: Sample Commission Statement](#) and [Additional Attachments: Sample Reports](#) of this RFP response.

- 23. The proposed System shall have a built-in accounting feature that allows for accessing, by the jail staff, gross revenue reports.**
- a. **Including the number of calls by interface (mobile app, visitor, or lobby) on a monthly basis.**
 - b. **Includes the number of active inmates in what zone of the facility on a daily basis.**

 CPC Response: CPC has read and understands.

ITS Reports: Any time that a phone is taken off-hook CPC's ITS creates a Call Detail Record. All call data from each phone is available for authorized users to generate audit reports based on customizable criteria. The ITS provides authorized users the capability to view and track call activity and call rates at any time through our web-accessible portal. Customizable reports can be run on a daily, weekly, monthly, yearly, or real-time basis. Report options include but are not limited to, Phone Location, Originating Call, Time of

Call, Telephone Numbers Called, Frequently Dialed Numbers, Numbers Called from a Specific Telephone, Call Volume reports and many others.

Customizable Reports: CPC’s ITS has a large number of pre-written reports available for Cochise County’s usage that meet and exceed your requirements. During training the CPC project manager will detail all reports and if there are additional reporting requirements, the project manager will submit work orders to have these additional reports created and made available to the County.

24. The System shall provide the facility the ability to set maximum call length.

 CPC Response: CPC has read and understands.

Call Duration: The ITS provides call duration programming customizable by Inmate PIN, phone number dialed, individual phone unit, housing unit, facility, and County as a whole. The ITS supports automatic on/off scheduling and can be varied by the day in addition to other parameters previously listed. By default, CPC’s system allows a maximum of 15 minutes per call.

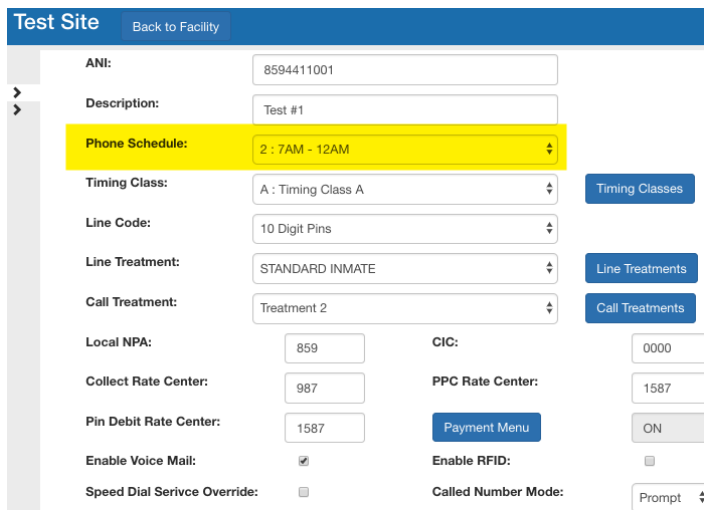
To eliminate scheduling issues and to enhance user experience, CPC will facilitate any requested changes to call duration limits and automatic on/off schedules. As your technology partner, we remain available to you at all times via email or phone.

25. The System shall provide the ability to control days on which calls are allowed.

 CPC Response: CPC has read and understands.

System Customization: The ITS can be programmed for auto shut-off at times designated by authorized users. The ITS supports automatic on/off scheduling and can be varied by the day in addition to other parameters, such as Inmate PIN, phone number dialed, individual phone unit, housing unit, facility, and County as a whole.

Authorized users may shut down individual telephones, blocks of telephones or the entire telephone system in real-time through CPC’s web-based portal, Fusion.



Circuits				
Facility	Phone	Description	Status	
<input type="checkbox"/>	CPC Stack 14 Test Site	(859) 441-1003	Empty	enabled Disable
<input type="checkbox"/>	CPC Stack 14 Test Site	(859) 441-1001	Test #1	enabled Disable

26. The System shall produce a call report based on inmate, visitor, or date.

 CPC Response: CPC has read and understands.

ITS Reports: Any time that a phone is taken off-hook CPC's ITS creates a Call Detail Record. All call data from each phone is available for authorized users to generate audit reports based on customizable criteria. The ITS provides authorized users the capability to view and track call activity and call rates at any time through our web-accessible portal. Customizable reports can be run on a daily, weekly, monthly, yearly, or real-time basis. Report options include but are not limited to, Phone Location, Originating Call, Time of Call, Telephone Numbers Called, Frequently Dialed Numbers, Numbers Called from a Specific Telephone, Call Volume reports and many others.

27. The System shall provide User Interface (UI) in over 40 languages.

 CPC Response: CPC has read and understands.

Multi-lingual Call Prompts: The ITS includes user prompts in English and Spanish as a standard feature. Inmates and the called party are able to select the desired language through the system for the call prompts before the call begins. Each inmate telephone also includes a dialing instruction card written in both English and Spanish. Additional languages are available upon request.

28. The System shall provide for disabling kiosks/tablets on an individual basis.

 CPC Response: CPC has read and understands.

Flexible Features: The CPC inmate tablet solution is customizable to meet Cochise County's specific needs. Features can be turned on & off accordingly and services can be controlled at the Facility- or individual inmate-level.

29. The System shall provide access to registered visitor information.

 CPC Response: CPC has read and understands.

Verifying Visitors: Visitors must set up an account by going to inmatesales.com and registering with their first name, last name, and date of birth. They will then be required to fill in any additional information required from the facility or confirm that their contact information is accurate and up to date. The facility's terms and conditions will then be displayed on the screen and the visitor must agree to accept. If the facility requires visitors to take a photo of themselves and their government issued ID the system will prompt the user to do so automatically, without manual input from the visitor. This photo is stored with the visitor record and can be verified during visitation check-in. Authorized facility staff can then utilize the stored government ID to perform a search warrant using the agency's warrant search program, if needed.

30. The System shall provide notification to inmates that a visitor is online and available to call.

 CPC Response: CPC has read and understands.

Beginning a Visitation Session: In the housing units, VVS units will display the upcoming daily video visits scheduled. At the time of their scheduled visit, an inmate will log in to the kiosk with their specific inmate ID and password then access the Visitation application on the screen. The visit will not begin until the Visitor also logs in to the system. Once both parties have logged in, the inmate will see an option to Accept Call; clicking this will start the visitation session. Sessions will begin without staff involvement.

Inmate Initiated Video Visits: CPC AXXS View wall mounted devices and AXXS handheld devices allow for video visitation sessions to be initiated by the inmate, to any visitor who has been approved by the facility. Facility administration may customize which wall mounted and handheld devices have this ability, as well as the time schedules, usable limits, visitor approval process and more.

31. The System shall allow the Jail Administration to establish additional administrative positions and to grant differing permissions to each administrative position.

 CPC Response: CPC has read and understands.

The ITS is built on a Flexible Tiered Security Access. The System Administrator can provide access to system functions based on a user's needs. Some users can be provided full access while others may be limited to just running reports or searching call detail when building cases. The ITS provides for secure password protected access for investigators to utilize the software. The system uses modern web site development protocols that allow multiple users to access the system at the same time and maintain security. The Facility Administrator or their designee will receive training and have access to setting up access levels for designated personnel.

E. System Maintenance Specifications and Training

1. Diagnostic Testing and Remote Analysis

The Vendor shall have ability to log into any PC or mobile device in order to test and diagnose the maintenance issue for the System.

 CPC Response: CPC has read and understands.

Remote Diagnostics: When a problem is identified a trouble ticket is automatically created. Trouble tickets are quickly prioritized. Most equipment can be accessed remotely, and diagnostic troubleshooting performed. Remote access also allows programming updates to be completed without a site visit. Remote polling of on-site equipment gathers usage statistics and trouble conditions.

2. Remote Monitoring Capabilities

The Vendor shall have the ability to log into any PC or mobile device to monitor the status of the System.

 CPC Response: CPC has read and understands.

Remote Diagnostics: When a problem is identified a trouble ticket is automatically created. Trouble tickets are quickly prioritized. Most equipment can be accessed remotely, and diagnostic troubleshooting performed. Remote access also allows programming updates to be completed without a site visit. Remote polling of on-site equipment gathers usage statistics and trouble conditions.

CPC utilizes a comprehensive network monitoring platform (Simple Network Monitoring Protocol (SNMP)) that monitors all devices located both at CPC's core data centers and at each edge facility. The SNMP program can perform monitoring as simple as a PING or as complex as computer process monitoring. CPC uses SNMP v.1 and v.2 for most monitoring capabilities and is adept at using manufacture MIBs for custom monitoring needs.

F. Service and Maintenance

- 1. Vendor shall provide service, at a minimum, 365 days per year and 12 hours per day.**

 CPC Response: CPC has read and understands.

Toll-free Customer Service: CPC provides our facilities with a specific toll-free service and support number that allows them to quickly get in contact with a highly trained representative 24/7/365. The operations center is comprised of all CPC employees.

Service Call Priorities: When a problem is identified a trouble ticket is automatically created. Trouble tickets are quickly prioritized. Most equipment can be accessed remotely, and diagnostic troubleshooting performed. Remote access also allows programming updates to be completed without a site visit. Remote polling of on-site equipment gathers usage statistics and trouble conditions.

Authorized users will have the ability to access calling ticket activity from the ITS via the internet/web as well as view call detail reports. Service tickets are created from a simple email to CPC's support system and are responded to within 15 minutes of ticket initiation. Our service level agreement further details response times.

- 2. Services must be guaranteed for the duration of the contract period.**

 CPC Response: CPC has read and understands.

CPC guarantees services for the duration of the contract period.

- 3. Vendor shall provide a toll-free service number for technical assistance.**

 CPC Response: CPC has read and understands.

Toll-free Customer Service: CPC provides our facilities with a specific toll-free service and support number that allows them to quickly get in contact with a highly trained representative 24/7/365. The operations center is comprised of all CPC employees.

4. Vendor shall address all major System outages within four (4) hours.

 CPC Response: CPC has read and understands.

Service Level Agreement

CPC's Network has an in-depth alarm system that monitors individual switch services and notifies our IT Department immediately via email of any issues detected. In the event of a service outage, we will notify the facility within 15 minutes. The following escalation route will be followed:

System issues are reported (via monitoring or facility).

Trouble ticket will be opened.

Ticket will be assigned to an IT technician

IT technician will troubleshoot and diagnose the reported issue; if resolution cannot be reached

remotely then CPC will dispatch a technician

The CPC Service Level Agreement includes:

An individual phone outage: 24 hours

Section of the building outage: 4 hours

Complete system wide outage: 2 hours

In the unlikely event support escalation is required, the facility will be provided, in advance, the personal contact information for senior members of support, including the Network Operations Center (NOC) Supervisor.

CPC is responsible for providing service coordination of repairs on all Local/Intralata/Interlata services and will comply with all applicable state and federal regulatory changes without ever incurring cost to the facility. Any and all repairs will be performed at our expense during the term of the agreement. In addition, the ITS platform utilizes a "push" technology to upgrade programs and applications for those releases as required.

5. A major System outage shall be defined as 100% of kiosks/tablets out of service.

 CPC Response: CPC has read and understands.

6. Vendor shall provide service policies and procedures as an attachment to this proposal.

 CPC Response: CPC has read and understands.

CPC has included a Service Level Agreement in Section: Additional Attachments of this RFP Response.

7. Describe the maintenance programs for kiosks/tablets to be installed.

 CPC Response: CPC has read and understands.

Installation, Maintenance and Quality Assurance: Our business partners benefit from our exceptional set of qualifications, experience, people, account management, quality assurance, security, training, and technical support.

CPC's proposal includes full repair, maintenance, support, and component replacement as necessary to maintain continuous operation of the CPC ITS, including all telephones, software, systems, and peripheral hardware.

CPC technicians will do all preliminary work prior to the cutover date. All system hardware and software will be installed, telephone circuits will be installed and tested, cut-off keys will be mounted and ready for cross-connects. CPC's strategy for providing a smooth transition of inmate telephone equipment includes internal and external preparation to ensure ongoing operation of service without interruption.

The ITS is remotely and securely connected in real-time to our Customer Service Center in Cold Spring, KY. Upon a reported issue or an auto-diagnosed issue, the Customer Service Center will have instant access to resolve the issue or provide the County with additional information.

In addition to routine communications with the County, our CPC Technicians will perform routine site visits. During that visit, any upgrades/code patching that is CPC required, is performed. All CPC provided equipment is checked for proper operation and results are reported to a designated person at the facility.

8. Detail the method of determining service interruptions and service call priorities.

 CPC Response: CPC has read and understands.

Service Call Priorities: When a problem is identified a trouble ticket is automatically created. Trouble tickets are quickly prioritized. Most equipment can be accessed remotely, and diagnostic troubleshooting performed. Remote access also allows programming updates to be completed without a site visit. Remote polling of on-site equipment gathers usage statistics and trouble conditions.

Authorized users will have the ability to access calling ticket activity from the ITS via the internet/web as well as view call detail reports. Service tickets are created from a simple email to CPC's support system and are responded to within 15 minutes of ticket initiation. Our service level agreement further details response times.

9. List response time for each priority and the level of expertise devoted to each priority.

 CPC Response: CPC has read and understands.

CPC has included a Service Level Agreement in Section: Additional Attachments of this RFP Response.

10. Provide a contact person who will be responsible for ongoing account management and support.

 CPC Response: CPC has read and understands.

Jim Crouch, Regional Sales Manager, will be your point of contact for this project. Jim resides in Arizona and has 25 years' experience in Inmate Communications, providing sales, customer service, and training. Jim pays high attention to his accounts, such that his retention rate is an unprecedented 99%.

Additional points of contact can be found in Section: Key Program Staff of this RFP response.

11. Vendor must accept responsibility for all contracted equipment and software defects for the entire length of the contract.

 CPC Response: CPC has read and understands.

CPC will furnish, install, and maintain all hardware and software necessary to provide the Inmate Telephone Service. CPC will install, maintain, and own the system at all times. This includes providing ongoing maintenance throughout the contract period. The proposed equipment and system will be scalable to meet Cochise County's growing needs.

CPC accepts responsibility for all contracted equipment and software defects for the length of the contract.

12. Vendor must certify that services are free from defects and must correct all problems associated with the hardware or software at no cost.

 CPC Response: CPC has read and understands.

CPC will furnish, install, and maintain all hardware and software necessary to provide the Inmate Telephone Service. CPC will install, maintain, and own the system at all times. This includes providing ongoing maintenance throughout the contract period. The proposed equipment and system will be scalable to meet Cochise County's growing needs.

CPC will correct all problems associated with the hardware or software at no cost.

13. A local service provider is preferred.

 CPC Response: CPC has read and understands.

CPC takes complete responsibility for your inmate phone service maintenance and repair, so the jail staff can focus on more important operations. In addition to our local technician, support personnel remain

available 24/7/365, via CPC's provided toll-free Customer Support number and email address, to ensure that Cochise County receives needed support at any time. The ITS platform and applications are up and running 99.7% of the time. When technical issues arise, our customer service department works closely with our technicians on quickly resolving all issues. The designated contact person for Cochise County is CPC Regional Sales Manager Jim Crouch, who lives in Arizona.

G. Installation and Testing

- 1. The Vendor will provide the inmate kiosks, inmate tablets, and Ethernet switches required and ensure that they are working properly. The installation is to be coordinated with the facility personnel.**

 CPC Response: CPC has read and understands.

CPC will furnish, install, and maintain all hardware and software necessary to provide the Inmate Telecommunications Service. CPC will install, maintain, and own the system at all times. This includes providing ongoing maintenance throughout the contract period. The proposed equipment and system will be scalable to meet Cochise County's growing needs and the installation will be coordinated with County personnel from start to finish.

- 2. Offeror shall submit a complete and detailed schedule of the timeframe required for installation, utility coordination, training, cut over, and testing. The System shall be installed in a manner and under a timeframe designed to minimize disruption of the normal functioning of the facility.**

 CPC Response: CPC has read and understands.

Transition: CPC is dedicated to the success of the county and its facility from the moment we begin to set forth and establish our partnership. Our primary objective is to ensure a smooth transition to the CPC platform with minimal impact on jail staff and inmate communication services. Strategic Planning and experienced CPC technicians are the keys to achieving that goal. CPC conducts a thorough site survey to ascertain all wiring, electrical, network, telephones, and other equipment configuration needs to establish the best and most efficient installation plan specific to Cochise County.

CPC has included a sample Implementation Timeline in Section: Additional Attachments of this RFP Response.

- 3. The risk of loss and or damage will be assumed by the Vendor during shipment, unloading and installation.**

 CPC Response: CPC has read and understands.

H. Call Monitoring, Tablet Monitoring, and Recording

1. The interface must have investigative tools and capability that includes:
 - a. Live monitoring and recording of all calls.
 - b. Live monitoring with a text break-in feature.
 - c. Live monitoring with a warning button of misconduct on the inmate visitor’s screen; and
 - d. Live monitoring with options to immediately disconnect the call.
 - e. Administrator dashboard for tablets that includes inmate activity monitoring.
 - f. Administrator dashboard for tablets that includes device status (online, enabled, suspicious activity, blocked, offline) and activity time.

 CPC Response: CPC has read and understands.

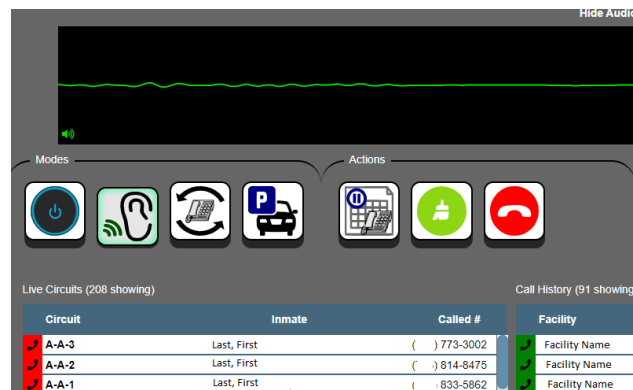
Live Monitoring: Within Fusion, investigators may access CPC’s user-friendly Live Monitor feature to view all live circuits, see which inmates are utilizing each one, and all called numbers. The toolbar buttons were designed in collaboration with our law enforcement partners to obtain information easily and quickly.

Cochise County administration will have the ability to add secure level, password protected access for investigators to utilize the Live Monitor feature.

All calls are monitored and recorded for playback at any time.

Live Monitoring provides the following:

- › Real-time view of system activity on all telephones
- › Define watches based on called numbers, PINs, and origination stations/telephones
- › Set alert options for notification of triggered watches
- › Audible – beeping tone
- › Visual – pop-up window activation and/or blinking window title
- › Email – a central administrator or investigator
- › Remote Live Monitoring by telephone
- › Ability to listen to active calls from web browser
- › Listen or park on a single telephone line
- › Turn off audible monitoring, while continuing to view system activity
- › View reports on call alert history



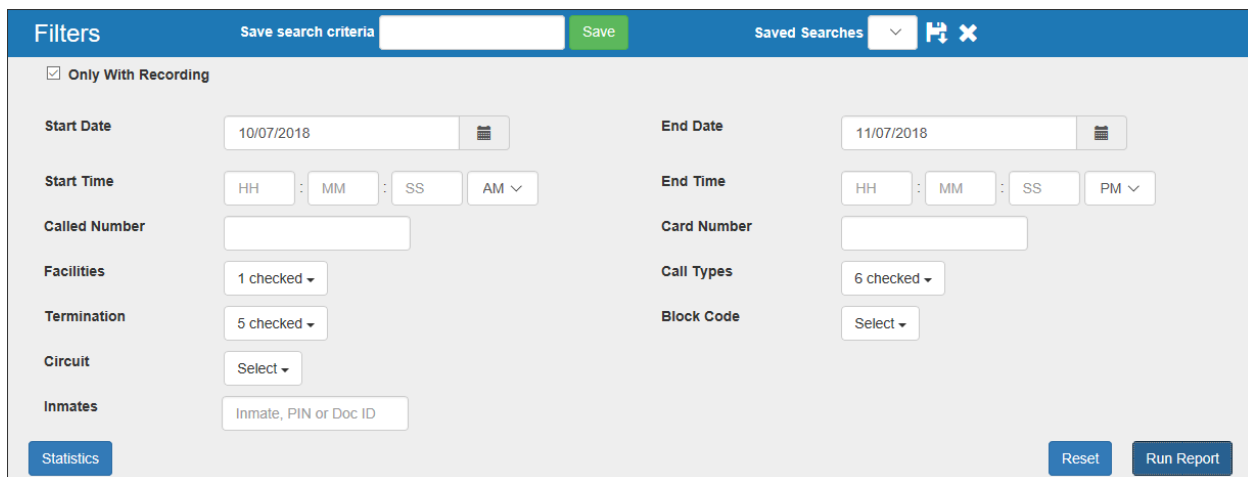
Flexible Features: The CPC inmate tablet solution is customizable to meet Cochise County’s specific needs. Features can be turned on & off accordingly and services can be controlled at the Facility- or individual inmate-level.

2. Facility personnel must be able to search recorded calls by inmate ID number, date, and time.

 CPC Response: CPC has read and understands.

The ITS provides the following features for call searching:

1. Search for calls by the Inmate PIN, the Permanent Booking Number, the inmate's name, or using a Prepaid Calling Card number
2. The call search can be performed using Date and Time frames
3. Searches can be conducted by individual or groups of telephones
4. Call type (Prepaid Calling Card, PIN Debit, Prepaid Collect, etc)
5. Facility and housing locations
6. The called number
7. Termination Codes that distinguish between complete and incomplete calls
8. Best Known Name and Address (BKNA) that can provide who the phone is listed to, the address, the service provider, and the telephone type



3. Facility personnel must be able to monitor any active call.

 CPC Response: CPC has read and understands.

Call Monitoring: Cochise County investigators can monitor any in-progress or previously recorded call, as CPC’s ITS provides fully integrated monitoring and recording functionality. Through the Fusion web portal authorized users may search for and access any recorded calls made through the CPC ITS. All calls are able to be monitored covertly, by multiple investigators simultaneously, without the inmate or called party detecting when a call is being monitored and with no degradation in call quality.

Calls can be played directly within Fusion or authorized users can download calls to their computer. Authorized users will be able to pause, fast forward, mark significant points in the call, add text notes, and replay desired segments of the call.

I. Investigative Services

1. **The proposed System must include voice biometric technology. Vendor must provide an overview of the technology.**

 CPC Response: CPC has read and understands.

Voice Biometric Technology: Using the most advanced biometric identification system available worldwide, CPC's ITS is able to automatically create voice prints, as unique and identifiable as fingerprints, for each offender in your facility. Prints can then be searched through historical calls, allowing investigators to listen to and extract potential intelligence.

The system uses voice print technology to continuously identify the voices of all offenders on a call. It can analyze speech from any source, in almost any language and offers an incredible breadth of additional capabilities.



Speaker Identification

The system delivers speaker identification in as little as seven seconds and compares the speaker(s) to a watchlist of people of interest in real-time, while a conversation is in progress, or as part of a batch process completed after the conversation has ended.



Pinpoint Accuracy

The system can process both mono and stereo audio inputs as it is capable of splitting the caller's voice from the called party's voice with extreme precision. There is no need to embark on costly, time-consuming projects to modify your equipment; our system works with both mono and stereo.



Continuous Voice Identification

Provides investigators not only verification of whom is speaking, but also the identity of the offender(s). Prints can be extracted from any source and used to match in any other channel, regardless of language or text. Voices on NON-OFFENDERS can also be run against the database.



PIN Imposter Identification

Identify PIN sharing, as well as the identity of the PIN thief, allowing investigators to focus their efforts. In the event that it cannot positively identify an impostor, the system will still send notification that the speaker was not the owner of the PIN.

2. Every single target in the System, whether inmate or called party, must be covertly enrolled.



CPC Response: CPC has read and understands.

Voice prints are automatically created covertly without the inmate's knowledge and zero staff involvement. CPC's voice biometrics is the only available tool that continuously analyzes every second of each call. If a voice of another inmate, that is not the owner of the PIN which was used to make the call, appears on the call, the system will flag it as PIN fraud and the facility can easily pull reports to see all instances of PIN abuse.

CPC's proposed system can create virtually endless voice prints for any individual, from any source of audio external to the system or using the system's own calls. This is patented technology that better allows agencies to identify speakers on both sides of the call, utilizing voice biometrics.

3. **The investigative System must provide:**
 - a. **Continuous voice identification.**
 - b. **Options to query by voice.**
 - c. **Identify PIN sharing.**
 - d. **Link civilians by voice.**
 - e. **Create voiceprints on request.**
 - f. **Monitor PIN imposters.**

 CPC Response: CPC has read and understands.

Our system seamlessly integrates voice biometrics, translation, and transcription and has the highest accuracy rate of any software of its kind. The ITB is a comprehensive data analysis system that allows investigators to analyze data from multiple sources to create actionable intelligence.

Within CPC's Investigator's Toolbox (ITB) there are four critical tools for investigator's:

1. Voice Biometric Technology

Using the most advanced biometric identification system available worldwide, CPC's ITS is able to automatically create voice prints, as unique and identifiable as fingerprints, for each offender in your facility. Prints can then be searched through historical calls, allowing investigators to listen to and extract potential intelligence.

The system uses voice print technology to continuously identify the voices of all offenders on a call. It can analyze speech from any source, in almost any language and offers an incredible breadth of additional capabilities.



Speaker Identification

The system delivers speaker identification in as little as seven seconds and compares the speaker(s) to a watchlist of people of interest in real-time, while a conversation is in progress, or as part of a batch process completed after the conversation has ended.



Pinpoint Accuracy

The system can process both mono and stereo audio inputs as it is capable of splitting the caller's voice from the called party's voice with extreme precision. There is no need to embark on costly, time-consuming projects to modify your equipment; our system works with both mono and stereo.



Continuous Voice Identification

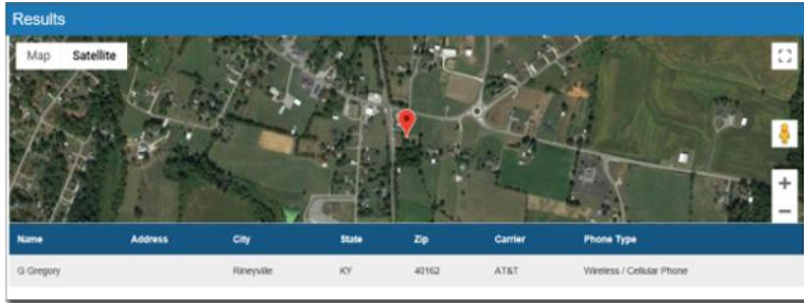
Provides investigators not only verification of whom is speaking, but also the identity of the offender(s). Prints can be extracted from any source and used to match in any other channel, regardless of language or text. Voices on NON-OFFENDERS can also be run against the database.



PIN Imposter Identification

Identify PIN sharing, as well as the identity of the PIN thief, allowing investigators to focus their efforts. In the event that it cannot positively identify an impostor, the system will still send notification that the speaker was not the owner of the PIN.

The Best-Known Name and Address (BKNA) Tool identifies, when possible, the owner of the called telephone number. This valuable investigative tool provides who the phone is listed to, their known address, the service provider, and the telephone type. A map of the location can be viewed right from the Fusion web portal.

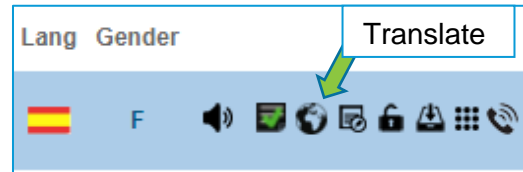


- 4. The proposed System must be able to quickly query results and promptly translate conversations.**

 CPC Response: CPC has read and understands.

Translation and Transcription: CPC’s ITB includes a translation and transcription feature, saving investigators hours of time and diligence. The transcription engine is a unique, proprietary and constantly upgraded solution utilized by intelligence agencies around the world. It is the most advanced and accurate system available worldwide and offers accuracy of over 90% with no human intervention. The transcription engine can identify over 100 languages and processes every minute of every call.

Whenever the system identifies a non-English language, it provides investigators the ability to translate the call into English at the push of a button. Users may translate calls individually, as a group, or set translation to be automated. They may then review translations within the system or have them sent to their inbox.



J. Training

- 1. Vendor shall provide comprehensive training program to the Cochise County staff in System administration, operation, and reporting within 30 days of installation.**

 CPC Response: CPC has read and understands.

Training: With CPC, our partners know they have a trusted provider that’s focused on the same things that they are. Our technology solutions are designed to enhance your operations by providing powerful tools that are user-friendly and fully supported by our team. As part of our implementation plan, we will work with the County to schedule training sessions at your convenience.

CPC provides initial and ongoing training to ensure existing and new staff members are familiar with the operation of the ITS, at no cost to the County. Training materials include visual presentations and hands-on practical exercises that make participants more at ease with the features and functions of the system. CPC provides follow-up training, as needed, to answer more specific questions staff may have. Orientations will be provided to any new users of the system. Each training participant receives a

complete CPC User Manual with a quick reference guide for future use. The CPC Customer Service Center is always available for ongoing support and assistance.

Training will be conducted on all proposed technology installed at the facility. Some of the main training focuses include:

- Day-to-Day System Administration
- Investigative Functions
- Automated Calling Process
- Report Customization & Generation
- Service & Maintenance
- Training & User Reference Tools
- Technical Support Resources

CPC offers numerous solutions to guarantee system users have a seamless changeover to the new system. CPC can hang up informational flyers in inmate housing areas (if permitted) and lobbies. Flyers will list CPC's name, along with other applicable information, such as rates, and toll-free customer service number for inmate's family members and friends to setup prepaid accounts. We also use clear call prompts to assist inmates during the calling process. Call recipients whose phones are incapable of accepting calls are transferred to the CPC Customer Service Center to describe calling options and will assist with account setup.

When new technology is installed or introduced, our CPC trainers will be on-site and stay through the entire process, to ensure all system users at the facility have been trained and are comfortable with the technology. If there are additional questions that need to be addressed our trainers will be on-site again as necessary or will coordinate a remote training session, dependent on the facility's preference and availability.

In addition to on-site and remote training sessions, CPC provides our facilities with a specific toll-free service and support number that allows them to quickly get in contact with a highly trained representative 24/7/365. Our operation centers are fully staffed with CPC team members.

- 2. Vendor shall provide all technical assistance that may be essential during the installation and initial use of the equipment, including operational training for employees.**
 - a. Manuals, instructions, and names of technical representatives who are available via telephone will be given to the staff of Cochise County.**
 - b. Please outline description of Vendor training plan, including ongoing training, training methodology, and frequency of training.**

 CPC Response: CPC has read and understands.

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3. The Vendor shall provide "hands on" training for:

- a. **Jail Administrative staff that are responsible for the System—this training must provide an overview of the entire System with specific emphasis on Administrative Account page (for at least one (1) hour).**
- b. **Jail technical staff (IT and Maintenance) if involved in support of installed System (network and hardware systems) This training must provide an overview of the entire System with special emphasis on the Internet Access distribution and kiosk/tablet hardware (for at least one (1) hour).**
- c. **Corrections officers involved with supervision of inmate/users on a daily basis. This training must provide an overview of the entire System with specific emphasis on the inmate kiosks/tablets in the pods/housing units (for at least 45 minutes).**

 CPC Response: CPC has read and understands.

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Additional training shall be available on site at times mutually agreed on by the Vendor and the facility. Additional web-based training shall also be available.

 CPC Response: CPC has read and understands.

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K. Cochise County Information Technology Approval

Any system implemented within Cochise County must have the approval of Cochise County's Information Technology Department. Cochise County IT/Cyber Security requirements include, but are not limited to:

- 1. System must support Multi Factor Authentication (MFA) for all remote access, as well as all administrative functions, including (but not limited to) management, investigation, monitoring, data retrieval, and maintenance.**
- 2. All data must be encrypted to CJIS compliant standards, both at rest and in transit.**
- 3. All storage (cloud based and local) must be secured to CJIS compliant standards.**
- 4. All data that has HIPAA related content must be handled in a HIPAA compliant manner.**
- 5. All PII must be stored and handled in a manner appropriate to the content.**
- 6. Vendor must disclose the use of any Federally banned technology incorporated in the system.**

 CPC Response: CPC has read, understands, and will comply.

CPC is dedicated to the success of the county and its facility from the moment we begin to set forth and establish our partnership. Our information technology department will work closely with Cochise County's IT to acquire approval on all implemented systems and ensure that all IT/Cybersecurity requirements are met.

CPC manages and maintains the infrastructure in its own data centers with its own internal employees. Below are measures that CPC currently performs to ensure network and data security.

1. Preventative Measures
 - a. Deny Unauthorized Access, modifications, deletions.
 - i. SD-WAN Firewall, encrypted tunnel from facility to CPC data centers.
 - ii. VPN, redundant encrypted tunnel from facility to CPC data centers.
 - iii. Master Router Firewall, whitelisted facility profile.
 - iv. Redundant Device Firewalls.
 - v. MFA
 - vi. GDAP
 - vii. AD & AD Global Admin Activation in Privileged Identity Management (PIM)
 - viii. SAML, SSO
 - ix. SSID on APs
 - b. Deny Theft of Resources and Data
 - i. DDOS Mitigation from ISP providers.
 - ii. Local Data Encryption.
 - iii. Transport Layer Security (TLS)
 - iv. Encrypted Tunnels
 - v. Microsoft Defender for Identities (MDI)
 - vi. MAM, MDM
 - vii. EDR, EPR



WE DELIVER

SOLUTIONS

With CPC, our partners know they have a trusted provider that's focused on the same things that they are. Our technology solutions are designed to enhance your operations by providing powerful tools that are user-friendly. We put the world at your fingertips and make it weightless with our support.

"I don't think I've told you how much I appreciate you. You are everything you promised and more"

-David Roth, Chief Deputy at White County Sheriff's Office IN, 2021

Proposed Technology

Fusion

Better Data,
Better Outcomes.



Your world, at your fingertips

Fusion is CPC's proprietary secure web portal that provides agencies, like Cochise County more control and ease of access, to enhance investigative and administrative functions. The Fusion ITS is a centralized VoIP based solution that allows authorized users to access all elements of Inmate Communication in your facility. Experience Fusion's:

- ✓ *Intuitive Dashboard*
- ✓ *Access to all ITS activity*
- ✓ *Centralized Facility Management*
- ✓ *Support and Service*

One-stop portal from wherever you are:

CPC's web-based portal is designed to be accessed from anywhere, anytime. For more secure and efficient data storage and recall, Fusion allows authorized users with proper credentials to access recordings and system features any time from any computer with internet access.

Authorized users can access all communication activity, download calls, look at Call Detail Reports and listen to inmate call recordings from the ITS from the internet through our web portal.



ITS Overview

CPC provides a state-of-the-art, web-based inmate telephone system (ITS) giving authorized facility staff the flexibility to control the system from anywhere, anytime, using a high-speed internet connection. ITS is installed in a Virtual Private Network (VPN) configuration utilizing Broadband to connect the facility between the ITS and the CPC Network Operations Center.

The CPC network provides redundant network connections, inter-exchange carriers and central processing. The system is monitored around the clock and when a problem is identified CPC's IT department and technicians are immediately notified via their mobile smart phone.










CPC provides a Voice over Internet Protocol (VoIP) calling solution, designed specifically for correctional agencies like Cochise County. Commercial Off the Shelf (COTS) analog telephone gateways are installed at the facility along with a network switch, an enterprise grade UPS and a firewall. Multiple internet circuits from separate providers are installed at the facility for network access.

At CPC-HQ a combination of physical and virtual servers processes the inmate telephone calls. The physical servers subscribe to the N+1 philosophy where a server can have an issue and it will be transparent to the network. The virtual servers have automatic failover to backup servers in case of a server outage. Multiple long-distance carriers are used to transport the call to the end customer.

CPC's ITS has proven to have high adaptability as new features are added on a regular basis.

ITS Key Features

-  **24/7/365 support and service**
-  **Fraud management**
-  **Call monitoring and recording**
-  **Multiple calling/payment options**
-  **Call blocking**
-  **Integrated voicemail exchange**
-  **Investigative Features**

ITS Technology

CPC's ITS is designed to address our law enforcement partner's most critical security needs when it comes to communication. CPC's ITS is designed to drive efficiency, improve safety, and enhance resources.

Smart Security

CPC's ITS is programmed to detect the difference between an accepted call, an answering machine, busy signal, music ring tones and other telephone activity. The system automatically recognizes and terminates a call when an inmate attempts to place a 3-way call, extra digits are dialed, or chain-dialing is detected. The system will then log the call termination reason and include this in the call detail records.

Call Validation

All calls are validated at a central location, on a real time basis to eliminate access to any numbers designated by the facility as unacceptable. Part of our validation process includes utilizing PIN's, allowed number lists and blocked number lists. Only calls to verified, approved numbers will be completed. The system is not capable of receiving incoming calls and inmates will at no time have access to direct dialed or operator handled services.

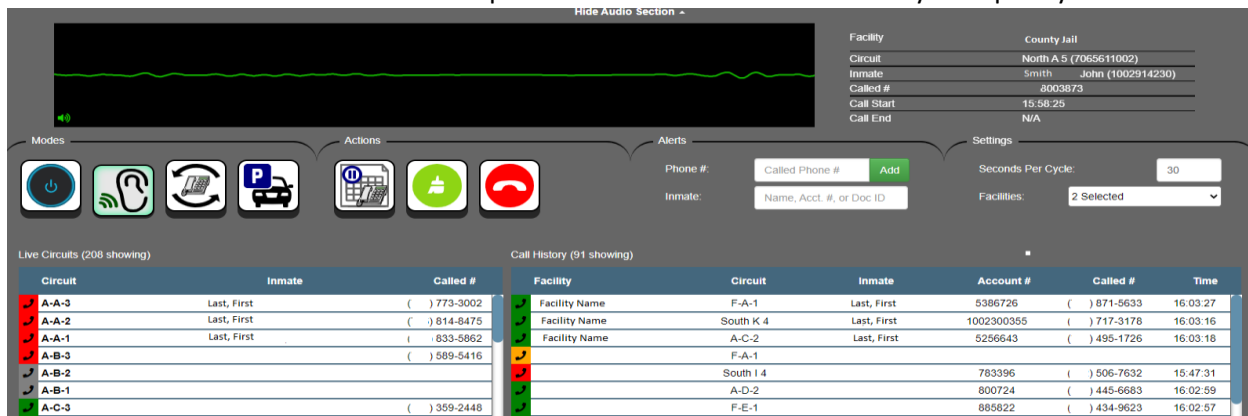
Call Monitoring

Cochise County's investigators can monitor any in-progress or previously recorded call, as CPC's ITS provides fully integrated monitoring and recording functionality. Through the Fusion web portal authorized users may search for and access any recorded calls made through the CPC ITS. All calls are able to be monitored covertly, by multiple investigators simultaneously, without the inmate or called party detecting when a call is being monitored and with no degradation in call quality.

Calls can be played directly within Fusion or authorized users can download calls to their computer. Authorized users will be able to pause, fast forward, mark significant points in the call, add text notes, and replay desired segments of the call.

Live Monitoring

Within Fusion, investigators may access CPC's user-friendly Live Monitor feature to view all live circuits, which inmates are utilizing each one, and the called number. The toolbar buttons were designed in collaboration with our law enforcement partners to obtain information easily and quickly.



The screenshot displays the Live Monitor interface with the following components:

- Waveform:** A green waveform representing the audio signal.
- Facility Information:**
 - Facility: County Jail
 - Circuit: North A 5 (705611002)
 - Inmate: Smith, John (1002914230)
 - Called #: 80038873
 - Call Start: 15:56:29
 - Call End: N/A
- Modes:** Includes icons for power, headset, refresh, parking, and other functions.
- Alerts:** Includes fields for Phone #, Called Phone # (with an Add button), and Inmate (with a dropdown for Name, Acct. #, or Doc ID).
- Settings:** Includes Seconds Per Cycle (set to 30) and Facilities (set to 2 Selected).
- Live Circuits (208 showing):**

Circuit	Inmate	Called #
A-A-3	Last, First	() 773-3002
A-A-2	Last, First	() 814-8475
A-A-1	Last, First	() 833-5862
A-B-3	() 589-5416	
A-B-2		
A-B-1		
A-C-3	() 359-2448	
- Call History (91 showing):**

Facility	Circuit	Inmate	Account #	Called #	Time
Facility Name	F-A-1	Last, First	5386726	() 871-5633	16.03.27
Facility Name	South K 4	Last, First	1002300355	() 717-3178	16.03.16
Facility Name	A-C-2	Last, First	5256643	() 495-1726	16.03.18
	F-A-1				
	South I 4		783396	() 506-7632	15.47.31
	A-D-2		800724	() 445-6683	16.02.59
	F-E-1		885822	() 434-9623	16.02.57

Cochise County administration will have the ability to add secure level, password protected access for investigators to utilize the Live Monitor feature.

Live Monitoring provides the following functionality:

- › Real-time view of system activity on all telephones
- › Define watches based on called numbers, PINs, and origination stations/telephones
- › Set alert options for notification of triggered watches
- › Audible – beeping tone
- › Visual – pop-up window activation and/or blinking window title
- › Email – a central administrator or investigator
- › Remote Live Monitoring by telephone
- › Ability to listen to active calls
- › Listen or park on a single telephone line
- › Turn off audible monitoring, while continuing to view system activity
- › View reports on call alert history

Remote Live Monitoring

The Remote Live Monitoring feature allows for calls to be streamed in real-time to a predesignated telephone number. During the Call Watch alert set up, the user will need to enter a four to six-digit numeric password to the request. When answering a Remote Live Monitoring Call, the investigator will need to enter the password correctly before they can hear the streaming audio. The investigator can then choose to listen to the call from the beginning if it has already begun, listen to the call from the current point in the conversation or terminate the call. Watched call records are stored and easily found on the Fusion toolbar.

Call Recording

All calls are recorded except for explicitly exempted calls, such as calls to the commissary system for commissary ordering by phone and calls to vetted attorneys or counsels of record. The acceptance prompt played to the called party prior to the called party accepting the call informs both the inmate and the called party that the call may be monitored and recorded. The system also provides notification for attorneys on how to remove their number(s) from being recorded. All inmate telephones have a bilingual (English and Spanish) instruction card that advises that calls may be monitored.

The ITS can record both PIN based and non-PIN based visitation phones. When using a PIN based visitation phone, the system will require the inmate to enter their PIN; if the inmate does not enter their PIN within 10 seconds, the system blocks communication between the inmate and the visitor. Both PIN and non-PIN based visitation phones provide an audible warning to the inmate and the visitor that the call may be monitored and recorded.

Privileged Attorney Calls

The ITS has the ability to set calls to specific telephone numbers to Do Not Record. CPC provides language in the call acceptance prompt for attorneys or designated legal counsel to contact our call center and make sure that their numbers are set to Do Not Record. All requests for non-recording of attorney/designated legal counsel are verified by checking State Bar Membership rolls.

CPC will import the list of known attorney numbers provided by [Customer]. Authorized Facility personnel will be able to see these numbers and that they are set to Do Not Record.

The ITS automatically checks each number against a Record/Do Not Record list. If the called number is designated as Do Not Record, the recording software is never notified to record the call so there will only be call data available for the call.

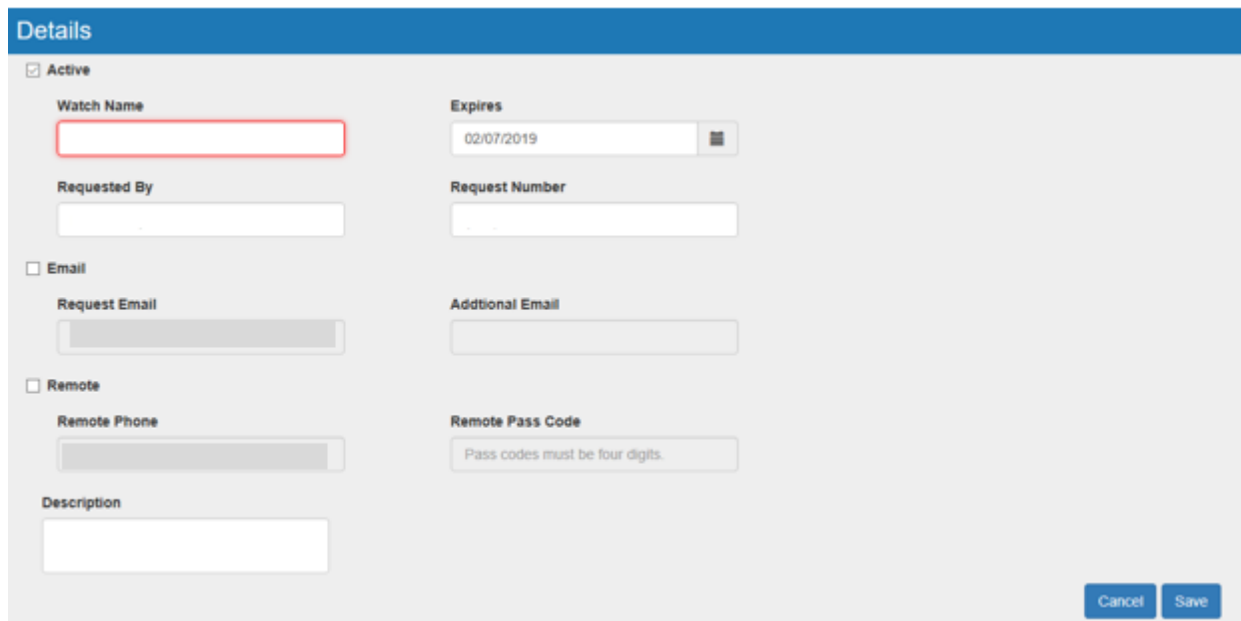
Call Watches

CPC’s ITS allows you to have ears on your facility, from wherever you are, with our Call Watch feature. Our Call Watch feature can be set to instantly alert investigators when calls are made between predesignated targets. The system trigger can be the inmate making the call, the telephone number the inmate is calling, or all calls made from a specific inmate telephone.

The Call Watch may be set up to either provide solely an alert or to directly segue to Remote Live Monitoring where a call is placed to an investigator’s telephone number so the call can be listened to in real-time, from any location.

Call Watch alerts are sent to an investigator’s email once a “watched” call is accepted and include information such as the watch name, originating location, called party, inmate, and any additional specified information.

For enhanced security, the system can be set up with passcode authentication so unauthorized users cannot access the live call stream. Investigator’s may also terminate the call at any time utilizing their passcode. CPC’s Fusion web portal makes it simple to set up Call Watches, as shown below, sparing your officers time and frustration.



Details

Active

Watch Name:

Expires:

Requested By:

Request Number:

Email

Request Email:

Additional Email:

Remote

Remote Phone:

Remote Pass Code:

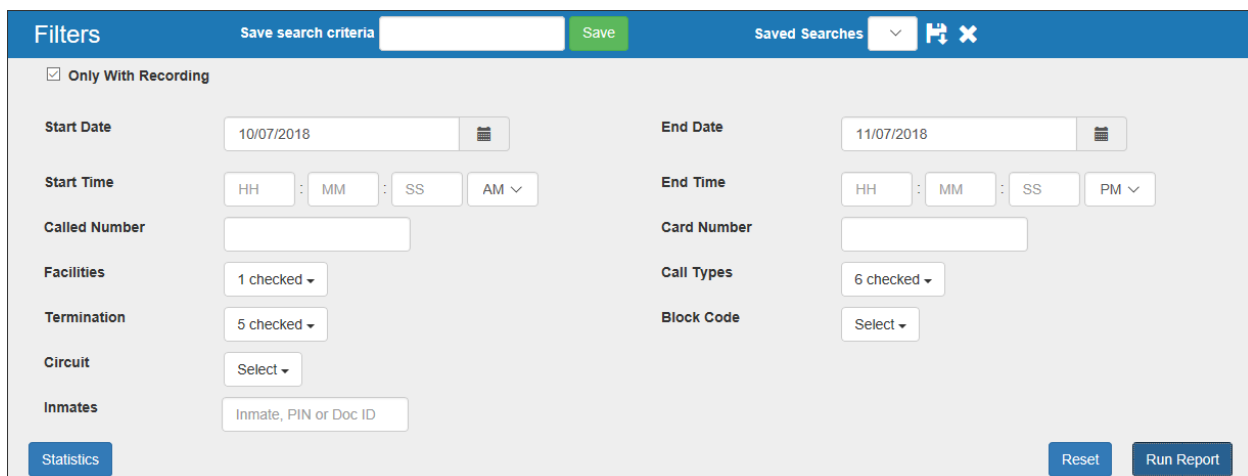
Description:

Call Detail Records

Any time that a phone is taken off-hook CPC's ITS creates a Call Detail Record. All call data from each phone is available for authorized users to generate audit reports based on customizable criteria. Authorized users will be able to access all call information on Call Detail Records. Call Detail Records are stored off-site with redundant backups and are secure for the duration of our partnership with Cochise County and for an agreed-upon specified time following the expiration of the agreement.

The ITS provides the following features for call searching:

- › Search for calls by the Inmate PIN, the Permanent Booking Number, the inmate's name, or using a Prepaid Calling Card number
- › Search calls using Date and Time frames
- › Search calls by individual or groups of telephones
- › Call type (Prepaid Calling Card, PIN Debit, Prepaid Collect, etc)
- › Facility and housing locations
- › Called number
- › Termination Codes that distinguish between complete and incomplete calls
- › Best Known Name and Address (BKNA) that can provide who the phone is listed to, the address, the service provider, and the telephone type



The screenshot shows a web-based search interface titled "Filters". At the top, there is a "Save search criteria" field with a "Save" button and a "Saved Searches" dropdown menu. Below this, a checkbox labeled "Only With Recording" is checked. The main area contains various search criteria:

- Start Date:** 10/07/2018
- End Date:** 11/07/2018
- Start Time:** HH : MM : SS AM
- End Time:** HH : MM : SS PM
- Called Number:** [Text input field]
- Card Number:** [Text input field]
- Facilities:** 1 checked
- Call Types:** 6 checked
- Termination:** 5 checked
- Block Code:** Select
- Circuit:** Select
- Inmates:** Inmate, PIN or Doc ID

At the bottom left is a "Statistics" button, and at the bottom right are "Reset" and "Run Report" buttons.

Customizable Reports

CPC's ITS has a large number of pre-written reports available for Cochise County's usage. During training the CPC project manager will detail all reports and if there are additional reporting requirements, the project manager will submit work orders to have these additional reports created and made available to the County.

Data

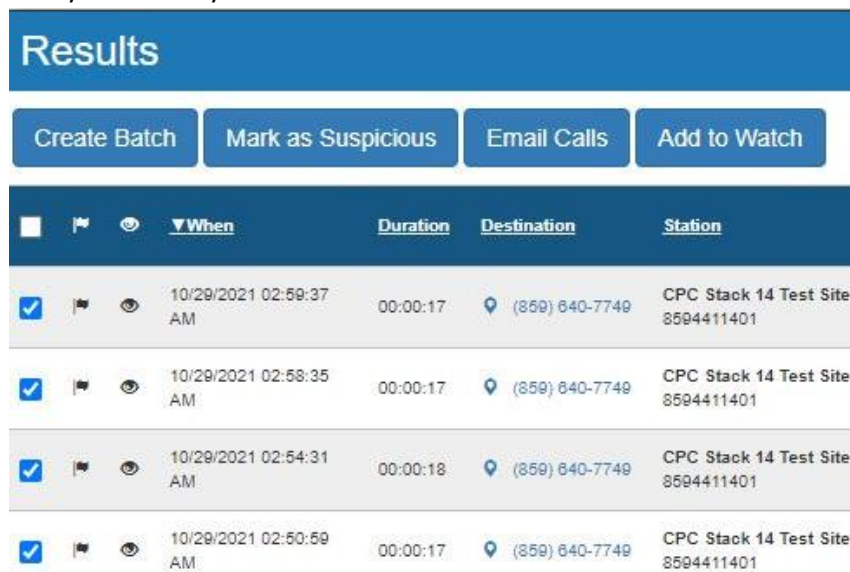
Security is as critical to CPC as it is to Cochise County. This includes your data’s security. CPC’s Data systems employ the latest security protocols and encryption methods to enhance cyber security and thwart hacking attempts.

To ensure the security of data for our clients, CPC installs our own proprietary network with separate access and security features. This is separate from the facility’s network and uses modern website development protocols that allow multiple users to access the system at the same time and maintain security.

At CPC-HQ, a combination of physical and virtual servers process the inmate telephone calls. The physical servers subscribe to the N+1 philosophy where a server can have an issue and it will be transparent to the network. The virtual servers have automatic failover to backup servers in case of a server outage.

Data Retrieval

Through the Fusion web portal, authorized facility users may access call activity, look at Call Detail Reports and listen to inmate call recordings. All recorded calls and recent video visitations are made available to download and save within their system, Fusion, or to an external device such as a CD, DVD or USB drive. Authorized users can easily download a single call or multiple calls via the “Create Batch” function or email call recordings directly from the system.



Results							
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	▼ When	Duration	Destination	Station
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		10/29/2021 02:59:37 AM	00:00:17	(859) 640-7749	CPC Stack 14 Test Site - 8594411401
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		10/29/2021 02:58:35 AM	00:00:17	(859) 640-7749	CPC Stack 14 Test Site - 8594411401
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		10/29/2021 02:54:31 AM	00:00:18	(859) 640-7749	CPC Stack 14 Test Site - 8594411401
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		10/29/2021 02:50:59 AM	00:00:17	(859) 640-7749	CPC Stack 14 Test Site - 8594411401

Data Retention

All recordings and call detail records are stored off-site with redundant backups; keeping records secure for the duration of our partnerships, as well as for an agreed-upon, specified period following the expiration of the agreement. The facility may download recordings at any time to County owned workstations and thereby retain recordings indefinitely. The ITS works with the Integrated Voice Recording Server (IVRS). IVRS records all calls within the ITS and stores these recordings on a SAS RAID system; all recordings stored on the IVRS are available for recall and playback.

System Customization

Through Fusion, the ITS can be programmed for auto shut-off at times designated by the facility authorized users. The ITS supports automatic on/off scheduling and can be varied by the day in addition to other parameters, such as Inmate PIN, phone number dialed, housing unit and facility and County as a whole.

Circuit Settings - CPC Stack 14 Test Site
Back to Facility

Assigned Circuits	Settings						
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">ANI</th> <th style="width: 50%;">Circuit Name</th> </tr> </thead> <tbody> <tr> <td>(859) 441-1001</td> <td>Test #1</td> </tr> <tr> <td>(859) 441-1003</td> <td>Empty</td> </tr> </tbody> </table>	ANI	Circuit Name	(859) 441-1001	Test #1	(859) 441-1003	Empty	<div style="margin-bottom: 10px;">ANI: <input type="text" value="8594411001"/></div> <div style="margin-bottom: 10px;">Description: <input type="text" value="Test #1"/></div> <div style="background-color: yellow; margin-bottom: 10px;">Phone Schedule: <input type="text" value="2 : 7AM - 12AM"/></div> <div style="margin-bottom: 10px;">Timing Class: <input type="text" value="A : Timing Class A"/> Timing Classes</div> <div style="margin-bottom: 10px;">Line Code: <input type="text" value="10 Digit Pins"/></div> <div style="margin-bottom: 10px;">Line Treatment: <input type="text" value="STANDARD INMATE"/> Line Treatments</div> <div style="margin-bottom: 10px;">Call Treatment: <input type="text" value="Treatment 2"/> Call Treatments</div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">Local NPA: <input type="text" value="859"/></div> <div style="width: 45%;">CIC: <input type="text" value="0000"/></div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">Collect Rate Center: <input type="text" value="987"/></div> <div style="width: 45%;">PPC Rate Center: <input type="text" value="1587"/></div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">Pin Debit Rate Center: <input type="text" value="1587"/></div> <div style="width: 45%; text-align: center;"> Payment Menu <input type="text" value="ON"/> </div> </div> <div style="margin-bottom: 10px;">Enable Voice Mail: <input checked="" type="checkbox"/></div> <div style="margin-bottom: 10px;">Enable RFID: <input type="checkbox"/></div> <div style="margin-bottom: 10px;">Speed Dial Service Override: <input type="checkbox"/></div> <div style="margin-bottom: 10px;">Called Number Mode: <input type="text" value="Prompt"/></div> <div style="margin-bottom: 10px;">Private Pin Digits: <input type="text" value="4"/></div> <div style="margin-bottom: 10px;">Visitation Phone Option: <input type="checkbox"/></div> <div style="margin-bottom: 10px;">Use Recorded Name: <input checked="" type="checkbox"/></div> <div style="margin-bottom: 10px;">DTMF Disconnect: <input type="checkbox"/></div> <div style="margin-bottom: 10px;">Active: <input checked="" type="checkbox"/></div> <div style="margin-bottom: 10px;">Enabled: <input checked="" type="checkbox"/></div> <div style="margin-bottom: 10px;">PFE Mode (3 way): <input type="text" value="Flag CDR Only"/></div> <div style="margin-bottom: 10px;">Recording: <input type="text" value="Record Always"/></div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> Delete Circuit Save as Default Update Multiple Update Circuit </div>
ANI	Circuit Name						
(859) 441-1001	Test #1						
(859) 441-1003	Empty						

Authorized users may shut down individual telephones, blocks of telephones or the entire telephone system in real-time through CPC’s web-based portal, Fusion.

Circuits

Enable Selected
Disable Selected

■	Facility	Phone	▲ Description	Status	
<input type="checkbox"/>	CPC Stack 14 Test Site	(859) 441-1003	Empty	enabled	Disable
<input type="checkbox"/>	CPC Stack 14 Test Site	(859) 441-1001	Test #1	enabled	Disable

First < 1 of 1 > Last
Per Page:

Call Duration

Call duration time limits are programmable by Inmate PIN, phone number dialed, housing unit and facility. The ITS supports automatic on/off scheduling and can be varied by the day in addition to other parameters previously listed. By default, CPC’s system allows a maximum of 15 minutes per call.

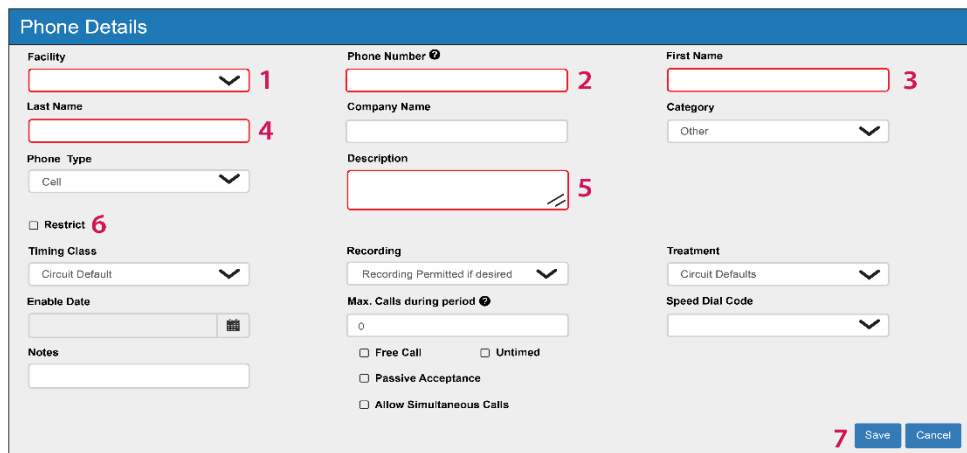
To eliminate scheduling issues and to enhance user experience, CPC will facilitate any requested changes to call duration limits and automatic on/off schedules. As your technology partner, we remain available to you at all times via email or phone.

Free Calls

CPC’s ITS is configurable to allow free calls, as determined by Cochise County. Free calls may be controlled in various ways:

- › **By Location:** Hardware may be configured to allow all calls to be free from a specific phone unit.
- › **By Inmate:** The ITS may be configured to allow specific inmates to make free calls to outside numbers.
- › **By Called Party:** Any number approved by Cochise County may be added to the ITS and made available for inmates to call at no charge.
- ›
- › **Blocking Numbers**
- › CPC allows the blocking of telephone numbers as a service to correctional facilities, friends, and family members. Specific telephone numbers, area codes, prefixes (ex: 900 numbers), and voice mailboxes can be blocked from inmate access. Blocked numbers can be entered remotely and have immediate effect either at the facility level or system wide. Telephone numbers can be blocked two ways:
 1. Facility staff and called parties can contact a live CPC customer service representative to block their number. A password may be set up on the account at the customer's request.
 2. Authorized facility staff can easily block numbers themselves via CPC’s Fusion web portal. In the Admin tab on the Phone Details screen, users simply must enter the respective information in steps 1-5. By clicking the Restrict checkbox (step 6) followed by clicking the Save button (step 7), the system immediately activates the block.

›



The screenshot shows the 'Phone Details' form with the following fields and callouts:

- 1:** Facility (dropdown menu)
- 2:** Phone Number (text input)
- 3:** First Name (text input)
- 4:** Last Name (text input)
- 5:** Description (text input)
- 6:** Restrict (checkbox)
- 7:** Save button

Other visible fields include: Company Name, Category (dropdown), Phone Type (dropdown), Timing Class (dropdown), Enable Date (calendar icon), Notes (text area), Recording (dropdown), Max. Calls during period (text input), Treatment (dropdown), Speed Dial Code (dropdown), and checkboxes for Free Call, Untimed, Passive Acceptance, and Allow Simultaneous Calls.

›

Fraud Protection

CPC's ITS utilizes several methods for fraud detection and prevention. Some systems in place to control fraud are:

- ✓ **Use of PINs, Personal PINs and PANs**
- ✓ **CPC's Fraud Department**
- ✓ **Voice Prompts**
- ✓ **Rugged, Detention-grade Equipment**
- ✓ **Blocked Number Lists**
- ✓ **Programmed Security Feature**

CPC also uses proprietary methods of detection, intervention, and investigation to prevent fraudulent phone activity, such as hook-switch flashing and 3-way calling. The ITS uses a 3-way call detection method that measures electronic noise during the initial stages of a call. If that noise level changes, then there is a possibility that additional parties have been added to the call. CPC can mark the call as a potential fraud event, disconnect the call or provide an audible warning that the call is from an inmate at a correctional center. If termination of the call is chosen, a message is played to the inmate and the called party that the call was disconnected due to fraudulent activity. Inmate attempts for 3-way or call forwarding often provide excellent investigative information. We suggest marking the attempts as potential fraud for investigator review.

CPC's ITS is programmed to prevent attempts by inmates to place a 3-way call by requiring a hang up signal before a new number can be dialed. The ITS is programmed to disconnect the call upon hook-switch flashing or extra digits dialed, preventing the inmate from receiving a second dial tone.

CPC's system has enhanced full-time fraud protection against:	Description:
Hook switch calls	Hook-switch Call Protection: Hook switch calls, call forwarding, conference calls and second party calls are not permitted at any time. The ITS is programmed to detect the difference between an accepted call, an answering machine, busy signal, music ring tones or other telephone activity and prevent attempts by the inmate to place a 3-way call, or chain-dialing. Once the call is complete, the connection is terminated. The ITS must have a hang up signal before a new number can be dialed. The ITS is programmed to disconnect the call upon hook-switch flashing or extra digits dialed, preventing the inmate from receiving a second dial tone.
Credit card calls Directory assistance calls	Secure and Advanced Blocking System: Our blocking system provides protection against directory assistance calls and credit card calls. Only approved numbers will be allowed to be called and additional numbers may be blocked at any time either on-site or remotely by authorized users.
Call forwarding Conference calls Second party calls	CPC's blocking system provides protection against conference calls, second party calls, and call forwarding.

ITS Hardware

CPC provides a fully turn-key offender telephone system (ITS) that is managed and maintained by CPC for the duration of the agreement. CPC is proposing to replace all telephone equipment with new phones and will be responsible for all costs associated with the ITS, including purchase of equipment, installation, service, maintenance, voice transmission, data network and day-to-day operation.

CPC provides telephone access with local and toll-free numbers for full maintenance support for all stations and is responsible for providing coordination of repairs on local, intralata and interlata services. Technicians remain available 24/7/365 to ensure that Cochise County receives needed support at any time.

All hardware is designed for use in a correctional environment. Telephones are equipped with durable housing and reinforced cards.



- Built-in user-controlled “LOUD” volume button for ADA compliance
- Armored telephone cable with internal steel lanyard
- 1-3/4" H by 4" wide instruction card with English and Spanish instructions
- Adjustable Volume Control
- No external removable parts
- A wall mounted backplate
- The telephone mounts to the backplate with one tamper resistant security screw
- Built-in background noise cancelation technology
- Available with 12-inch, 18-inch or 32-inch length handset cords.
- All units are FCC registered.

Technical Specifications



Housing: high security, 14-gauge steel



Handset: armored cord with steel lanyard



Line powered: no A/C power required



Instruction Card: Bilingual



Mounts directly to a wall or to a backboard



20mA min to 80mA max line power



Meets FCC, Bellcore & Water spray standards



Hearing Aid Compatible

RELIABILITY

CPC will install a state-of-the-art Web Based VOIP platform, scalable to meet the requirements of the facilities today and throughout the term of the agreement. The ITS is built with the system users in mind offering ease of use, flexible software, timely upgrades, and enhancements with complete interface capabilities.

CPC works proactively to anticipate and eliminate any interruption in service or quality. Therefore, we have created multiple backup systems to ensure stability.


- ✓ **Network Backup:** Multiple internet service providers are used at both CPC-HQ and each correctional center we service, significantly limiting the possibility of downtime.
- ✓ **Server Backup:** CPC has ITS equipment distributed among several data centers at its CPC-HQ location. These data centers are in physically separate buildings. The ITS servers are a mixture of physical and virtual servers. The physical servers subscribe to the N+1 concept so that individual server failures are transparent to the inmates. Virtual servers have automatic failover to backup servers limiting downtime due to hardware component failure.
- ✓ **Equipment Backup:** Hardware installed at each correctional facility remains the most exposed to an equipment component failure. CPC provides a Service Level Agreement of 4-hour response time on major failures to limit the downtime due to a site related issue. CPC currently has backup inmate phones and equipment stored at our partner facilities and is proposing to provide the same for Cochise County, for prompt repairs.
- ✓ **Personnel Backup:** In addition to the local and on-site technicians that will service Cochise County, CPC has eight (8) additional technicians that are available to provide maintenance & support to the facility. The CPC Technicians are trained on the system software, preventative maintenance, wiring, and telephone installation.
- ✓ **Data Center Backup:** CPC manages 3 data centers with high speed, low latency, and redundant fiber links both between centers as well as independent internet access in controlled environments. All systems and configuration are backed up as redundant design to the other centers. The system includes regular backups of data and recordings on the administrative server and pushed to CPC's Network Attached storage. The Network Attached storage is retained at multiple disparate locations in the United States for disaster recovery purposes. All data storage systems employ the latest security protocols and encryption methods to curtail cyber security and hacking.


CPC AXXS View


CPC is proud to introduce the newest, most technologically advanced, versatile solution for enhanced inmate communications: the AXXS View. The AXXS View, our wall-mounted all-in-one technology solution, is a comprehensive, multi-faceted communications platform that can be used to provide a multitude of services.





**Customizable
All-in-One**


 **Turn-Key Convenience:** The AXXS View is completely turn-key, and CPC will be responsible for all costs associated with the unit, including equipment, installation, service, maintenance, training, upgrades, and day-to-day operation.

 **Boost Efficiency:** Experience heightened efficiency with CPC's scalable solution, self-service scheduling, and customizable offerings. CPC has developed unique solutions designed to reduce the workload on facility staff and provide a reliable support team at your, and your population's, fingertips.

 **Paperless Solutions:** AXXS View revolutionizes the correctional environment with paperless forms, reporting, messaging, and PREA policy/reporting. Simplify processes seamlessly with traceability.

 **Secure Video Visitation:** CPC technology ensures a safe and controlled environment for virtual connections, fostering inmate well-being. Additional security customizations such as blurred background on either or both sides is available with our proposed technology.

 **Built for Corrections:** Our units are constructed of corrections-grade, high-impact armored housing. Resisting liquids and vandalism, AXXS View units are built to withstand the jail environment.

 **Cutting-Edge Technology:** We've sourced the most powerful and advanced technology available. Partnering with world-leading engineers, Combined Public Communication seamlessly integrates innovation with existing infrastructure for the ultimate user experience.

All customizations and modifications are created in-house by CPC's engineering team and settings cannot be accessed or manipulated by View unit users. AXXS View units are capable of flexible features including, but not limited to:

- › Video Visitation Sessions
- › Visitation Scheduler
- › E-mail
- › Forms (grievance, medical, maintenance, general, etc.)
- › Electronic Handbook
- › PREA Awareness Notification
- › Law Library
- › Commissary Ordering
- › Limited Video Arraignment
- › Informational Home Page

AXXS View is designed as a customizable solution, to reduce paper waste, enhance inmate-to-staff communication, increase resources available and provide more access for inmates to their friends and family.

Broadcast Messaging

Broadcast messaging can be enabled and modified for distribution on AXXS View units. From Fusion, authorized users may create broadcast messages to be deployed onto each unit in the facility or, only specific units by location. If staff members need to send a message to an individual inmate, they may do so through the Fusion portal as well and the message would be delivered to the inmate's e-mail account accessible through the AXXS units. Messages sent to inmates directly from Fusion that are not tied to a form are set-up as one-way communication with no-reply capability.

Broadcast messages are able to be repeated on a set schedule if desired and may be set as required reading, meaning inmates cannot access any features until the reading is completed and accepted.

Visitation Scheduler

The Fusion dashboard now allows authorized users to view the visitation schedule right from their homepage. This may be downloaded as a CSV or PDF and gives users an instant 3-hour window view of upcoming video visitations scheduled.

Commissary Ordering

Through the View kiosks and handheld devices, CPC makes it easy for inmates to order their favorite commissary items.

CPC AXXS SOLUTION

AXXS Mini All-in-One Devices

Powerful. Portable. Pocket sized.

The AXXS mini is redefining the industry standards by placing education, entertainment, and more in the palm of your hand.

This powerful tool, designed specifically for inmates, offers a range of capabilities unparalleled in the industry. Paired with the most robust security platform available, these tablets provide a secure and customizable inmate communication experience.



Device Features

- > Customizable Services
- > Daily free minutes
- > Device assignments by person or location
- > Minimum staff involvement
- > No browser access
- > Service and usage report capabilities
- > Conveniently managed in Fusion
- > Securely locked down

Education and character development services

- | | |
|-----------------------|-------------------------|
| ✓ GED resources | ✓ Healthy living |
| ✓ Online education | ✓ Finance |
| ✓ Reentry to recovery | ✓ Religious devotion |
| ✓ Resume writing | ✓ Workforce integration |
| ✓ Cover letters | |

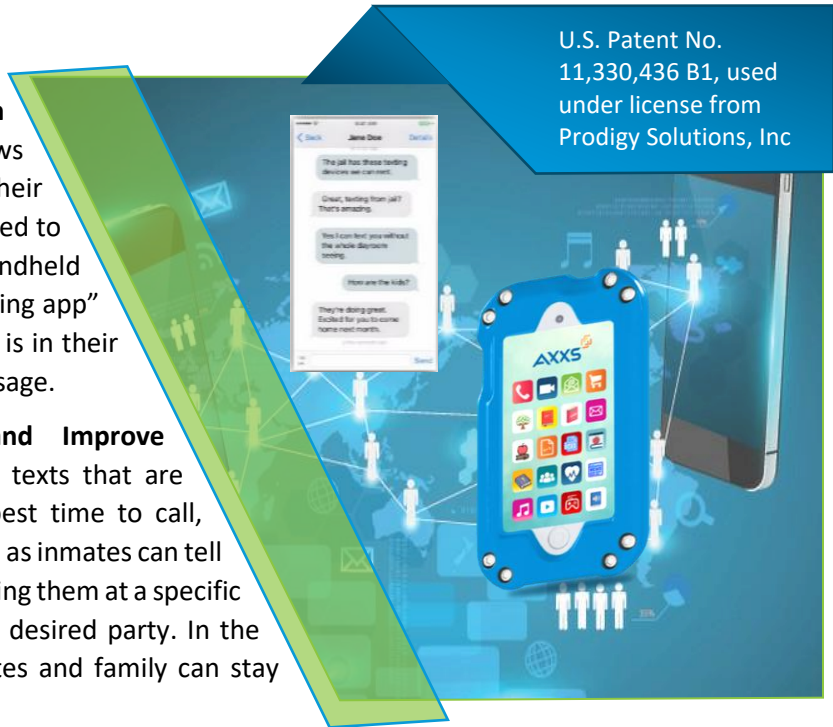
Communication and entertainment services

- | | |
|----------------------|----------|
| ✓ Messaging | ✓ Books |
| ✓ Calling | ✓ News |
| ✓ Visitation | ✓ Games |
| ✓ Legal information | ✓ Movies |
| ✓ Facility documents | ✓ Music |
| ✓ Audio books | |

CPC AXXS Solution

U.S. Patent No. 11,330,436 B1, used under license from Prodigy Solutions, Inc




- ✓ **Real-Time Two-Way Communication Without the Wait-** Our technology allows real time texting between inmates and their family and friends. Inmates no longer need to wait for a wall-mounted device/handheld device/kiosk and then go into a “messaging app” and hope their friend or family member is in their own messaging app to receive their message.
- ✓ **Improve Call Completion Rates and Improve Emergency Contact-** Inmates can send texts that are immediately received to arrange the best time to call, which increases your call completion rate as inmates can tell their family or friend that they will be calling them at a specific time instead of hoping they reach their desired party. In the event of an emergency at home, inmates and family can stay connected.
- ✓ **Word Search, Translation, and Transcription-** Investigators can search chirp messages by word or phrase and can translate texts that are typed in a foreign language. The Fusion User Portal allows access to both inmate chirps and telephone calls. All Inmate information can be searched, reviewed, and easily extracted to use as email attachments for investigative purposes.



CPC Investigator's Toolbox

CPC's Investigator Toolbox gives you access to solutions that enhance the security of your facility, inmates, and the general public by utilizing powerful technology built to generate unmatched investigative opportunities.



 <p>Voice Biometrics</p> <p>System automatically creates voiceprints as unique and identifiable as fingerprints</p>	 <p>Link Analysis</p> <p>Provides a more comprehensive and visual picture of communication patterns</p>	 <p>BKNA</p> <p>Identifies the owner of called telephone numbers</p>
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- ✓ **Zero-effort enrollment-** Prints are automatically created covertly without the inmate's knowledge and continuously improved, delivering the highest accuracy possible. Prints can also be searched through historical calls, allowing investigators to listen to and extract potential intelligence.
- ✓ **Detailed Call Searching-** Investigators can search calls based on a wide variety of criteria, enhancing resources, and creating better outcomes
- ✓ **Identify Multi-Speaker Events-** The system will recognize when more than one inmate is speaking on a call and will identify the other speakers when possible

CPC’s Investigator Toolbox gives you access to solutions that enhance the security of your facility, inmates, and the general public by utilizing powerful technology built to generate unmatched investigative opportunities.

Voice Biometric Technology



Using the most advanced biometric identification system available worldwide, CPC’s ITS is able to automatically create voice prints, as unique and identifiable as fingerprints, for each inmate in your facility. Prints can then be searched through historical calls, allowing investigators to listen to and extract potential intelligence.

The system uses voice print technology to continuously identify the voices of all inmates on a call. It can analyze speech from any source, in almost any language and offers an incredible breadth of additional capabilities.



Speaker Identification

The system delivers speaker identification in as little as seven seconds and compares the speaker(s) to a watchlist of people of interest in real-time, while a conversation is in progress, or as part of a batch process completed after the conversation has ended.



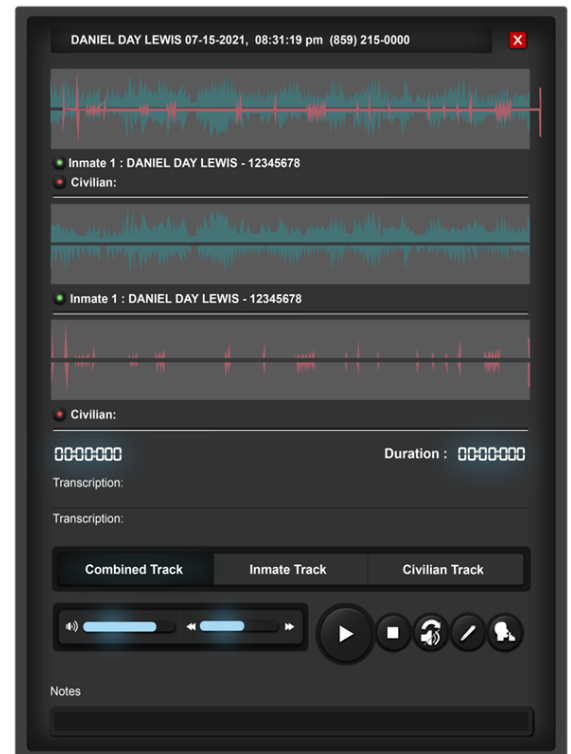
Pinpoint Accuracy

The system can process both mono and stereo audio inputs as it is capable of splitting the caller’s voice from the called party’s voice with extreme precision. There is no need to embark on costly, time-consuming projects to modify your equipment; our system works with both mono and stereo.



Continuous Voice Identification

Provides investigators not only verification of whom is speaking, but also the identity of the inmate(s). Prints can be extracted from any source and used to match in any other channel, regardless of language or text. Voices on NON-INMATES can also be run against the database.





Create Voice Prints with Zero Effort

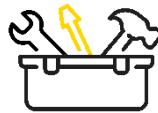
Prints are automatically created covertly without the inmate’s knowledge and continuously improved, delivering the highest accuracy possible. Prints can also be searched through historical calls, allowing investigators to listen to and extract potential intelligence.



PIN Imposter Identification

Identify PIN sharing, as well as the identity of the PIN thief, allowing investigators to focus their efforts. In the event that it cannot positively identify an impostor, the system will still send notification that the speaker was not the owner of the PIN.

Visual Link Analysis Tool



Within the Investigator’s toolbox is a powerful resource that gives investigators a more comprehensive and visual picture of an inmate’s network. The Visual Link Analysis tool shows a graphic web representation of an inmate’s connections. Inmate relationships with other inmates, along with called phone numbers are depicted in this visual tool.



Positive ID: All Calls from inmate pin to destination number are the target inmate



PIN Sharing: At least one call from inmate PIN to destination number is not the target inmate



Multi Speaker: At least one call from inmate PIN to destination number contains target inmate and at least one other inmate

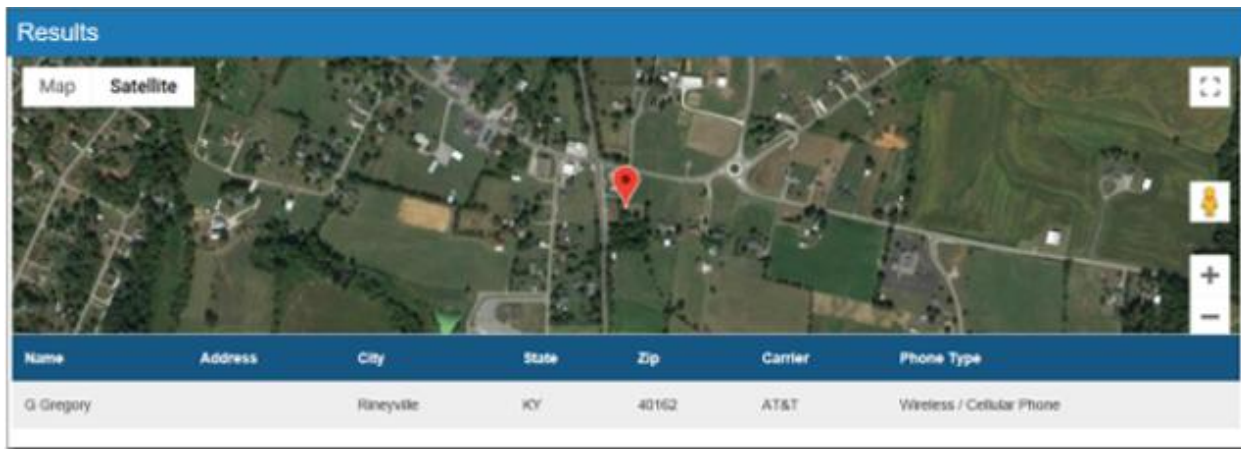


PIN sharing/ Multi Speaker: Calls from inmate PIN to destination number contain bot, calls without target inmate, and calls where the target inmate plus at least 1 more inmate appears

Best Known Name and Address Tool (BKNA)



The Best-Known Name and Address (BKNA) Tool identifies, when possible, the owner of the called telephone number. This valuable investigative tool provides who the phone is listed to, their known address, the service provider, and the telephone type. A map of the location can be viewed right from the Fusion web portal.



Name	Address	City	State	Zip	Carrier	Phone Type
G Gregory		Rineyville	KY	40162	AT&T	Wireless / Cellular Phone

AIM



As part of CPC's voice biometric suite, AIM service provides offsite investigators to run preconfigured or customizable searches for facilities on all CPC inmate communication products. These searches include a keyword or phrase feature. After the search is performed a report is generated and sent from the level 1 AIM analyst to a level 2 AIM analyst. After validating the results a report is sent to facility.

Digital Documentation

CPC is proposing an innovative and proven digital documentation solution that offers highly advanced mail management, automation, and investigative capabilities. The system proposed is user-friendly and designed to keep family and friends consistently connected to their loved ones with convenience, enhancing engagement, revenue, and investigative opportunities. We understand your Digital Mail requirements and are proposing a system that will meet and exceed all conditions and expectations.

CPC offers the County a mail scanning and digitation solution through a strategic partnership with TextBehind. Established in 2013, TextBehind provides offsite mail scanning service for various types of mail to permanently eliminate contraband issues that are increasingly becoming more of a threat to the security and safety of correctional institutions. Inmate mail is carefully scanned at the offsite facility, and converted into searchable digital documents, that are digitally delivered to the inmates on CPC’s in-pod hardware solutions, AXXS devices or CPCView units.

TextBehind® offers the Most Practical and Effective Process to Eliminate Contraband from Inmate Mail and to Reduce Mailroom Operational Costs through Intelligent Automation and Process Efficiencies.

Our proposed solution will:

- ✓ Ensure safety and security of the jail staff
- ✓ Save time, cost, and enjoy hassle-free service
- ✓ Reduce mail related inmate grievances by 95%
- ✓ Enable frequent communication, and educational content for the incarcerated individuals leading to fewer behavioral incidents
- ✓ Give you the ability to redeploy correctional officers from mailroom to other parts of the facility



STEP 1

New Mail Reception Facility Address

As the full-service mail management company, TextBehind® will become the new mail reception address (local P.O. Box) for the Cochise County Jail. Whether mail was created using electronic method or written by hand, all letters will be processed with a uniform format and shipped to Cochise County daily.

Family and friends send all handwritten letters to TextBehind®. These communications are processed and made available digitally on CAMMP (comprehensive access to mail management portal) system within 24 hours. If Cochise County chooses, family and friends may also have the option to create electronic letters using the TextBehind® website or smartphone app. These communications become available for review instantly.



STEP 2

High Speed Mail Scan Processing

All physical (hand-written) letters are processed and made available for review and/or to be printed at the facility. Original physical letters will be stored offsite for an agreed-upon period and then shredded for recycling in a secure manner. Any mail and related data can be retrieved in just a few clicks going as far back as up to seven (7) years. This data also includes communications for released inmates.



STEP 3

Access Advanced Mail Management Panel

Within the Cammp port, authorized facility users have the capability to access:

Advanced Mail Review Panel featuring Highly Advanced Mail Content Rejection, Dynamic Redaction of Text & Photos and Mail Approval System and more including:

- ✓ Smart Return to Sender Notifications
- ✓ Inmate Housing Information System
- ✓ Inmate Mail Block Settings
- ✓ Outside Connections Management
- ✓ Inmate Communications Monitoring
- ✓ Inmate to Watch-List for Monitoring
- ✓ Smart Search Across the System
- ✓ Auto Content Discovery (Intelligent Proactive Keywords Setup)
- ✓ Team Collaborative Feature
- ✓ Download From Historical Archives
- ✓ Inmate Linkage for Gang Identification
- ✓ Confidential Message Board
- ✓ CAMMP User Activity Tracking
- ✓ Super Mail Sorting & Mail Printing Panel



STEP 4

Inmate Mail Delivery

All inmate mail processed will be accessed and may also be responded to using inmate kiosks and handheld devices.

Solutions, Service & Support

Our proposed solution is incorporated into over 3,000 correctional institutions nationwide. Even with continued growth and development, TextBehind® maintains a 92% customer response time within one hour.

Electronic Mail Management

The digital documentation solution not only eliminates the labor-intensive contraband screening

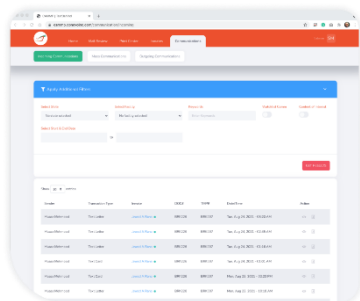


process but also gives family & friends a more convenient and affordable way to stay connected to their incarcerated loved ones. The TextBehind® app and website supports multiple communication order types such as:

- ✓ Messages
- ✓ Photos
- ✓ Greeting cards
- ✓ Online drawing application
- ✓ Documents
- ✓ Videos
- ✓ And more

The lowest price per order is far more inexpensive than the cost of a postal stamp, using one of the many discount deal offers.

Investigative Opportunities



The organized and user-friendly dashboard allows staff to easily review, redact, reject, approve, search, save, and more with just a few effortless clicks.

By the Numbers

TextBehind® Performance
Based on Actual Data

Contraband Elimination
from Inmate Mail

100%



Reduction in Mail
Related Grievances

95%



Reduction in Physical
Mail Volume & Billing

71%



Full control on Mail
Review, Approval &
Investigations

100%

Rating by Correctional Institutions **4.9/5.0**



Rating by Family & Friends **4.8/5.0**



Reassurance Solutions (RS) Xander Kardian (XK) Presence and Vital Sign Sensor

The XK Presence and Vital Sign Sensor can give your county the ability to curtail suicides, overdoses, and other health issues for facility or health staff to take action to avoid catastrophic incident up to and including death of an incarcerated individual. Reassurance Solutions is the exclusive seller of the solution for XK in the entire United States Correctional Market. CPC is in partnership with Reassurance Solutions to make XK available to your county. CPC will provide pricing upon request.



DISCOVER
NON-CONTACT, CONTINUOUS
AND AUTONOMOUS HEALTH
MONITORING

REVOLUTIONIZING VITAL SIGN MONITORING
HELPING PREVENT SUICIDES, OVERDOSES, AND OTHER HEALTH ISSUES

CPC
IN PARTNERSHIP WITH
REASSURANCE
SOLUTIONS

- ✓ XK Radar sensor that monitors a single inmate's presence, respiratory rate (RR), and heart rate (HR) at rest
- ✓ 30 patents secured for technology
- ✓ Only technology in the industry to be FDA-cleared
- ✓ No wearables for inmate, therefore no batteries to charge
- ✓ Each sensor is in a rugged, shatter-resistant, fire-retardant, water-resistant plastic case that is mounted to the ceiling or wall



WE'RE OFFERING

ADVANCEMENT

Value is comprised of more than the commissions that a company promises to your facility. Value is derived from overall outcomes of a total system. Your selection of a technology partner should provide you with an outstanding reflection of your facility and your values. CPC works hard to encompass our partners' values into our operations and provide our law enforcement partners and their communities with opportunities that broaden their capabilities. We believe you will find our financial offer to be a strong reflection of our commitment to advance Cochise County.

Cost Proposal

Cochise County Jail 48-month Agreement Term		
Product	Rate	Commission
ITS Talk Time Usage <i>*The FCC Order prohibits the payment of commissions for this product</i>	\$0.08 / min	N/A
Remote Video Visitation <i>*The FCC Order prohibits the payment of commissions for this product</i>	\$0.12 / min	N/A
Inmate Secure Text Messaging	\$0.10 / message	40%
Email	\$0.50 / email	50%
Inmate Entertainment & Education <i>**free 300 minutes daily on Education</i>	\$0.05 / min	50%
Estimated Monthly Revenue		\$7,594.38

Commission percentage offers on non-regulated telecommunication products and estimated revenue calculations are based upon a.) complete installation, activation, and full utilization of the offering, including the inmate messaging system, at rates outlined above for the full 48-month contract term; and b.) the current Average Daily Population (ADP) of two hundred seventy-nine (279).

*CPC's proposal is crafted in full compliance with current laws and regulations. In anticipation of any existing, pending or reasonably foreseeable regulatory or industry changes that may affect commission payments, CPC will restructure the proposed offer to meet those changes and provide for the County.

**Educational programs are provided free to inmates for up to 300 minutes daily, these programs include Facility Information, Health and Wellness, GED study guides, Workforce Integration, Law Library access, Reentry to Recovery, Parenting, Religious materials, Books, and other programs.

[See Following Page for Proposed Technology](#)

Cost Proposal – Included Technology

Proposed Included Technology		
Product/Technology	Includes	Value to County
Inmate Telephone System	<ul style="list-style-type: none"> • 22 Wall-Mounted Phones • 1 Roll-Around Phone • 1 Lobby Kiosk • Facility Support Portal 	\$18,083.00
CPCView© Video Visitation Solution	<ul style="list-style-type: none"> • 11 Wall Mounted Video Visitation Devices • 3 Roll-Around Video Visitation Units • 2 Lobby Visitor Visitation Units • Stools for Video Visitation Units • Server 	\$64,868.00
& AXXS© Education & Entertainment Solution	<ul style="list-style-type: none"> • 1:1 Handheld Inmate Communication (VV & Email), Education, and Entertainment Devices • Required Access Points • Up to 11 Wireless In-Pod Charging Stations 	\$64,699.00
TextBehind	<ul style="list-style-type: none"> • Offsite document Scanning Solution 	\$13,392.00
CPC Investigator’s Toolbox (ITB)	<ul style="list-style-type: none"> • Voice Biometrics, Data Analytics, Word Search • Voice to Text Transcription and Translation for all Calls 	\$80,352.00
Fast Case	<ul style="list-style-type: none"> • Inmate Law Library Access 	\$27,288.00
Bandwidth	<ul style="list-style-type: none"> • Required Bandwidth for all Proposed Technology 	\$24,607.00
Total Technology Value Provided by CPC at <u>NO COST</u> to Cochise County		\$293,289.00

See Following Page for Optional Technology

Optional Technology	
Product/Technology	Cost
CPC Investigator’s Toolbox (ITB) <ul style="list-style-type: none"> Voice Biometrics, Data Analytics, Word Search Voice to Text Transcription and Translation for all Calls 	\$0.02 non-commissionable per minute No Cost to Cochise County
Fast Case <ul style="list-style-type: none"> Inmate Law Library Access 	\$1.50 per inmate per month No Cost to Cochise County
TextBehind <ul style="list-style-type: none"> Offsite document Scanning Solution 	\$1.00 per inmate per month No Cost to Cochise County
Reassurance Solutions (RS) Xander Kardian (XK) Presence and Vital Sign Sensor <ul style="list-style-type: none"> Sensors Gateways Maintenance Installation Package 	Pricing Available Upon Request



WE DEFINE

DEDICATION

As an Employee-owned company, our team members value the importance of establishing a strong foundation for customer success. Every employee has ownership in the company, driving the dedication and success of CPC.

Additional Attachments

Service Level Agreement

CPC’s Network has an in-depth alarm system that monitors individual switch services and notifies our IT Department immediately via email of any issues detected. In the event of a service outage, we will notify the facility within 15 minutes. The following escalation route will be followed:

- ✓ System issues are reported (via monitoring or facility).
- ✓ Trouble ticket will be opened.
- ✓ Ticket will be assigned to an IT technician
- ✓ IT technician will troubleshoot and diagnose the reported issue; if resolution cannot be reached remotely then CPC will dispatch a technician

The CPC Service Level Agreement includes:

- › An individual phone outage: 24 hours
- › Section of the building outage: 4 hours
- › Complete system wide outage: 2 hours

In the unlikely event support escalation is required, the facility will be provided, in advance, the personal contact information for senior members of support, including the Network Operations Center (NOC) Supervisor. CPC is responsible for providing service coordination of repairs on all Local/Intralata/Interlata services and will comply with all applicable state and federal regulatory changes without ever incurring cost to the facility. Any and all repairs will be performed at our expense during the term of the agreement.

CPC Service Level Agreement		
Category	Description	Expected Resolution Time
Priority 1	Complete, system-wide outage	2 hours
Priority 2	Section of the building outage	4 hours
Priority 3	Single phone outage	24 hours

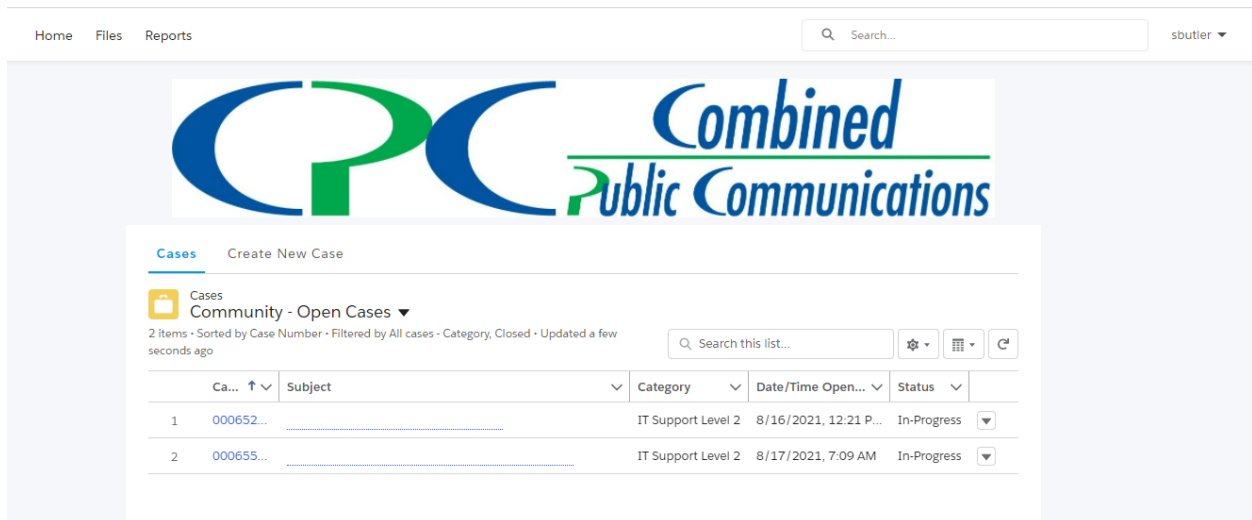
Trouble Reporting and Escalation – All Services

If any problem requires escalation, support personnel follow a documented internal escalation procedure outlined below:

FACILITY TROUBLE REPORTING	
TO SUBMIT A CASE	
Technical Support	PREFERRED METHOD: Submit Case via email or Facility Support Portal to CPC
	ALTERNATE METHOD: Customer Service Center – Toll Free #
ESCALATION SUPPORT LEVELS	
Escalation Level 1:	Customer Service Center Manager Contact Method – Phone and Email
Escalation Level 2:	Customer Service Director Contact Method – Phone and Email
Escalation Level 3:	Operations Support Manager Contact Method – Phone and Email
Escalation Level 4:	IT Support Manager Contact Method – Phone and Email

Facility Support Portal

CPC can also provide the facility with access to CPC’s support portal, where the facility can easily submit and see the status on cases related to the facility.



Implementation Plan

CPC makes the transition of services seamless through the detailed planning, execution, and oversight of our program. CPC uses the transition to create a strong foundation for our partnership by making a positive impact on the Facility, staff, and inmate population. Our track record of successful implementations is reflective of how CPC drives a service oriented, technology driven program starting even before award of contract. The transition period began, for our team, during the review and response of this RFP.

The following project plan outlines the installation of the Inmate Telephone System (ITS), Video Visitation System (View), Chirping, and Inmate Education & Entertainment (AXXS) Services at Cochise County Jail. Our team has designed an implementation program proven to minimize the impact of the transition and provide superior partnership and communication throughout the process.

The ITS transition will be implemented in 6 phases.

1. Planning Phase
2. Building Phase
3. Set-up Phase
4. Pre-check Phase
5. Execution Phase
6. Quality Assurance Phase

Phase Overview

1 | Planning Phase

Initial Meeting/ Project Overview (1.1 – 1.4): Our transition planning began during the review of this RFP. Our commitment to Cochise County began during the creation of this proposal response. CPC has selected a Key Program Team of experts that will assist in executing a smooth transition and ensure quality operations throughout the life of the contract. Upon award of the contract the Key Program Team will review the project scope and overview, set a preliminary schedule of events and setup an introductory meeting or phone call with the designated point of contacts for Cochise County. During this initial meeting and phone call CPC will work with the county to determine your Key Objectives for the project that may have not been discussed within the RFP. With our breadth of technology and experience, we are able to customize the entire process to meet your specific needs. With CPC you will never feel like a number or just another client.

During this phase, the CPC team will also ensure all necessary business licensure is obtained, schedule a firm installation date, schedule training and setup the facility on our system.

2 | Building Phase

Detailed Site Survey/ Back-end Set-up (2.1 – 2.5): During the building phase, CPC technicians will perform a detailed site survey to determine all necessary network, hardware, software, resources, and details required to complete installation tasks and objectives. During this phase, CPC team members will work with your JMS, current commissary, and other service providers to establish interfaces and data transfers where applicable for seamless integrations. All equipment is ordered during this phase and all necessary

facility information is input into our system. At this time our commissary implementation team will work with Cochise County Jail administration to determine commissary menus, restrictions, and other program details as well as inmate trust account information and processes.

3 | Set-up Phase

Creating Systems (3.1 – 3.7.2): All literature and information necessary for implementation of the system is gathered and created during the set-up phase. Signage for friends and family, user manuals, notification sheets, contact information and installation process sheets are created and shared with the facility. During this phase all hardware will be assembled, configured, and programmed. County information will be implemented into CPC’s Fusion and administration accounts.

4 | Pre-check Phase

Verification (4.1 – 4.4): Before any equipment is delivered to the facility it is all tested by the CPC team in-house. In the pre-check phase our team of experts test, re-test and prepare equipment for transport. CPC team members will also follow-up with JMS, Commissary, and other providers as necessary to test interfaces and ensure data transfers.

5 | Execution Phase

Installation (5.1 – 5.9): CPC techs will be deployed to the facility at the pre-determined date and time of on-site installation. In this phase equipment hardware is installed at the facility and prepared for cut-over.

Note: The execution phase timeframe may vary based on products installed and product installation may be staggered.

On-site training: Trainers will be on-site for the duration of the execution phase, until facility staff and system users are familiar and comfortable with the installed technology. Training will be conducted on all proposed technology installed at the facility. Some of the main training focuses include: Day-to-Day System Administration, Investigative Functions, Report Customization & Generation, Service & Maintenance, Training & User Reference Tools, and Technical Support Resources.

Go-live: Once tested and successful, interfaces will be turned on, the facility’s account on CPC’s payment website will go-live and the equipment will go-live at the facility. The cut-over will take place during off-hours to minimize disruption to services and facility staff.

6 | Quality Assurance Phase

During this phase the system is closely monitored by our support team and CPC technicians are readily available. After the initial Quality Assurance Phase, CPC’s Continuous Quality Improvement program provides for the systematic, ongoing, objective, and measurable evaluation of the quality and appropriateness of services delivered throughout the life of the contract.

Cochise County- ITS, VVS, AXXS, Chirper, TextBehind Implementation Project Plan			
Task	Task Description	Responsible Party	Duration
1	Implementation Planning		
1.1	Review of RFP and contract deliverables, establishments of CPC project management team for Cochise County	Sales & Project Management	Within 7 days of contract signing
1.2	Introductory call with CPC and Cochise County administration to determine project key objectives, establish points of contact, schedule initial walkthrough, schedule training dates and schedule targeted installation dates	Sales, Commissary & Operations Team	Within 7 days of contract signing
1.3	Apply for applicable business licenses	Finance Team	Within 7 days of contract signing
1.4	Initiate contact with local service providers	Telecom Analyst	Within 14 days of contract signing
2	Building Phase		
2.1	Conduct a scheduled detailed site survey to determine cabling, space, network, software, and equipment requirements for installation (number of units, location etc.)	Operations Team	Within 14 days of contract signing
2.2	Contact facility JMS, Commissary, and other necessary providers to determine interface requirements and begin the process of establishing inmate information feed to CPC servers	Project Manager	Within 14 days of contract signing
2.3	Contact facility regarding commissary and inmate trust account setup. This includes gathering information regarding Inmate Book-in & Release processes, Inmate Trust accounts, reconciles, commissary menus etc.	Commissary Team	Within 14 days of contract signing
2.4	Order/build equipment that will be installed on-site	Operations Team	Completed 1 week before install
2.5	Input facility data into CPC's ITS	ITS Engineer, Networking & Infrastructure Teams	Within 14 days of contract signing
3	Set-up Phase		
3.1	Contact current service providers to determine data transfer requirements and establish transition plan	Project Manager	Within 7 days of contract signing

3.2	ITS- Set-up facility voice prompts, configure payment menu, add circuits, enable PINs, create speech files, input global numbers, attorney telephone numbers, set call times etc.	ITS Engineer	Within 14 days of contract signing
3.3	Set-up facility users in system	IT Support	1 week prior to installation
3.4	VVS- Set-up recording storage	System Engineer	1 week prior to installation
3.4.1	VVS- Stitch in FastCase Law Library	System Engineer	1 week prior to installation
3.4.2	VVS- Obtain commissary link	Project Manager	Within 8 weeks of contract signing
3.4.3	VVS- Set-up scheduler with facility stipulations and requirements	System Engineer	1-2 weeks prior to installation
3.5	Chirpers- Set-up chirping chargers based on facility preference	Chirping Team	Within 21 days of contract signing
3.5.1	Chirpers- Configure chirpers and set-up within Fusion	Chirping Team & System Engineer	2 weeks prior to installation
3.6	Handheld devices- Set-up handheld device chargers based on facility preference	Operations Team	Within 21 days of contract signing
3.6.1	Handheld devices- Configure handheld devices and set-up within Fusion	AXXS Team	2 weeks prior to installation
3.6.2	Handheld devices- Determine and communicate earbud requirements	Project Manager & Sales	Within 21 days of contract signing
3.6.3	Handheld devices- Input facility specific instructions/programs/trainings/ communications etc.	AXXS Team	1 week prior to


			installatio n
3.7	Prepare signage for Inmates and General Public	Sales & Marketing	2 weeks prior to installatio n
3.7.1	Prepare instructional sheets and binders for facility staff	Sales & Marketing	2 weeks prior to installatio n
3.7.2	Prepare notification sheets for facility	Sales & Marketing	3 weeks prior to installatio n
4	Pre-Check Phase		
4.1	Verify all equipment is programmed and ready for install	Operations Team	1 week prior to installatio n
4.2	Test all equipment applications and functions	Operations Team	1 week prior to installatio n
4.3	Test commissary, JMS and all other interfaces	Infrastructur e Team	1 week prior to installatio n
4.4	Confirm all staff members necessary are entered into Fusion	IT Support	1 week prior to installatio n
5	Execution Phase		
5.1	CPC technicians to arrive on-site at pre-designated date and time. <i>Note: The execution phase timeframe may vary based on products installed and product installation may be staggered but all will be installed during facility down-times to reduce disruptions in service and operations.</i>	Operations Team	Monday- Tuesday of week of installatio n
5.2	Install cabling and conduit for all hardware to be installed	Operations Team	Tuesday- Wednesda y of week of installatio n
5.3	Install network equipment hardware	Operations Team	Wednesda y- Thursday of week of

			installatio n
5.4	Network monitoring services are installed and tested	IT Support	Thursday- Friday of week of installatio n
5.5	Install and test Access Points	Operations Team and Networking Team	Tuesday- Thursday of week of installatio n
5.6	Trainers on-site at pre-designated date and time during install/ Execution Phase to train facility staff and population on various technologies, reports, demonstrations, functions etc.	Trainers	Monday- Wednesda y of week of installatio n
5.7	Handheld devices- Distribute Handheld devices among inmate population	Trainers, Sales, and Operations Team	Wednesda y of week of installatio n
5.8	Chirpers- Distribute Chirpers among inmate population	Trainers, Sales, and Operations Team	Wednesda y of week of installatio n
5.9	Go-Live. Once all data has been converted and hardware and software has been installed and tested the inmate communication system is cut over from the previous provider to CPC and the CPC system will be live.	Operations Team	Wednesda y-Friday of week of installatio n
6	Quality Assurance Phase		
6.1	Installation Follow-up including regular site visits by techs and other CPC team members to ensure all hardware and software is working correctly and facility staff has all resources required and desired.	Sales & Operations Teams	Within 30 days of install + quarterly check-ins
6.2	Remote system monitoring and repair to monitor all installed services and equipment at the facility	IT Support	Ongoing
6.3	Regularly scheduled meetings between CPC team members and facility administration to address and evaluate specific areas of the inmate communication system and CPC technologies	Sales	Ongoing

Sample Insurance

	CERTIFICATE OF LIABILITY INSURANCE	COMBPU-R01	KHALEY DATE (MM/DD/YYYY) 11/5/2024
<p>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</p>			
<p>IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).</p>			
PRODUCER Houchens Insurance Group 2734 Chancellor Dr, Suite 301 Crestview Hills, KY 41017		CONTACT NAME: Kem Haley PHONE (A/C, No, Ext): (270) 529-3531 4237 FAX (A/C, No): (270) 843-8808 E-MAIL ADDRESS: khaley@higusa.com	
INSURED Combined Public Communications LLC 100 Aqua Dr. Cold Spring, KY 41076		INSURER(S) AFFORDING COVERAGE	
		INSURER A: Hartford Fire Insurance Company NAIC # 19682	
		INSURER B: Trumbull Insurance Company NAIC # 27120	
		INSURER C: Hartford Casualty Insurance Company NAIC # 29424	
		INSURER D: Twin City Fire Insurance Company NAIC # 29459	
		INSURER E: _____ INSURER F: _____	

COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:		
<p>THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.</p>						
INSTR	TYPE OF INSURANCE	ADDITIONAL INSURED	POLICY NUMBER	POLICY EFF. DATE (MM/DD/YYYY)	POLICY EXP. DATE (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PER SUBJECT <input type="checkbox"/> LOC OTHER: _____		33UUNBJ5GLX	10/15/2024	10/15/2025	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Per occurrence) \$ 300,000 MED EXP (Apy one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPROP AGG \$ 2,000,000 OHIO STOP GAP \$ 1,000,000
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY		33UENBJ5GM6	10/15/2024	10/15/2025	COMBINED SINGLE LIMIT (Per accident) \$ 1,000,000 BODILY INJURY (Per person) \$ _____ BODILY INJURY (Per accident) \$ _____ PROPERTY DAMAGE (Per accident) \$ _____
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$ _____		33XHUBJ5H40	10/15/2024	10/15/2025	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/OWNER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N / A	33WEBK7JHX	10/15/2024	10/15/2025	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks: Schedule, may be attached if more space is required)						

CERTIFICATE HOLDER _____ Sample Certificate	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
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Sample Reports

Call Summary Report

SAMPLE FACILITY - CALL SUMMARY REPORT				
10/01/2020 - 10/31/2020 Eastern Standard Time				
Region	Call Count	Minutes	Charge	Total Usage
Calling Card				
Local	894	3863	\$772.60	\$772.60
Interlata IntraState	618	3326	\$665.20	\$665.20
Interlata InterState	155	769	\$153.80	\$153.80
Call Type Totals	1667	7958	\$1,591.60	\$1,591.60
PIN Debit				
Local	44	193	\$38.60	\$46.32
Intralata IntraState	15	78	\$15.60	\$18.72
Interlata IntraState	11	78	\$15.60	\$18.72
Interlata InterState	36	269	\$53.80	\$64.56
Call Type Totals	106	618	\$123.60	\$123.60
Prepaid Collect/Direct Pay				
Local	108	870	\$174.00	\$208.80
Intralata IntraState	178	1115	\$223.00	\$268.43
Interlata IntraState	15	106	\$21.20	\$25.46
Interlata InterState	71	463	\$92.60	\$123.98
Call Type Totals	372	2554	\$510.80	\$510.80
Facility Totals	2145	11130	\$2,226.00	\$2,226.00

Frequently Dialed Number Report

SAMPLE FACILITY - FREQUENTLY DIALED # REPORT					
10/16/2020 - 11/16/2020 Eastern Standard Time - Threshold: 25					
Number	Minutes	Attempts	Connected	Accepted	Denied
### - ### - #####	379	191	183	29	154
### - ### - #####	487	95	94	94	0
### - ### - #####	66	42	29	26	3
### - ### - #####	117	37	37	37	0
### - ### - #####	333	29	0	0	0
### - ### - #####	74	25	17	15	2

Prepaid Card Statement Report

Fusion

Dashboard
Admin ▾
Calls ▾
Cases
Chirps ▾
Inmates
Reports ▾
Watches ▾
Log Out

Card Statement Report

Show Filters

Results

Card Number: 773413432 - 04/13/2019 - 06/12/2019

Date	Time	Card Number	Number	Duration	PIN	Charge	Balance
06/12/2019	09:16:26	34134326		00:02:34	00000897	\$0.60	\$0.20
06/11/2019	18:05:37	34134326		00:08:39	00000897	\$1.80	\$0.80
06/11/2019	17:54:18	34134326		00:09:51	00000897	\$2.00	\$2.60

Totals:

Total Calls: \$4.40