
COUNTY OF YOLO
YOLO COUNTY SHERIFF'S OFFICE
INMATE COMMUNICATION SERVICES AGREEMENT

INTRODUCTION

Inmate Calling Solutions, LLC d/b/a ICSolutions with its principal place of business located at 2200 Danbury Street, San Antonio, TX 78217 (hereinafter "Contractor") and the County of Yolo, a political subdivision of the State of California, with its principal place of business at 140 Tony Diaz Drive, Woodland CA 95776 (hereinafter "County") hereby enter into this Inmate Communications Service Agreement ("Agreement"), effective June 1, 2023 ("Effective Date").

RECITALS

WHEREAS, the County circulated and distributed Request for Proposal (RFP) # FINARFPKK2217, with a copy of **Exhibit A** – Insurance Requirements, to install and operate all inmate communication services (Inmate Telephone Service, Video Visitation Services, and Tablets) and related equipment at County's Facilities, an excerpt of which is attached as **Exhibit B - Yolo County RFP #FINARFPKK2217**; and

WHEREAS, the Contractor submitted a proposal to RFP # FINARFPKK2217 an excerpt of which is attached as **Exhibit C - Contractor's Proposal**; and

WHEREAS, County hereby awards this Agreement to Contractor and provides Contractor the exclusive right and privilege to install and operate all inmate communication services (Inmate Telephone Services, Video Visitation Services, and Tablets) and required equipment at County's Facilities and in accordance with the specific requirements outlined in **Exhibit E – Mandatory Requirements**, which is attached herein and incorporated into the Agreement.

WHEREAS, Contractor has represented and warrants to the County that it has the necessary training, experience, expertise and competency to provide the services, goods and materials that are described in this Agreement, at no cost to the County as herein specified; that it will be able to perform the herein described services at minimum cost to the County by virtue of its current and specialized knowledge of relevant data, issues, and conditions; and that it will do so in a manner consistent with and furthering of the Values of Yolo County; and

WHEREAS, Contractor represents and warrants that neither Contractor, nor any of its officers, agents, employees, contractors, subcontractors, volunteers, or five percent owners, is excluded or debarred from participating in or being paid for participation in any Federal or State program; and

WHEREAS, Contractor further represents and warrants that no conditions or events now exist which give rise to Contractor or any of its officers, agents, employees, contractors, subcontractors, volunteers or five percent owners being excluded or debarred from any Federal or State program; and

WHEREAS, Contractor understands that the County is relying upon these representations in entering into this Agreement.

NOW, THEREFORE, the County and the Contractor agree as follows:

I. TERM

This Agreement shall commence upon the Effective Date above and remain in force through February 29, 2028 (“Initial Term”). This Agreement shall not bind, nor purport to bind, County for any contractual commitment beyond the Initial Term. However, County, at its sole option, shall have the right to extend this Agreement for two (2) additional one (1) year terms or on a month-to-month basis (not to exceed six (6) months) prior to expiration of the Initial Term or (if applicable) the first one-year extension of this Agreement. In the event County exercises such right by providing written notice of its election prior to the end of the Initial Term, all terms and conditions, requirements, and specifications of this Agreement, and any Amendments, shall remain the same and apply during the extended term(s). This Agreement will not automatically renew.

II. DESCRIPTION OF SERVICES

As set forth in more detail in Contractor’s Proposal, Contractor shall perform the following principal services:

A. Contractor shall provide an inmate telephone system (“ITS”), which shall include, without limitation, collect, direct bill, pre-paid collect, debit, free calls, telephone visitation calls and inbound voicemails. Contractor shall, without cost to County, install and operate all inmate and visitation telephones and related equipment, provide and install all wiring for the inmate and visitation telephones and the related hardware and software specifically identified herein, to enable inmates at the Facilities to complete, without limitation, local, long distance and/or international-collect, direct bill, pre-paid collect, pre-paid card, debit, free and telephone visitation calls, and receive inbound voicemail messages at the Facilities, pursuant to the terms set forth herein.

B. Contractor shall provide a turnkey video visitation solution (“VVS”) which shall include, without limitation, automated scheduling software, completion of onsite and remote video visitation sessions. Contractor shall install and operate all video visitation stations and related equipment. Contractor shall, without cost to County, provide all wiring for the video visitation stations, install the video visitation stations and related hardware and software specifically identified herein, to enable visitors/end-users to schedule and complete onsite and remote video visitation sessions with inmates at the Facilities.

C. Contractor shall provide correctional-grade mobile device/tablet solution (“Tablets”) at no cost to County, for the purpose of providing inmates with access to education and entertainment content including, but not limited to electronic messaging, education, facility content, entertainment, media, inmate mail, electronic requests and grievances, commissary ordering, and on-demand video calling. County reserves the right to add the ITS calling application to the tablets at any time during the term of the Agreement.

D. Any reference in the Agreement to “inmate communication services” and “inmate communication(s) equipment” or similar phrases, shall include but not be limited to inmate telephones/inmate telephone services, tablets/tablet services, video visitation kiosks/video visitation services, ancillary services/ancillary service providers, and all other associated services, transactions, hardware or equipment.

III. ADDITIONAL TECHNOLOGY

A. Pursuant to Contractor's Proposal, Contractor has agreed to provide, at no cost to Customer, the following additional technologies and services upon initial implementation of Contractor's services at County's Facility(s). Where applicable, specific requirements related to the following additional technology and features are outlined in **Exhibit E (ITS Requirements)** and **(Additional Technology)**.

1. TextBehind® Inmate Mail Management System/Offsite Postal Mail Processing;
2. The Word Detector™ ITS Keyword Search;
3. The Analyzer™ Call Analysis and Data Mining Tools;
4. The Verifier™ Pre-Call Inmate Voice Verification;
5. The Imposter™ Continuous Voice Biometrics;
6. The Attendant™ Automated Facility Information System (IVR);
7. The Informer™ PREA Reporting (IVR);
8. The Communicator™ Paperless Inmate Communications (IVR); and
9. VVS Custom Jail Website (Contractor-hosted).

B. Optional Technology. County reserves the right to implement the following optional technology at any time during the term of the Agreement and any renewal terms. Additional requirements related to the Optional Technology (where applicable) are outlined in **Exhibit E (Additional Technology)**. Unless otherwise outlined in Exhibit E, Contractor shall provide and install the following technology at no cost to County:

1. Prepaid Calling Cards;
2. Inmate Calling App on Tablets;
3. Debit Release Cards;
4. Call Transcription (Argus Investigative Suite); and
5. Cell Phone Contraband Detection (CEIA MSD Tower).

IV. PERFORMANCE STANDARDS

A. Contractor shall perform its services under this Agreement in accordance with the industry and/or professional standards applicable to Contractor's services.

B. Designated Agent. County has designated Praeses, LLC, as its agent to act on the County's behalf ("Designated Agent") related to the day-to-day operations of the County's inmate communication services and technology environments and this Agreement. Contractor shall follow the County's instructions in working with County's Designated Agent.

C. Performance Bond. Contractor shall furnish a Performance Bond (guarantying contract performance) in the form of a bond issued by a Surety Company authorized to do business in the State of California (as provided in California Code of Civil Procedure Section 995.310), a Cashier's Check, or Irrevocable Letter of Credit payable to County within ten (10) calendar days after the Agreement execution date and prior to any installation work or equipment delivery. The Performance Bond must be made payable to County in the amount of Fifty Thousand Dollars (\$50,000.00) and will be retained during the full period of the Agreement and/or renewal term(s). In the event that County exercises its option to extend the Agreement for an additional period, Contractor shall be required to maintain the validity and enforcement of the Performance Bond for the said period,

pursuant to the provisions of this paragraph, in an amount stipulated at the time of the Agreement renewal.

D. Payment Bond. Contractor shall furnish a Payment Bond (guarantying payment of sub-contractors, payment of wages and of bills contracted for materials, supplies or equipment used in the performance of the Agreement) will also be required upon Agreement award in the amount of Fifty Thousand Dollars (\$50,000.00) in the form of a bond issued by a Surety Company authorized to do business in the State of California and listed in the current Federal Department of Treasury Circular 570, a Cashier's Check, or Irrevocable Letter of Credit payable to the County within ten (10) calendar days in the event of a breach of contract.

V. REVENUE SHARE, PAYMENTS AND REPORTING

A. Revenue Share (ITS, VVS, Tablets, and Messaging). Pursuant to Contractor's Proposal and subsequent Agreement negotiations, Contractor shall remit to County 25% revenue share on Gross Revenue generate by and through the ITS, 50% revenue share on Gross Revenue generated by and through the VVS, 20% revenue share on Gross Revenue generated by and through the use of Tablets, and 10% revenue share on all Messaging Gross Revenue as defined in **Exhibit E (General Conditions)** and outlined in **Exhibit E (Rates, Fees, and Revenue Share)**.

B. County reserves the right to recoup from Contractor certain administrative and operational expenses ("Cost Recoupment Payment") in connection with the provision of inmate communication services. Such Cost Recoupment Payment may take the form of a per-minute rate, flat monthly payment, or other fee structure. The Cost Recoupment Payment shall be due and payable upon receipt of the invoice by Contractor. County may accompany the Cost Recoupment Payment invoice with a supporting report documenting the administrative and operational expenses incurred by County in association with inmate communication services covered by the Cost Recoupment Payment. County does not require a Cost Recoupment Payment upon execution of the Agreement. In the event County wishes to utilize its option to implement the Cost Recoupment Payment, then, at County request, County and Contractor shall negotiate in good faith an amendment to the Agreement reasonably acceptable to County to document County-imposed Cost Recoupment Payment. If Contractor and County are unable to mutually agree on such an amendment to the Agreement within thirty (30) days of County's request, then either party may terminate the Agreement at its sole discretion and without penalty or liability to the other party, and County may select another provider.

VI. MINIMUM ANNUAL GUARANTEE

A. Minimum Annual Guarantee (ITS). Pursuant to Contractor's Proposal and subsequent Agreement negotiations, Contractor shall pay County a Minimum Annual Guarantee ("MAG") for ITS in the amount of Twenty-Three Thousand Dollars (\$23,000.00) for each year under this Agreement and any renewal terms. The ITS Minimum Annual Guarantee payment shall be paid upfront in full and due to County or its Designated Agent on or before 15th of March of each year under the Agreement and any renewal terms. In the event the total revenue share due to the County for ITS Gross Revenues exceeds the ITS Minimum Annual Guarantee within the current twelve-months' traffic period, Contractor shall resume remitting to County regular monthly ITS revenue

share payments which shall be due to County or its Designated Agent on or before the 15th day of the month following the month of traffic.

B. Minimum Annual Guarantee (All Services). Pursuant to Contractor's Proposal and subsequent Agreement negotiations, Contractor shall pay County a Minimum Annual Guarantee ("MAG") in the amount of Eighty-Five Thousand Dollars (\$85,000.00) for each year under the Agreement. If the total revenue share for all inmate communication services Gross Revenues paid to County from the 1st of March through the 28th day of February of each year of the Agreement, and any renewal terms, are less than the MAG, the difference shall be due to County or its Designated Agent on or before April 15th of each year.

VII. SUPPLEMENTAL INCENTIVE

Contractor shall pay County an upfront supplemental payment in the amount of Ten Thousand Dollars (\$10,000.00) within ten (10) business days of the date the Agreement is executed by both parties.

VIII. RECORDS RETENTION

Contractor shall retain and make available for review by the County and its designees all records, documents, and general correspondence relating to this Agreement and the services required hereunder for a period of not less than five (5) years after receipt of final payment, unless otherwise specified in **Exhibit E – Mandatory Requirements**, or until all pending audits and proceedings are completed, whichever is later. Contractor shall make such records available for inspection and copying by the County and its designees at any reasonable time. At least thirty (30) calendar days prior to any destruction of these records following the five (5) years, Contractor shall notify the Director. Upon such notification, the Director shall either agree to the destruction or authorize the records to be forwarded to the County for further retention.

IX. RATES AND FEES

Unless specifically stated otherwise, Contractor shall only charge the rates and fees for inmate telephone calls, video visitation visits, tablet usage and purchases, on-demand video calling on the tablets and electronic messaging as specified in **Exhibit E (Rates, Fees and Revenue Share)** of this Agreement, which rates and fees reflect the maximum rates and fees that may be charged and must be in compliance with applicable state and federal laws and regulations.

X. PAYMENTS AND REPORTING

A. Contractor shall provide such reports as are required elsewhere by this Agreement, and such additional information and reports relating to the services otherwise required by this Agreement at the times and in the manner specified in the Agreement, or by the County if not so specified. Any other provision of the Agreement notwithstanding, should Contractor fail to provide any reports required by this Agreement and/or any reports not containing the required fields, received by County after the due dates specified herein and in **Exhibit E (General Conditions)** may be subject to liquidated damages as outlined in [Section XXXII. Liquidated Damages](#) of this Agreement. County may withhold any payments otherwise due Contractor pursuant to this Agreement, and any other agreement

between Contractor and County, until the required reporting and/or payment for fines/liquidated damages invoiced by County to Contractor is received.

B. Revenue share payments and traffic detail reports shall be due to County or its Designated Agent on or before the 15th day of the month following the month of traffic/activity as specified in **Exhibit E (General Conditions)**.

C. Contractor shall provide daily raw Call Detail Records (CDRs) the next business day following the day of traffic and monthly billing files no later than the 15th day of the month following the month of traffic.

D. County shall provide Contractor with all information pertinent to the services required of Contractor by this Agreement which is requested by Contractor, and which is within County's possession. No charge will be made for these materials.

XI. OWNERSHIP OF DOCUMENTS AND WORK PRODUCTS

A. All professional and technical documents and information developed specifically for County relating to the services covered under this Agreement and provided at County's Facilities, including all work products such as writings, work sheets, reports, and related data, materials, and all other rights and interests therein that is not Contractor's Confidential Information as defined herein, shall become the property of the County, and Contractor agrees to deliver and assign the foregoing to the County, upon County's request, completion of the services provided herein, or termination of the Agreement. In addition, basic data prepared or obtained under this Agreement shall be made available to the County without restriction or limitation on their use. There shall be no cost to County for any of the foregoing.

XII. RECONCILIATION

A. County, or its Designated Agent, shall have the right from the Effective Date of this Agreement and for a period of five (5) years after the termination date of this Agreement, upon ten (10) business days' written notice, to fully reconcile or examine any and all of County information pertaining to this Agreement. County retains the right to have another independent Agency of County's exclusive choice, perform any or all reconciliations and examinations pertaining to this Agreement.

B. Contractor shall maintain accurate, complete and reconcilable records, in an electronic format, detailing the Gross Revenues from which revenue share payments can be determined for both the ITS, VVS and Tablets. The records shall include all CDRs, EMI billing files, pre-paid card sales and associated invoices, debit purchase or usage reports and associated invoices and commissioning reports during the term of this Agreement and for no less than five (5) years after the term of this Agreement.

C. Contractor shall pay resolved and agreed upon amounts due plus, in the event the foregoing reconciliation reveals an amount due County at least five percent (5%) above the amount otherwise paid for the period reconciled, County's reasonable cost of reconciliation, all within thirty (30) days of the resolution date. If the agreed upon amounts are not paid within thirty (30) days, the amounts due to County will accrue interest at the rate of one and one-half percent (1.5%) per month, or the highest rate permitted by law (whichever is less) until such monies are paid.

XIII. DISPUTE RESOLUTION

The parties shall attempt to resolve any dispute arising out of or relating to this Agreement through negotiations between senior executives of the parties who have authority to settle the same. To this effect, they shall consult and negotiate with each other in good faith and, recognizing their mutual interests, attempt to reach a just and equitable solution satisfactory to both parties. Disputes or controversies related to this Agreement not resolved through negotiation within a period of sixty (60) days shall be governed by and interpreted in accordance with the laws of the State of California without regard to its conflicts of law provisions.

XIV. TERMINATION/DEFAULT

A. In the event Contractor fails to perform any terms or conditions of the Agreement, County may consider Contractor in default of the Agreement and supply Contractor written notice of such default. In the event said default is not remedied to the satisfaction and approval of County within 30 calendar days of receipt of such notice, County may terminate the Agreement. Upon termination, Contractor shall adhere to the transition requirements as outlined in **Exhibit E (General Installation Requirements)**.

B. The Agreement between County and Contractor may be terminated by County for any reason upon 90-days' written notice from County to Contractor without penalty. Upon termination, Contractor shall adhere to the transition requirements as outlined in **Exhibit E (General Installation Requirements)**.

C. Should Contractor for any reason be unable to satisfy the requirements contained in the Agreement, County may, at its sole discretion, call for the Performance Bond due, in part or in full for non-performance, and/or as liquidated damages.

D. Should a material change in Federal or State law or rules or policies of the FCC or other regulatory body applicable to inmate communication services occur following the execution of the Agreement, which change affects (i) the rates permitted to be charged by Contractor to inmates under the Agreement; (ii) the right of County to recover its costs; or (iii) the ability for Contractor to pay to County a revenue share, fees (including but not limited to the cost recoupment payment) or other cost recovery mechanisms, then, at either party's request, Contractor and County will negotiate in good faith an amendment to the Agreement reasonably acceptable to County that enables County to fully recover its costs in a manner compliant with the change in the FCC's (or other regulatory body's) rules or policies. If Contractor and County are unable to mutually agree on such an agreement amendment within thirty (30) days of either party's request, then either party may terminate the Agreement at its sole discretion and without penalty or liability to the other party, and County may select another inmate communication services provider.

XV. APPLICABLE LAWS

A. In the performance of the services required by this Agreement, Contractor shall comply with all applicable Federal, State, and County statutes, ordinances, regulations, directives and laws. This Agreement is also subject to any additional restrictions or conditions that may be imposed upon the County by the Federal or State government.

B. This Agreement shall be deemed to be executed within the State of California and construed in accordance with and governed by the laws of the State of California. Any action or proceeding arising out of this Agreement shall be filed and resolved in a California State court located in Woodland, California. Contractor waives any removal rights it might have under State or Federal law.

XVI. NON-DISCRIMINATION IN SERVICES AND BENEFITS

Contractor certifies that any service provided pursuant to this Agreement shall be without discrimination based on color, race, creed, national origin, religion, sex (including pregnancy, childbirth, and related medical conditions), disability, age, citizenship status, genetic information, marital status, sexual orientation, gender identity, medical conditions, or political affiliations or activities in accordance with all applicable Federal, State and County laws and regulations and any administrative directives established by the County Board of Supervisors or the County Administrative Officer. For the purpose of this Agreement, distinctions on the grounds of color, race, creed, national origin, religion, sex (including pregnancy, childbirth, and related medical conditions), disability, age, citizenship status, genetic information, marital status, sexual orientation, gender identity, medical conditions, or political affiliations or activities include but are not limited to the following: denying a participant any service or benefit which is different, or is provided in a different manner or at a different time from that provided to other participants under this Agreement; subjecting a participant to segregation or separate treatment in any way in the enjoyment or any advantage or privilege enjoyed by others receiving any service or benefit; treating a participant differently from others in determining whether the participant has satisfied any admission, enrollment quota, eligibility, membership, or other requirement or condition which individuals must meet in order to be provided any service or benefit; and the assignment of times or places for the provision of services.

XVII. CONTRACTOR RESPONSIBILITIES; LABOR CODE REQUIREMENTS

A. Contractor shall agree to all terms and conditions set forth in this Agreement, and Contractor shall agree to the specifications, including, but not limited to, the features and functionalities of the inmate telephone system (“ITS”), video visitation solution (“VVS”) and correctional-grade mobile devices/tablets (“Tablets”) listed in **Exhibit E - Mandatory Requirements**. If County designates an agent to act on County’s behalf (“Designated Agent”), Contractor shall follow County’s direction in working with such Designated Agent.

B. Contractor shall exercise all of the care and judgment consistent with good practices in the performance of the services required by this Agreement.

C. Contractor is aware of the requirements of California Labor Code Sections 1720 et seq. and 1770 et seq., which require the payment of prevailing wage rates and the performance of other requirements on certain “public works” and “maintenance” projects (“Prevailing Wage Laws”). If the services hereunder are being performed as part of an applicable “public works” or “maintenance” project, as defined by the Prevailing Wage Laws, and if the total compensation is \$1,000 or more, Contractor agrees to fully comply with such Prevailing Wage Laws. Contractor shall defend, indemnify and hold the County, its officials, officers, employees and agents free and harmless from any claims, liabilities, costs, penalties or interest arising out of any failure or alleged failure to

comply with the Prevailing Wage Laws. It shall be mandatory upon the Contractor and all Subcontractors to comply with all California Labor Code provisions, which include but are not limited to prevailing wages (Labor Code Sections 1771, 1774 and 1775), employment of apprentices (Labor Code Section 1777.5), certified payroll records (Labor Code Sections 1771.4 and 1776), hours of labor (Labor Code Sections 1813 and 1815) and debarment of contractors and subcontractors (Labor Code Section 1777.1). The requirement to submit certified payroll records directly to the Labor Commissioner under Labor Code section 1771.4 shall not apply to work performed on a public works project that is exempt pursuant to the small project exemption specified in Labor Code Section 1771.4.

D. If the services hereunder are being performed as part of an applicable “public works” or “maintenance” project, then pursuant to Labor Code Sections 1725.5 and 1771.1, the Contractor and all Subcontractors performing such services must be registered with the Department of Industrial Relations. Contractor shall maintain registration for the duration of the Project and require the same of any Subcontractors, as applicable. This Project may also be subject to compliance monitoring and enforcement by the Department of Industrial Relations. It shall be Contractor’s sole responsibility to comply with all applicable registration and labor compliance requirements. Notwithstanding the foregoing, the contractor registration requirements mandated by Labor Code Sections 1725.5 and 1771.1 shall not apply to work performed on a public works project that is exempt pursuant to the small project exemption specified in Labor Code Sections 1725.5 and 1771.1.

E. This Agreement may also be subject to compliance monitoring and enforcement by the Department of Industrial Relations. It shall be Contractor’s sole responsibility to comply with all applicable registration and labor compliance requirements. Any stop orders issued by the Department of Industrial Relations against Contractor or any subcontractor that affect Contractor’s performance of the Services, including any delay, shall be Contractor’s sole responsibility. Any delay arising out of or resulting from such stop orders shall be considered Contractor caused delay and shall not be compensable by the County. Contractor shall defend, indemnify and hold the County, its officials, officers, employees and agents free and harmless from any claim or liability arising out of stop orders issued by the Department of Industrial Relations against Contractor or any subcontractor.

XVIII. WORKERS’ COMPENSATION

A. Contractor shall provide workers’ compensation coverage as required by State law, and prior to commencing services pursuant to this Agreement shall file the following statement with the County in a form substantially as set forth below.

B. **WORKERS’ COMPENSATION CERTIFICATE**

I am aware of the provisions of Section 3700 of the Labor Code that require every employer to be insured against liability for workers’ compensation or to undertake self-insurance in

accordance with the provisions of that Code, and I will comply with such provisions before commencing any services required by this Agreement.

The person executing this certificate on behalf of Contractor affirmatively represents that she/he has the requisite legal authority to do so on behalf of Contractor, both the person executing this Agreement on behalf of Contractor and Contractor understand that the County is relying on this representation in entering into this Agreement.

XIX. NOTICE

A. Any notice required by this Agreement shall be supplied in writing in electronic format and/or delivered in person or by registered or certified mail addressed to the party's address listed below. Notice shall be presumed to have been received five (5) business days after it is deposited in a U.S. Postal Service depository.

FOR COUNTY:

Yolo County Sheriff's Office
Attn: Denny Cheuk
140 Tony Diaz Drive
Woodland, CA 95776

FOR CONTRACTOR:

Inmate Calling Solutions, LLC d/b/a ICSolutions
Attn: Mike Kennedy, VP of Sales
2200 Danbury Street
San Antonio, TX 78217

B. Either party may change the address to which notice, or other communication should be sent, by providing written notice of such change at least fifteen (15) calendar days prior to the effective date of the change.

XX. CONFLICT OF INTEREST

A. Contractor shall comply with the laws and regulations of the State of California and County regarding conflicts of interest, including, but not limited to, Article 4 of Chapter 1, Division 4, Title 1 of the California Government Code, commencing with Section 1090, and Chapter 7 of Title 9 of said Code, commencing with Section 87100 including regulations promulgated by the California Fair Political Practices Commission.

B. Contractor covenants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of Contractor's obligations and responsibilities hereunder. Contractor further covenants that in the performance of this Agreement, no person having any such interest shall be employed. This covenant shall remain in force until Contractor completes performance of the services required of it under this Agreement.

C. Contractor agrees that if any fact comes to its attention that raises any question as to the applicability of any conflict-of-interest law or regulation, Contractor will immediately inform the County and provide all information needed for resolution of the question.

XXI. COVENANT AGAINST CONTINGENT FEES

Contractor warrants that it has not employed or retained any company or person, other than a bona fide employee working for Contractor, to solicit or secure this Agreement, and that it has not paid or agreed to pay any company or person, other than a bona fide employee, any fee, commission, percentage, brokerage fee, gift, or any other consideration, contingent

upon or resulting from the award or making this agreement. For breach or violation of this warranty, the County shall have the right to annul this agreement without liability, or in its discretion to deduct from the agreement price or consideration, or otherwise recover, the full amount of such fee, commission, percentage, brokerage fee, gift or contingent fee.

XXII. ASSIGNMENT AND MERGERS/ACQUISITION

A. The services to be performed under the Agreement shall not be assigned, sublet or transferred without 30-days advance written notification to County and then only upon Contractor's receipt of County's written consent.

B. Upon receipt of County's written consent, any such purchaser, assignee, successor, or delegate shall thereupon assume all rights and responsibilities of Contractor. However, County may assign any and/or all of its rights and obligations hereunder without Contractor's written consent but upon County's written notice thereof to Contractor (i) to any affiliate; (ii) pursuant to any sale or transfer of all or substantially all of its business or assets; (iii) pursuant to any merger, acquisition or reorganization; or (iv) as part of a bona fide pledge to a third-party lending institution of collateral of the assignor's rights hereunder.

C. If during the Agreement term and any renewal term(s), Contractor merges or is acquired by another entity, the following documents must be submitted to County.

1. Corporate resolutions prepared by Contractor and the new entity ratifying acceptance of all of the Agreement and its terms, conditions and processes;
2. New Federal Identification Number (FEIN) if applicable; and,
3. Other documentation requested by County.

XXIII. SUBCONTRACTS

A. The services and obligations required of Contractor under this Agreement are not assignable in whole or in part. In addition, Contractor shall not subcontract any portion of the services required of Contractor by this Agreement without the express written consent of the Director. If any portion of the services required of Contractor are subcontracted, the subcontractor(s) shall maintain the same insurance as required of Contractor by this Agreement and Contractor shall be fully responsible to the County for all work undertaken by subcontractors.

B. Any subcontracts for the products/services described herein shall include appropriate provisions and contractual obligations to ensure the successful fulfillment of all contractual obligations agreed to by Contractor and County and to ensure that County is indemnified, saved and held harmless from and against any and all claims of damage, loss and cost (including attorney fees) of any kind related to a subcontractor in those matters described in this Agreement.

C. Contractor expressly understands and agrees that it assumes and is solely responsible for all legal and financial responsibilities related to the execution of a subcontract. Contractor agrees that utilization of a subcontractor to provide any of the products/services in this Agreement shall in no way relieve Contractor of the responsibility for providing the products/services as described and set forth herein. Contractor shall identify any subcontractors used to provide services under this Agreement.

D. In the event of unsatisfactory performance, as determined by County, County may request to substitution of a subcontractor utilized by Contractor to fulfill the obligations under this Agreement.

XXIV. STATUS OF CONTRACTOR

A. It is understood and agreed by all the parties hereto that Contractor is an independent contractor and that nothing in the Agreement is intended nor shall be construed to create an employer/employee relationship, a joint venture relationship or any other relationship allowing County to exercise control over the manner or method by which Contractor or its subcontractor perform under the Agreement. Neither Contractor nor Contractor's assigned personnel shall be entitled to any benefits payable to employees of the County. Contractor hereby indemnifies and holds the County harmless from any and all claims that may be made against the County based upon any contention by any third party that an employer-employee relationship exists by reason of this Agreement or any services provided pursuant to this Agreement.

B. It is further understood and agreed by all the parties hereto that neither Contractor nor Contractor's assigned personnel shall have any right to act on behalf of the County in any capacity whatsoever as an agent or to bind the County to any obligation whatsoever.

C. It is further understood and agreed by all the parties hereto that Contractor must issue any and all forms required by Federal and State laws for income and employment tax purposes, including W-2 and 941 forms, for all of Contractor's assigned personnel.

XXV. AMENDMENT

This Agreement may be amended only by written instrument signed by the County and Contractor.

XXVI. WAIVER

The waiver by the County or any of its officers, agents or employees or the failure of the County or its officers, agents or employees to take action with respect to any right conferred by, or any breach of any obligation or responsibility of this Agreement shall not be deemed to be a waiver of such obligation or responsibility, or subsequent breach of same, or of any terms, covenants or conditions of this Agreement.

XXVII. AUTHORIZED REPRESENTATIVE

The person executing this Agreement on behalf of Contractor affirmatively represents that she/he has the requisite legal authority to enter into this Agreement on behalf of Contractor and to bind Contractor to the terms and conditions of this Agreement. Both the person executing this Agreement on behalf of Contractor and Contractor understand that the County is relying on this representation in entering into this Agreement.

XXVIII. PUBLIC RECORDS ACT

Upon its execution, this Agreement (including all exhibits and attachments) shall be subject to disclosure pursuant to the California Public Records Act.

XXIX. INDEMNIFICATION

A. To the fullest extent permitted by law, Contractor shall defend, indemnify, and hold County and its affiliates, agents, employees, officers, directors, and successors harmless from loss, cost, expenses, damages or liability (including reasonable attorney's fees and court costs) resulting from actions, causes of action or claims brought or threatened under the Agreement, for (i) any actual or alleged negligence or dishonesty of, or any actual or alleged act of commission or omission by, Contractor or any of its employees, agents or subcontractors in providing the equipment and services hereunder; (ii) the operation of Contractor's business or the inmate communication services; (iii) any breach by Contractor of its obligations hereunder; or (iv) any alleged patent, copyright or trademark infringement or unauthorized use of trade secrets or other proprietary rights in connection with the inmate communication services, except where such claims, demands or liabilities are due to the active negligence or willful misconduct of County, its agents or employees.

B. County agrees to provide Contractor with reasonable and timely notice of any claim, demand, or cause of action made or brought against County arising out of or related to the services rendered by Contractor shall have the right to defend any such claim at its sole cost and expense and with its exclusive discretion. County will promptly advise Contractor of any proposed agreement to compromise or settle any claim and Contractor will have ten (10) days to respond to such proposal.

C. In the event any infringement claim is made or threatened against County, or injunctive relief is granted to a claimant, Contractor shall at its sole cost and expense (i) obtain the right for County to continue use of the services; (ii) substitute other services of like capability, or (iii) replace or modify the services to render them non-infringing while retaining like capability. In the event Contractor is unable to perform any of the above, County may terminate the Agreement upon providing sixty (60) days written notice to Contractor and Contractor shall be responsible for all of County's costs and expenses of whatever nature or kind in connection therewith.

D. These indemnities and remedies shall survive the expiration or other termination of the Agreement. The defense and indemnification obligations of this agreement are undertaken in addition to, and shall not in any way be limited by, the insurance obligations contained in this Agreement. In providing any defense required by the Agreement, Contractor shall use counsel reasonably acceptable to the County Counsel.

XXX. FORCE MAJEURE

Neither party shall be held liable for any delay or failure in performance of any part of this Agreement from any cause beyond its control and without its fault or negligence, such as acts of God, acts of civil or military authority, government regulations, embargoes, epidemics, war, terrorist acts, riots, insurrections, fires, explosions, earthquakes, nuclear accidents, floods, strikes, power blackouts, volcanic action, other major environmental disturbances, or unusual weather conditions.

XXXI. ADDITIONAL PROVISIONS

A. Contractor shall provide any and all notices as may be required under the Drug-Free Workplace Act of 1998, 28 CFR Part 67, Subpart F, and any applicable California laws, to the employees and all subcontractors to ensure the facility(s) maintains a drug free

workplace. County reserves the right to review drug testing results of Contractor's personnel assigned to work at the Facilities. County may require, at Contractor's expense, drug testing of Contractor's personnel if no drug testing records exist or if such test results are older than 6 months.

B. Contractor does not and shall not during the performance of the Agreement knowingly employ an unauthorized alien as defined in the Federal Immigration Reform and Control Act of 1986.

XXXII. LIQUIDATED DAMAGES

Contractor's failure to meet Agreement requirements both correctly and on time may result in substantial injury County. The amount of damages resulting from such failure may not always be quantified with certainty. Each failure to meet a requirement, both correctly and on time, may be subject to fines and liquidated damages as outlined herein. Any enforced fines/liquidated damages will be invoiced by County to Contractor. Payment for the invoiced amount(s) shall be due to Customer within thirty (30) days of Contractor's receipt of the invoice.

LIQUIDATED DAMAGES	
Description	Amount
All Inmate Communication Services Any charges/fees added to the called party's bill or account or inmate without the express written consent of County.	\$350.00 per day from the date the additional charges/fees were first added through the date the charges/fees were discontinued.
All Inmate Communication Services Unauthorized free calls, video visitation sessions or Tablet transactions completed by Contractor including allowing access to unauthorized wireless networks.	\$2.00 per completed, unauthorized free call.
All Inmate Communication Services Revenue share payments, ITS traffic detail reports, CDRs, VVS detail reports, Tablet transaction reports and/or all other reports not containing the required fields, received by County after the date specified in Exhibit E (General Conditions) and (Revenue Share, Payment and Reporting) . If the revenue share payment is late, reporting is late and/or reports do not contain all required fields, late charges/interest for all three shall apply. Revenue share payment discrepancies must be resolved by Contractor and to County's reasonable satisfaction, within thirty (30) days of receipt of notification of a discrepancy from County and/or its Designated Agent or such discrepancy is subject to late charges, as described and/or termination of this Agreement at the sole discretion of County and/or any legal course of action County elects to pursue.	5% per month of the revenue share amount due. \$750.00 per month for each report not received by the due date specified or for each report that does not contain all of the fields and information identified in Exhibit E (General Conditions) . \$100.00 per day for any daily CDR reports not submitted by Contractor, for each day where the CDR report does not contain all of the fields and information identified in Exhibit E (General Conditions) .

All Inmate Communication Services Any changes to the rates without the express written approval of County. Contractor must issue refunds to all overcharged end-users or inmates within 5 business days; a list of the issued credits must be provided to County as documentation. County will not issue a refund of revenue-share or cost recoupment for unapproved rate increases.	\$2.00 per completed call, video visitation session or Tablet transaction which was rated/charged using the unauthorized rates(s).
All Inmate Communication Services Any bill types, transactions or applications implemented or removed regarding the processing and/or completion of inmate telephone calls without the express written consent of County.	\$500.00 per day for each day the bill type, transaction or applications is implemented or removed.
All Inmate Communication Services Due to Contractor's action(s), if any installation, initial or additionally requested inmate communications equipment is not completed within the timeframe allowed in the agreed-upon implementation plan.	\$500.00 per day for each day the after the agreed-upon date until the installation is complete.
All Inmate Communication Services Contractor shall be responsible for resolving any reported repairs, replacements or service quality issues within 10 days following the date of notification of a service request or inmate communication service failure ("Cure Period"). Should Contractor fail to resolve the reported repair or replacement within the specified Cure Period, Contractor may be liable for liquidated damages.	\$500.00 for each day after the Cure Period and for each reported repair or replacement that Contractor fails to resolve, until each reported repair or replacement is resolved by Contractor.
All Inmate Communication Services When County suffers one or more lost, unrecoverable or un-useable audio or video recording(s), or unrecoverable electronic messages. County agrees to notify Contractor of such instances and provide up to 7 days per instance for Contractor to produce the call or video recording(s) or electronic messages.	\$1,000.00 per occurrence.
All Inmate Communication Services Contractor shall adhere to County's performance process when upgrading each inmate communications service, software, equipment, or performing any changes to the inmate communications that affect the scope under the Agreement. Any deviation from the process may result in liquidated damages incurred by Contractor.	\$500.00 per occurrence.

All Inmate Communication Services

Contractor shall adhere to **Exhibit E (General Installation Requirements)** when transferring attorney telephone numbers from the incumbent's system to Contractor's system. Calls to attorney telephone numbers shall not be recorded. Should an attorney call be recorded due to Contractor's failure to properly transfer and format the inmate numbers or Contractor enters the attorney number without formatting the number as privileged or do not record, may result in liquidated damages incurred by Contractor.

\$1,000.00 per occurrence

XXXIII. MISCELLANEOUS TERMS**A. Incorporation of Recitals**

The recitals set forth in the beginning of this Agreement are hereby incorporated into this Agreement as if fully set forth herein.

B. Interpretation

This Agreement shall be interpreted under, and governed by, the Laws of the State of California.

C. Severability

If any part of the Agreement is contrary to any Federal, State or Local law, it is not applicable and such invalidity shall not affect the other provisions or applications of the Agreement which can be given effect without the invalid provision or applications. To that end, the provisions of the Agreement are declared to be severable. If any provision hereof is held invalid by a Court of competent jurisdiction that provision shall be automatically deleted, and all remaining provisions shall remain in full force and effect.

D. Entirety, Waiver, and Modification

This Agreement, together with any attachments, represents the entire understanding between County and Contractor (collectively "Parties") with respect to the subject matter hereof and supersedes all prior negotiations, representations, or agreements, whether written or oral. Only a written instrument executed by the Party waiving compliance may waive or modify the terms of this Agreement. The failure of either Party at any time to require performance of any provision hereof shall in no manner affect the right at a later date to enforce the same. No waiver by either Party of any term of this Agreement, whether by conduct or otherwise, in any one or more instances, shall be deemed to be a further or continuing waiver of such term or of any other term of this Agreement.

E. Confidentiality

1. The Parties hereto shall keep confidential any and all information which either Party states to be confidential or proprietary and so advises the other Party or labels the information as such ("Confidential Information"). Such information shall remain the

property of the Party owning such information and, when in tangible form shall be returned to the respective party or otherwise disposed of as directed by the appropriate Party. Any violation of this provision by either Party shall be actionable. However, notwithstanding the foregoing, neither Party shall be under any obligation to maintain in confidence any portion of the information it has received which (i) is now, or which becomes hereafter through no act or failure to act on the part of the receiving Party, generally known or available to the public; (ii) is already known by the receiving Party at the time of the disclosure of such information and was not under any obligations of confidence; (iii) is hereafter furnished to the receiving Party by a source other than the owner, provided such source is not known by the receiving Party to be prohibited from disclosing such information by a contractual, legal or fiduciary obligation; (iv) has been independently developed by the receiving Party without benefit of the confidential or proprietary information of the other; or, (v) is required to be disclosed by any applicable law or regulation or by subpoena or order of any governing body or court of competent jurisdiction; provided however, that the Party being required to disclose the confidential or proprietary information of the other must promptly notify the owner of same of the demand for such disclosure and such disclosure to a government entity pursuant to law, order or regulation shall not provide a basis for any additional disclosure of such information by either Party.

2. Each Party including its agents and representatives shall: (i) follow reasonable procedures to protect and maintain the confidentiality of the Confidential Information; (ii) not disclose, or allow to be disclosed, the Confidential Information to any party other than to its employees, contractors, officers, or directors who have a need to know in order to perform the services contemplated under this Agreement, and are under the same binding obligation of confidentiality provided herein with respect to any such information; (iii) not use the Confidential Information for any purpose other than to perform under this Agreement; and, (iv) treat all Confidential Information of the other Party with the same degree of care to avoid disclosure to third parties as it uses with respect to the recipient Party's own Confidential Information, but not less than a reasonable degree of care.

3. Notwithstanding the foregoing, Contractor acknowledges that the County is subject to the California Public Records Act, Government Code section 6250 et seq. ("CPRA"). Should the County receive a request for disclosure of information identified by Contractor as its Confidential Information, prior to releasing any such records in response to a CPRA request, the County agrees to promptly inform Contractor of the request so that Contractor may seek a protective court order for these records. Contractor shall indemnify and hold the County free and harmless from any claims or actions, including attorneys' fees awards, which arise out of the release of records that the Contractor unsuccessfully attempts to prevent from being disclosed pursuant to the CPRA. Failure of Contractor to timely respond to a notice from the County regarding such a CPRA request shall be deemed consent to the disclosure of the requested records or information.

F. Limitation of Liability

In no event shall either party be liable hereunder for loss of profits, loss of goodwill, consequential or punitive damages of any kind regardless of the form or theory of any

claim and irrespective of whether such party has been advised of the possibility of such damages.

G. Contractor Costs and Taxes and Fees on Services

It is expressly understood that County is not responsible in any way, manner or form for any of Contractor's costs, including but not limited to, taxes (including sales tax), shipping charges, network charges, insurance, interest, penalties, attorney fees, liquidated damages, licenses, fees, tariffs or other costs related to any and all Contractor's services. Contractor agrees that it is entirely responsible for calculating, collecting and remitting all fees and taxes, including sales tax where applicable, on all services and items provided to the inmates. Including, but not limited to, any and all taxes as applicable for the inmate communication services such as; direct bill, debit, pre-paid and any other calls, video visitation sessions and Tablet applications and transactions.

XXXIV. ENTIRE AGREEMENT

A. This Agreement and its Exhibits, Contractor's Insurance (Exhibit A), RFP Excerpt (Exhibit B), Contractor's Proposal (Exhibit C) and Mandatory Requirements (Exhibit E), which are fully incorporated into this agreement by reference, represent the entire agreement between the County and Contractor (collectively "parties").

B. Exhibit D is reserved. In the event of any conflict between the terms of this Agreement and any of the Exhibits, the provision requiring the higher level of performance by Contractor shall control. Any and all future changes to this Agreement must be made in accordance with [Section XXV. Amendment](#).

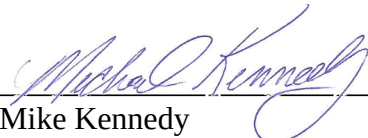
IN WITNESS WHEREOF, the parties have executed this Agreement as of the day and year first set forth above.

COUNTY OF YOLO

CONTRACTOR

Inmate Calling Solutions, LLC d/b/a
ICSolutions

By: _____
Oscar E. Villegas, Chair
Yolo County Board of Supervisors

By:  _____
Mike Kennedy
Vice President Sales & Marketing

Attest:
Julie Dachtler, Senior Deputy Clerk
Board of Supervisors

By: _____
Deputy (Seal)

Approved as to Form:

By:  _____
Philip J. Pogledich, County Counsel

EXHIBIT A
CONTRACTOR'S INSURANCE

1. INSURANCE

a. During the term of this Contract, Contractor shall at all times maintain, at its expense, the following coverages and requirements:

i. Minimum Scope of Insurance – Coverage shall be at least as broad as the latest version of the following:

1. Commercial General Liability: Insurance Services Office form CG 000. The policy shall not contain any exclusions contrary to the Contract, including but not limited to endorsements or provisions limiting coverage for 1) Contractual liability such as ISO CG 24 26 or 21 29; or 2) cross liability or suits by one insured against another.
2. Automobile Liability: Insurance Services Office form CA 00 01, code 1- Any Auto or including Hired and Non-Owned vehicles.
3. Workers' Compensation and Employers' Liability: Workers' Compensation insurance as required by the State of California and Employers' Liability.
4. Professional Liability (Errors and Omissions) (If applicable, see below)

ii. Minimum Limits (as applicable) - Insurance coverage shall be with limits not less than the following:

1. Commercial General Liability – \$2,000,000/occurrence and \$4,000,000 annual aggregate or an aggregate of \$2,000,000 that applies separately to this project (ISO CG 25 03 or 25 04).
2. Automobile Liability – \$1,000,000 per accident for bodily injury and property damage
3. Professional Liability/Malpractice/Errors and Omissions –\$2,000,000 per occurrence and annual aggregate (If any engineer, architect, attorney, accountant, medical professional, psychologist, or other licensed professional performs work under a contract, or other professional contractors, such as computer and software designers the contractor must provide this insurance. If not, then this requirement automatically does not apply.)
4. Workers' Compensation – Statutory Limits/Employers' Liability - \$1,000,000/accident for bodily injury or disease (If no employees, this requirement automatically does not apply.)

It shall be a requirement under this agreement that any available insurance proceeds broader than or in excess of the specified minimum Insurance coverage requirements and/or limits shall be available to the Additional Insured. Furthermore, the requirements for coverage and limits shall be (1) the minimum coverage and limits specified in this Contract; or (2) the broader coverage and maximum limits of coverage of any Insurance policy or proceeds available to the named Insured; whichever is greater.

iii. Other Insurance Provisions

1. **Additional Insured Status** - The County, its officers, agents, employees and volunteers shall be named as additional insured on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Contractor including, materials, parts, or equipment furnished in connection with

such work or operations. Coverage can be provided in the form or an endorsement to the Contractor's insurance (at least as broad as CG 20 10 11 85 or if not available, through the addition of both CG 20 37 and one of the following: CG 20 10, CG 20 26, or CG 20 33). [NOTE: Evidence of additional insured is needed as a separate endorsement or comparable policy language due to wording on the certificate negating any additional coverage listed writing in the description box.]

2. **Primary Coverage** - The Contractor's policy shall be "primary and non-contributory" and will not seek contribution from the County's insurance or self-insurance and shall be at least as broad as CG 20 01 04 13.
 3. **Notice of Cancellation** – Each insurance policy required above shall provide that coverage shall not be cancelled, except with notice to the County.
 4. **Waiver of Subrogation** – Contractor hereby grants to the County a waiver of any right to subrogation which any insurer of said Contractors may acquire against the County by virtue of the payment or any loss under such insurance. Contractor agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not the County has received a waiver of subrogation endorsement from the insurer.
- iv. The limits of Insurance required in this Contract may be satisfied by a combination of primary and umbrella or excess Insurance. Any umbrella or excess Insurance shall contain or be endorsed to contain a provision that such coverage shall also apply on a primary and noncontributory basis for the benefit of the County of Yolo (if agreed to in a written contract or agreement) before the County's own Insurance or self-insurance shall be called upon to protect it as a named insured.
 - v. Said policies shall remain in force through the life of this Contract and, with the exception of professional liability coverage, shall be payable on a "per occurrence" basis unless the County Risk Manager specifically consents in writing to a "claims made" basis. For all "claims made" coverage, in the event that the Contractor changes insurance carriers Contractor shall purchase "tail" coverage covering the term of this Contract and not less than three years thereafter. Proof of such "tail" coverage shall be required at any time that the Contractor changes to a new carrier prior to receipt of any payments due.
 - vi. The Contractor shall declare all aggregate limits on the coverage before commencing performance of this Contract, and the County's Risk Manager reserves the right to require higher aggregate limits to ensure that the coverage limits required for this Contract as set forth above are available throughout the performance of this Contract.
 - vii. Any deductibles or self-insured retentions must be declared to and are subject to the approval of the County Risk Manager. All self-insured retentions (SIR) must be disclosed to Risk Management for approval and shall not reduce the limits of liability. Policies containing any SIR provision shall provide or be endorsed to provide that the SIR may be satisfied either by the named Insured or Yolo County.
 - viii. Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A:VII, unless otherwise approved by the County Risk Manager.
 - ix. The policies shall cover all activities of Contractor, its officers, employees, agents and volunteers arising out of or in connection with this Contract.
 - x. For any claims relating to this Contract, the Contractor's insurance coverage shall be primary, including as respects the County, its officers, agents, employees and

volunteers. Any insurance maintained by the County shall apply in excess of, and not contribute with, insurance provided by Contractor's liability insurance policy.

- b. Prior to commencing services pursuant to this Contract, Contractor shall furnish the County with original policies or endorsements reflecting coverage required by this Contract. The endorsements are to be signed by a person authorized by that insurer to bind coverage on its behalf. All endorsements are to be received by, and are subject to the approval of, the County Risk Manager before work commences. Upon County's request, Contractor shall provide complete, certified copies of all required insurance policies, including endorsements reflecting the coverage required by these specifications.
- c. During the term of this Contract, Contractor shall furnish the County with original endorsements reflecting renewals, changes in insurance companies and any other documents reflecting the maintenance of the required coverage throughout the entire term of this Contract. The endorsements are to be signed by a person authorized by that insurer to bind coverage on its behalf. Upon County's request, Contractor shall provide complete, certified copies of all required insurance policies, including endorsements reflecting the coverage required by these specifications. Yolo County reserves the right to obtain a full certified copy of any Insurance policy and endorsements. Failure to exercise this right shall not constitute a waiver of right to exercise later.
- d. Contractor agrees to include with all Subcontractors in their subcontract the same requirements and provisions of this Contract including the indemnity and Insurance requirements to the extent they apply to the scope of the Subcontractor's work. Subcontractors hired by Contractor agree to be bound to Contractor and the County of Yolo in the same manner and to the same extent as Contractor is bound to the County of Yolo under the Contract Documents. Subcontractor further agrees to include these same provisions with any Sub-subcontractor. A copy of the Owner Contract Document Indemnity and Insurance provisions will be furnished to the Subcontractor upon request. The General Contractor/and or Contractor shall require all Subcontractors to provide a valid certificate of insurance and the required endorsements included in the Contract prior to commencement of any work and General Contractor/and or Contractor will provide proof of compliance to the County of Yolo. (Coverage can be provided in the form or an endorsement to the Contractor's insurance (at least as broad as CG 20 38 for operations and CG 20 40 for completed operations).
- e. Contractor shall maintain insurance as required by this contract to the fullest amount allowed by law and shall maintain insurance for a minimum of five years following the completion of this project. In the event Contractor fails to obtain or maintain completed operations coverage as required by this Contract, the County at its sole discretion may purchase the coverage required and the cost will be paid by Contractor.

EXHIBIT B

COUNTY OF YOLO

REQUEST FOR PROPOSAL (RFP)
INMATE COMMUNICATION SERVICES

RFP#FINARFPKK2217

Solicitation FINARFPKK2217

Inmate Communication Services

Bid Designation: Public



Yolo County

Bid FINARFPKK2217 Inmate Communication Services

Bid Number **FINARFPKK2217**
 Bid Title **Inmate Communication Services**

Bid Start Date **May 24, 2022 1:20:53 PM PDT**
 Bid End Date **Jul 26, 2022 4:00:00 PM PDT**
 Question & Answer End Date **Jun 28, 2022 4:00:00 PM PDT**

Bid Contact **Karen Kawelmacher**
Lead Buyer
530-666-8073
karen.kawelmacher@yolocounty.org

Contract Duration **5 years**
 Contract Renewal **2 annual renewals**
 Prices Good for **120 days**
 Pre-Bid Conference **Jun 14, 2022 9:00:00 AM PDT**
Attendance is mandatory
Location: Yolo County Detention Center
Room: Cameron Conference Room
140 Tony Diaz Drive
Woodland, CA 95776

Bid Comments **The County of Yolo is requesting proposals from qualified Suppliers to provide Inmate Communication Services for the Yolo County Sheriff's Department per specifications outlined in this Request for Proposal (RFP).**

Proposers who submit a response to this RFP must have the ability to meet the bid specifications and requirements contained in this RFP.

All questions regarding this RFP are to be directed to Karen Kawelmacher in the "Question & Answer," section of this solicitation. Failure to adhere to this process may disqualify potential bidder. The County is not responsible for any oral or written interpretations from any other person.

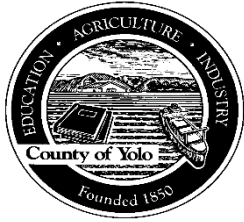
Please submit all proposals electronically via BidSync.

The County of Yolo advises that interested parties periodically check the websites, including but not limited to BidSync, and/or other county links for modifications. The County of Yolo is not responsible for misunderstandings of a solicitation or nonresponsive bid due to failure to check these websites for updates or amendments to solicitation documents, and/or other information regarding this solicitation. Failure to periodically check these websites will be at the offeror's sole risk.

Item Response Form

Item	FINARFPKK2217--01-01 - Inmate Communication Services
Quantity	1 each
Unit Price	
Delivery Location	Yolo County ST43-Sheriff - Detention 140A Tony Diaz Drive Woodland CA 95776 Qty 1

Description
Inmate Communication Services: NOTE TO VENDOR-This line serves as a place holder. A quantity of at least 1 and cost of at least \$1.00 must be entered in this field in order to upload your proposals on this site.
All exhibits & required documents must be completed and submitted with this RFP in order make your proposal responsive.



COUNTY OF YOLO

Purchasing Division of General Services

Notice of Request for Proposals (RFP)
For
Inmate Communication Services

RFP#FINARFPKK2217

Proposal Responses Due:
4:00 PM (PST)
July 26, 2022

Yolo County Sheriff's Office
140 Tony Diaz Drive
Woodland, CA 95776

RFP Contact:
Karen Kawelmacher
karen.kawelmacher@yolocounty.org
(530) 666-8073
Lead Buyer
625 Court Street, Room 103
Woodland, CA 95695

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ATTACHMENT 1-AGREEMENT TERMS

ATTACHMENT 2-PAYMENT BOND

ATTACHMENT 3-PERFORMANCE BOND

1. INTRODUCTION

A. Statement of Purpose

1. The County of Yolo with the Yolo County Sheriff's Department ("County") invites responses to this Request for Proposal (RFP) from qualified, experienced Vendors who can provide a comprehensive, reliable inmate communications solution including inmate telephone, video visitation and correctional-grade tablet services which meet the requirements described in this RFP at the following Facilities.

Monroe Detention Center
140A Tony Diaz Drive
Woodland, CA 95776

Leinberger Detention Center
140A Tony Diaz Drive
Woodland, CA 95776

(Under construction. Tentative completion expected in December 2022)

2. County's Leinberger Detention Center Facility is currently undergoing reconstruction. This Facility is tentatively scheduled to open in January 2023. The awarded Contractor will be required to provide inmate communications services as described in this RFP at the new Facility prior to its opening.
3. Details about the required equipment and inmate population of each Facility can be found in the **Exhibit E, (Facility Specifications)**. County is seeking an experienced Vendor to provide, install and maintain various inmate communication solutions inclusive of an inmate and visitation telephone system (ITS), video visitation solution (VVS), correctional-grade tablets (Tablets) with educations, and other additional technology ("Inmate Communication Services") as the Facilities as covered in this RFP. Vendor shall provide all inmate communication services in accordance with the requirements and provisions set forth in this RFP and to all of the Facilities listed in **Exhibit E, (Facility Specifications)**.
4. County may engage a third-party consultants both in the process of this procurement and in the management of the day-to-day operations of the selected Vendor. If a consultant or agent ("Designated Agent") is engaged, Vendor will cooperate with the Designated Agent as directed by County, including following instructions found in this RFP, and if awarded, the operation of the Inmate Communication Services. Throughout this RFP, County shall be deemed to include both County and County's Designated Agent or consultant.
5. Vendors who submit a response to this RFP must have the ability to meet the requirements, including the terms and conditions contained in this RFP.

B. Synonymous Terms

1. As used throughout this proposal and its attachments, the following terms are synonymous:
 - a. Supplier, Vendor, Contractor
 - b. Purchase Order, Contract, Agreement
 - c. Services, Work, Scope, and Project
 - d. Bidder, Offeror, Proposer
2. "The County" and "County" refers to the County of Yolo, California.
3. "Yolo" refers to the Yolo County Sheriff's Office, the County of Yolo, California and Yolo's Designated Agent or consultant, if any.

C. Scope of Work

1. A detailed description of the Scope of Work is outline in **Exhibit E - Mandatory Requirements, (General Conditions)**.
2. County requires a turn-key inmate calling solution system (ITS) which shall include, without limitation, collect, direct bill, pre-paid collect, pre-paid card, debit, and free calls, telephone visitation calls and inbound voicemail. Vendor shall install and operate all inmate and visitation telephones, and related equipment. Vendor shall, without cost to County, provide all wiring for the inmate and visitation telephones, install the inmate and visitation telephones and the related hardware and software specifically identified herein, to enable inmates at the Facilities to complete, without limitation, local, long distance and/or international-collect, direct bill, pre-paid collect, pre-paid card, debit, or free calls, complete telephone visitation calls and receive voicemail messages at the Facilities.
3. County requires a turn-key video visitation solution (VVS) which shall include, without limitation, automated scheduling software for completion of video visitation visits. Vendor shall install and operate all video visitation stations and related equipment. Vendor shall, without cost to County, provide all wiring for the video visitation stations, install the video visitation stations and related hardware and software specifically identified herein, to enable visitors/end-users to schedule and complete onsite video visitation, remote video visitation, and traditional telephone visitation with inmates at the Facility(s).
4. County is seeking a correctional-grade mobile device/tablet solution (Tablets) at no cost the County. The Tablets shall, at a minimum, have the capability to access various applications including electronic messaging, education,

instructional material, entertainment, media, inmate requests, medical requests, grievances and commissary ordering. County reserves the right to add an ITS and/or VVS application to the Tablets.

D. Vendor Minimum Qualifications

Vendor's Company shall have a minimum of 8 years in providing inmate communication services to state, county and local jail facilities that have a minimum average daily population of 350 and total jail capacity of 515.

E. Awarded Contractor Requirements

1. Contract Term

County intends to award a 5-year Contract ("Initial Term") with the option to renew for 2 additional 1-year terms or on a month-to-month basis (not to exceed 6 months). All terms and conditions, requirements and specifications of the Contract shall remain the same and apply during any renewal terms. The Agreement shall not automatically renew.

2. Insurance

Vendor shall provide County a Certificate of Insurance, on an original ACORD certificate, evidencing the required minimum coverage as described in **Attachment 1- Agreement Terms** before commencing work on the contract. within 10 days after receipt of the Agreement execution. Said certificate shall show County as an additional insured and shall include a waiver of subrogation.

3. Prevailing Wage & Performance Bond & Payment Bond Requirements

Proposer is aware of the requirements of California Labor Code Sections 1720 et seq. and 1770 et seq., which require the payment of prevailing wage rates and the performance of other requirements on certain "public works" and "maintenance" projects. The portion of this work that is considered public works, which may include installation of the communications system and equipment, must be covered by a payment bond and a performance bond for 100% of the value of the public work. The successful proposer must produce the bonds within 10 days of contract execution. **(Refer to Attachments 2 & 3)**

F. General Instructions and Information

1. Proposal Preparation Costs

The County shall not pay any costs associated with the preparation, submittal, or presentation of any proposal.

2. Proposal Withdrawal

To withdraw a proposal, the Vendor must submit a written request, signed by an authorized representative, to the RFP Coordinator. After withdrawing a previously submitted proposal, the Vendor may submit another proposal at any time up to the deadline for submitting proposals.

3. Proposal Amendment

The County shall not accept any amendments, revisions, or alterations to proposals after the deadline for proposal submittal unless the County formally requests such in writing.

4. Proposal Errors

Vendors are liable for all errors or omissions contained in their proposals. Vendors shall not be allowed to alter proposal documents after the deadline for submitting a proposal.

5. Prohibition of Proposer Terms & Conditions

A Proposer may not submit the Proposer's own contract terms and conditions in a response to this RFP. If a proposal contains such terms and conditions, the County, at its sole discretion, may determine the proposal to be a nonresponsive counteroffer, and the proposal may be rejected.

6. Assignment and Subcontracting

The Contractor may not subcontract, transfer, or assign any portion of the contract without prior, written approval from the County. The County must approve each subcontractor in writing. The substitution of one subcontractor for another may be made only at the discretion of the County and with prior, written approval from the County.

Notwithstanding the use of approved subcontractors, the Proposer, if awarded a contract under this RFP, shall be the prime contractor and shall be responsible for all work performed.

Contractor shall require each of its subcontractors of any tier to carry the aforementioned coverage, or Contractor may insure subcontractors under its own policy.

7. Independent Price Determination

A proposal shall be disqualified and rejected by the County if the price in the proposal was not arrived at independently without collusion, consultation, communication, or agreement as to any matter relating to such prices with any other Proposer, a County employee, or any Competitor.

8. Licensure

Before a contract pursuant to this RFP is signed, the Proposer must hold all necessary, applicable business and professional licenses. The County may require any or all Proposers to submit evidence of proper licensure.

G. RFP Amendment and Cancellation

1. The County reserves the unilateral right, at any time, to amend any portion of this RFP in the form of an addendum or amendment.
2. If an amendment is issued it shall be provided to all proposers. Proposers shall respond to the final written RFP and any exhibits, attachments, and amendments.
3. County reserves the right to withdraw and/or reissue the RFP in whole or in part at any time during the RFP process.
4. County reserves the right to not award an agreement pursuant to this RFP.
5. Vendor's submission of a proposal shall not bestow any rights upon Vendor nor obligate County in any manner.

H. Right of Rejection

1. The County reserves the right, at its sole discretion, to reject any and all proposals or to cancel this RFP in its entirety.
2. Any proposal received which does not meet the requirements of this RFP may be considered to be nonresponsive, and the proposal may be rejected. Proposers must comply with all of the terms of this RFP and all applicable State and County laws and regulations. The County may reject any proposal that does not comply with all of the terms, conditions, and performance requirements of this RFP.
3. The County reserves the right, at its sole discretion, to waive variances in proposals provided such action is in the best interest of the County. Where the County waives minor variances in proposals, such waiver does not modify the RFP requirements or excuse the proposer from full compliance with the RFP. Notwithstanding any minor variance, the County may hold any Proposer to strict compliance with the RFP.

I. Disclosure of Proposal Contents

1. All proposals become the property of the County, which is a public agency subject to the disclosure requirements of the California Public Records Act (CPRA, California Government Code §6250 and following). The CPRA contains limited exemptions. If you contend that any documents, as defined by the CPRA, are confidential or proprietary material and exempt from CPRA, these documents shall be clearly marked "Exempt from CPRA." Proposer shall defend, indemnify and hold the County harmless against any claim, action or litigation (including but not limited to all judgments, costs, fees, and attorney's fees) that may result from denial of a CPRA request. If Proposer does not respond to a CPRA request or agree to do so within five (5) days, the County may disclose the requested information under the CPRA."
2. Vendor shall not intentionally mark any portion of its proposal as "proprietary" or "confidential" that it does not have a good faith belief to be proprietary or confidential or in any other way to attempt to prohibit compliance with public record disclosure requirements.
3. Should Vendor's information, which is marked as proprietary or confidential, be requested as part of a public information act request, County may notify Vendor in writing before such information is released as required by the applicable act or law. Vendor agrees, at its expense, to defend and hold harmless County from claims involving infringement of any intellectual property.

J. Acceptance Period

1. Vendor's submission of a proposal indicates Vendor agrees the proposal will remain valid for a minimum of 120 days from the Proposal Due Date ("Acceptance Period"). A proposal requesting less than 120 days may be rejected. Vendor may specify a longer Acceptance Period.
2. If Vendor's Proposal is accepted within the Acceptance Period, Vendor agrees to furnish any or all items or services as negotiated, and under the terms and conditions specified in this RFP, its amendments(s) and/or addenda and Agreement.
3. County shall create an Agreement resulting from all RFP requirements, which additionally shall incorporate **Exhibit E - Mandatory Requirements, Attachment 1 - Agreement Terms and Vendor's RFP response**. The terms are subject to further negotiation and approval before County may be legally bound thereby. If satisfactory negotiations with the selected Vendor cannot be negotiated in a reasonable time, County, in its sole discretion, may begin Agreement negotiations with the next Vendor.
The awarded Vendor shall not unduly delay negotiations or execution of an Agreement. Vendor is expected to respond promptly to County's requests.

K. General Instructions and Information**1. Proposal Preparation Costs**

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Notwithstanding the use of approved subcontractors, the Proposer, if awarded a contract under this RFP, shall be the prime contractor and shall be responsible for all work performed.

Contractor shall require each of its subcontractors of any tier to carry the aforementioned coverage, or Contractor may insure subcontractors under its own policy.

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A proposal shall be disqualified and rejected by the County if the price in the proposal was not arrived at independently without collusion, consultation, communication, or agreement as to any matter relating to such prices with any other Proposer, a County employee, or any Competitor.

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2. If an amendment is issued it shall be provided to all proposers. Proposers shall respond to the final written RFP and any exhibits, attachments, and amendments.
3. County reserves the right to withdraw and/or reissue the RFP in whole or in part at any time during the RFP process.
4. County reserves the right to not award an agreement pursuant to this RFP.
5. Vendor's submission of a proposal shall not bestow any rights upon Vendor nor obligate County in any manner.

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3. The County reserves the right, at its sole discretion, to waive variances in proposals provided such action is in the best interest of the County. Where the County waives minor variances in proposals, such waiver does not modify the RFP requirements or excuse the proposer from full compliance with the RFP. Notwithstanding any minor variance, the County may hold any Proposer to strict compliance with the RFP.

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defend, indemnify and hold the County harmless against any claim, action or litigation (including but not limited to all judgments, costs, fees, and attorney's fees) that may result from denial of a CPRA request. If Proposer does not respond to a CPRA request or agree to do so within five (5) days, the County may disclose the requested information under the CPRA."

2. Vendor shall not intentionally mark any portion of its proposal as "proprietary" or "confidential" that it does not have a good faith belief to be proprietary or confidential or in any other way to attempt to prohibit compliance with public record disclosure requirements.
3. Should Vendor's information, which is marked as proprietary or confidential, be requested as part of a public information act request, County may notify Vendor in writing before such information is released as required by the applicable act or law. Vendor agrees, at its expense, to defend and hold harmless County from claims involving infringement of any intellectual property.

O. Acceptance Period

1. Vendor's submission of a proposal indicates Vendor agrees the proposal will remain valid for a minimum of 120 days from the Proposal Due Date ("Acceptance Period"). A proposal requesting less than 120 days may be rejected. Vendor may specify a longer Acceptance Period.
2. If Vendor's Proposal is accepted within the Acceptance Period, Vendor agrees to furnish any or all items or services as negotiated, and under the terms and conditions specified in this RFP, its amendments(s) and/or addenda and Agreement.
3. County shall create an Agreement resulting from all RFP requirements, which additionally shall incorporate **Exhibit E - Mandatory Requirements, Attachment 1 - Agreement Terms and Vendor's RFP response**. The terms are subject to further negotiation and approval before County may be legally bound thereby. If satisfactory negotiations with the selected Vendor cannot be negotiated in a reasonable time, County, in its sole discretion, may begin Agreement negotiations with the next Vendor.
4. The awarded Vendor shall not unduly delay negotiations or execution of an Agreement. Vendor is expected to respond promptly to County's requests.

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2.A. PROPOSAL INSTRUCTIONS, RFP FORMAT, CONTENT AND SUBMISSION**A. RFP Schedule of Events**

1. The following RFP Schedule of Events represents the County's best estimate of the schedule of events ("Schedule of Events"). County reserves the right to revise the Schedule of Events. Unless otherwise specified, the times of day for the following events shall occur between 8:00 a.m. and 4:00 p.m. Pacific Standard Time.
2. The County reserves the right, at its sole discretion, to adjust this schedule as it deems necessary.
3. Notification of any adjustment to the Schedule of Events shall be provided to all Proposers.

Schedule of Events

Event	Date
Release of the RFP	5/24/22
Deadline for Site Evaluation Registration Forms	5/31/22
Mandatory Site Evaluation - Monroe and Leinberger Detention Center	6/14/22@ 9:00 AM PST
Deadline for Written Questions from Vendors	6/28/22
Dissemination of Answers to Written Questions	7/12/22
Proposal Due Date	7/26/22
Vendor Technology Demonstrations (At County's Discretion)	TBD

B. Mandatory Site Evaluation

1. County requires Proposer attend the site evaluation on the date and time specified in the Schedule of Events. It is mandatory for Proposer to attend the site evaluation to submit a proposal. The Mandatory Site Evaluation held at the address shown below:

Monroe Detention Center
Room: Cameron Conference Room
140 Tony Diaz Drive
Woodland, CA 95776

2. To attend the site evaluation, Proposer must complete and email **Exhibit D -Site Evaluation Registration Form** to the RFP Coordinator by electronic mail to karen.kawelmacher@yolocounty.org before the date and time specified in the [Schedule of Events](#). Each Vendor will be limited to 2 representatives at the site evaluation. The Site Evaluation Form must be completed and returned in order for the vendor to attend the mandatory site visit. This will be the only time available for Vendor to visit the Facilities during the RFP process.
3. Oral responses to questions during the site evaluation shall be considered nonbinding on County.
4. All questions must be submitted through the question and answer section of www.BidSync.com by the deadline noted in the Schedule of Events above to be considered.

C. Required Submittals, Order & Format:

Vendor shall follow the below order when submitting their proposal:

- a. The submittals requested shall be included with the proposal response and in the order as outline in [Exhibit C – Response Content & Checklist](#). Failure to include required Exhibits may be cause for rejection of your proposal. The following are required for your proposal to be considered are listed in the table below. Vendor must completely respond to all requests for information and forms contained in this RFP to be considered for award. Brochures and advertisements will be considered an incomplete reply to requests for information. Vendor is solely responsible for the accuracy and completeness of its proposal. Proposals considered incomplete by County may be rejected without notification.
- b. The original RFP text, as well as any appendices, amendments, addenda or other correspondence related to this RFP may not be manually, electronically or otherwise altered by Vendor. Any Vendor proposal containing altered, deleted or additional non-original RFP text may be disqualified.
- c. Proposals shall be prepared on standard 8 1/2" x 11 paper with each section and page numbered as well as addressed in a Table of Contents
- d. All information contained in Vendor's proposal must be relevant to a section or numbered item of this RFP. Any information which does not meet this criterion shall be deemed extraneous and shall not be evaluated.
- e. Photographs, graphics, tables and other visual aids included as part of any page-limited section, such as Vendor's proposal, are counted against the maximum page limit.
- f. Vendor may include complete client lists or general vendor information in the final attachment "Other Vendor Brochures/Documents" but must adhere to the page limit.

- g. Vendor's proposal shall contain the items listed in this Section and must conform to the page limits specified. If page limits are exceeded in any section County reserves the right to deem the extraneous pages as non-compliant and those pages will not be evaluated. Page limits are listed below:

Item	Maximum Page Limit
TABLE OF CONTENTS	3
EXHIBIT A- PROPOSAL TRANSMITTAL	1
EXHIBIT B- SIGNATURE PAGE	1
EXHIBIT C- RESPONSE CONTENT & CHECKLIST	1
EXHIBIT D- SITE EVALUATION REGISTRATION FORM	1
EXHIBIT E- MANDATORY REQUIREMENTS, Sections D through M including all subsections and numbered items.	No page limit
VENDOR TECHNICAL PROPOSAL – Sections 3 through 5 of the Main RFP document including all subsections and numbered items: EXHIBIT F- CORE TECHNOLOGIES-INMATE COMMUNICATION SERVICES (Section 3), EXHIBIT G- SERVICE (Section 4), EXHIBIT H- FINANCIAL TRANSPARENCY (Section 5), and EXHIBIT I- VENDOR INFORMATION (Section 6).	100
EXHIBIT J- EXCEPTIONS TO AGREEMENT	No page limit
EXHIBIT K- NON COLLUSION NON CONFLICT OF INTEREST STATEMENT	1
EXHIBIT L- RECEIPT OF ADDENDA	1
VENDOR EXHIBITS	
Exhibit 1: Implementation Plan	8
Exhibit 2: Disaster Recovery Plan	4
Exhibit 3: Service Escalation Matrix	2
Exhibit 4: Maintenance Policies/Procedures	10
Exhibit 5: Vendor Documentation	No page limit
Exhibit 6: Vendor Financial Statements Vendor must upload Exhibit 6 (Section 6.1 and all subsections/numbered items) separately from rest of proposal.	No page limit
Exhibit 7: Vendor Personnel & Resumes	2 pages per resume
Exhibit 8: Customer References	2
Exhibit 9: System Report and File Samples	14
Exhibit 10: Equipment Specification Sheets	10
Exhibit 11: Sample Training Plan and User Documentation	14
Exhibit 12: Additional Technology Documentation	20
Exhibit 13: Other Vendor Brochures/Documents	10

- h. Proposer must upload the following Exhibits as separate files with their proposal submission:
- RFP Exhibit E – Mandatory Requirements:** Proposer shall review and comply with the instructions within the Exhibit E document. Proposer must upload this exhibit as a separate file in Microsoft Excel format.
- RFP Exhibit J – Exceptions to Agreement Terms:** Proposer is required to review the standard agreement contained in **Attachment 1 – Agreement Terms** in its entirety and indicate any exceptions in **-Exhibit J (Exceptions to Agreement Terms)**. Vendor shall include an explanation of how Vendor proposes to meet County's needs without the required item if applicable. Proposer must upload this exhibit as a separate file in Adobe Portable Document File format.
- Vendor Exhibit 6 – Vendor Financial Statements:** Proposer must upload this exhibit as a separate file in Adobe Portable Document File format.
- i. Failure to follow the instructions in this RFP may, at County's sole discretion, result in the rejection of Vendor's proposal.
- j. **Final Agreement.** County shall create an agreement resulting from this RFP that shall incorporate **Exhibit E - Mandatory Requirements, Attachment 1 - Agreement Terms and Vendor's RFP Response ("Agreement")**.

D. Submitting Proposals

The required method of submitting your proposal is electronically through BidSync.

It is the sole responsibility of the proposer to ensure their proposal reaches BidSync, LLC before the closing date and time. If you have any questions regarding the submittal of this proposal, please contact BidSync at 1(800) 990-9339, for vendor support.

Late proposals shall not be accepted nor shall additional time be granted to any potential Bidder/Offeror.

Vendor may modify its submitted proposal by providing a written and signed request to the RFP contact specifying the modification(s), prior to the Proposal Due Date. County will not accept any modifications to Vendor's proposal after the Proposal Due Date except in connection with a requested Best and Final Offer.

Vendor may withdraw its submitted proposal by providing a written and signed request to the RFP contact at any time prior to the Proposal Due Date specified in the RFP.

Vendor is responsible for all errors or omissions contained in its proposal.

E. Addenda

Any additional information not included in this solicitation which the County finds necessary and material to responding to the RFP will be posted as an addendum on BidSync. Answers to questions submitted through BidSync shall be considered addenda to the solicitation documents.

F. Proposal Due Date

Proposals shall be submitted no later than the Proposal Due Date detailed in the [Schedule of Events](#). Vendors shall respond to the written RFP and any exhibits, attachments, or amendments. A Vendor's failure to submit a proposal as required before the deadline shall cause the proposal to be disqualified. Late proposals shall not be accepted nor shall additional time be granted to any potential Vendor.

G. Communication Regarding the RFP

1. Upon release of this RFP, all Vendor communications concerning this RFP must be directed to the RFP Coordinator(s) named below. Unauthorized contact regarding the RFP with other County employees of the procuring county agency may result in disqualification.
2. Questions concerning this proposal, including specifications, requirements, terms and/or conditions of a solicitation, etc. should be submitted through the question and answer section of www.BidSync.com no later than the Deadline for Written Questions from Vendors date noted above in the [Schedule of Events](#).
3. Any questions and/or comments submitted after the due date may not be answered by County.
4. County shall deliver the answers to the questions received on or before the date specified in the [Schedule of Events - Deadline for Written Questions from Vendors](#).
5. The RFP Coordinator will communicate via www.BidSync.com, all information, addenda and/or notice related to the RFP excluding Exhibit D Site Evaluation Form..
The County is not responsible for failure of the prospective Bidders/Offerors to check for any RFP updates, changes, or answers to questions from the RFP Coordinator that are sent during the RFP process. Failure to periodically check for email updates from the RFP Coordinator(s) is at Vendors sole risk.
6. Only written communication executed by County in the form of an amendment or addendum shall be considered binding. Any oral communications shall be considered unofficial and nonbinding on the County.
7. Any irregularities or lack of clarity in the RFP should be brought to the attention of the County for correction or clarification should be brought to the County's attention during the question and answer period.

H. RFP Coordinator

The following RFP Coordinator shall be the main point of contact for this RFP:

County of Yolo
Yolo County Purchasing Department
625 Court Street, Room 103
Woodland, CA 95695
Phone: (530) 666-8073
karen.kawelmacher@yolocounty.org

2.B. PROPOSAL EVALUATION & SELECTION**I. Evaluation Factors**

1. County shall conduct a comprehensive evaluation of all proposals.

2. Proposals will be evaluated by County's evaluation committee who shall review, evaluate and verify information submitted by Vendor in accordance with [Subsection J - Evaluation Criteria below](#) and the process as outlined in this section.
3. Each Vendor is responsible for submitting all relevant, factual and correct information with their offer to enable the evaluator(s) to afford each vendor the maximum score based on the available data submitted by Vendor.
4. The top three ranking Vendors (based off preliminary review of the Considered Items outlined in Section J – Evaluation Criteria) may be asked to conduct an oral presentation and/or technology demonstration to verify or expand on Vendor's proposal and/or proposed technology at a date and time to be determined by County. Vendor's technology to be demonstrated will be at the discretion of the County.
5. County expressly reserves the right to accept or reject any or all proposals, with or without cause. County may modify, alter, waive any technicalities or provisions, or to accept the proposal which, in its sole judgment, is determined to be the best evaluated offer resulting from negotiation, taking into consideration the relative importance of technology, revenue share offered and other evaluation factors set forth in [Subsection J - Evaluation Criteria below](#). County may choose to award an Agreement to the next most qualified Vendor if the successful Vendor does not execute an Agreement within 60 days after the award of the Agreement.

J. Evaluation Criteria

Considered Items	Weight Amount
Core Technologies (Main RFP, Section 3): Inmate Communication Services (ITS, VVS, and Tablets) Platform, Standards, Deliverables & Reporting, Equipment & Installation Requirements, Technology Features & User Application Specifications, Security Features, Monitoring, Recording & Data Requirements, Additional Technology	25%
Service (Main RFP, Section 4): Disaster Recovery, Customer Service, Maintenance	20%
Financial Transparency (Main RFP, Section 5): Validation, Available Options, End-User Payment Options	10%
Vendor Information (Main RFP, Section 6): General Company Information, Vendor Documentation, Personnel & Resumes, Experience, References, Contractor Requirements	5%
Compliance with Exhibit E Mandatory Requirements	15%
Qualitative Analysis of the Mix of Revenue Sources Assessment of the sources and composition of the revenue proposal	10%
Revenue Proposal Quantitative Assessment of Rates, Fees, & Revenue Share	5%
Technology Presentation/Demonstration: County reserves the right to require an oral presentation or technology demonstration to verify or expand on Vendor's proposal. The top 3 highest ranking Vendors will be invited with scheduling at the discretion of the County.	10%
TOTAL	100%

K. Best and Final Offer

1. County may, at its discretion, request a Best and Final Offer (BAFO) from selected Vendor(s). A BAFO allows Vendor an opportunity to clarify or supplement its original proposal. Vendor(s) selected will be contacted in writing by County requesting the submission of Vendor's BAFO. The BAFO will be in the form of an addendum to this RFP and Vendor's submitted proposal.
2. The BAFO is not a part of the weighted evaluation criteria outlined in [Subsection J - Evaluation Criteria](#).

L. Negotiation of Proposal

1. County reserves the right to conduct negotiations from the proposals received ahead of award or to award an Agreement without negotiations. If such negotiations are conducted, the following conditions shall apply:
 - a. Negotiations will only be conducted with selected Vendor(s) after the evaluation of proposals.
 - b. Vendor's proposal may be subject to negotiation and revision. Vendor may be required to submit additional data or clarification.
 - c. County may direct its Designated Agent to conduct negotiations on its behalf.

- d. Any changes agreed upon during negotiations may become part of the Agreement.
- e. If County is unable to come to terms with the selected Vendor, discussions shall be terminated and negotiations will begin with the next highest scoring Vendor.

M. Proposal Selection

- 1. Vendor with the highest revenue share offer is not guaranteed award of an Agreement.
- 2. County reserves the right to adopt or use for its benefit, any concept, plan, or idea contained in Vendor's proposal.
- 3. County reserves the right to review Vendor's contracts with its subcontractors to ascertain whether Vendor has the necessary operational systems in place to fulfill the requirements of this RFP.
- 4. County reserves the right to request clarification from specific Vendors during the evaluation of proposals. Such clarification is intended to assist County in scoring or awarding an Agreement that is most advantageous to County.
- 5. County reserves the right, in its sole judgment, to accept the proposal which is determined by County to be the best proposal resulting from this RFP, with or without negotiation and/or a BAFO.
- 6. County expressly reserves the right to accept or reject any or all proposals, modifications, or alterations or waive any technicalities or provisions, with or without cause.
- 7. County reserves the right to award an Agreement to the next most qualified Vendor if the awarded Vendor does not furnish all items and services required in this RFP, its amendment(s) and/or addenda and negotiated Agreement.
- 8. Proposals that do not meet the requirements set forth in the RFP, its amendment(s) and/or addenda may be considered non-compliant and/or Vendor considered non-responsive, and may result in disqualification. County may also reject Vendor's proposal for any of, but not be limited to, the following reasons:
 - a. Missing or incomplete information.
 - b. Failure to adhere to the proposal instructions, format or other requirements for submitting a proposal.
 - c. Evidence of collusion with or among other Vendors submitting a proposal.
 - d. Inappropriate contact of County's employees or any employee at the Facilities regarding this RFP during the RFP process by Vendor may result in County's rejection of Vendor's proposal.
 - e. Incorrect or contradictory information and/or false statements included in Vendor's proposal or other materials submitted in its response to this RFP or made during any oral presentations or negotiations.

N. Final Decision

County shall make the final selection of the awarded Vendor. Each Vendor that submitted a proposal will receive written notification of County's final decision.

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VENDOR TECHNICAL PROPOSAL

3. CORE TECHNOLOGIES – INMATE COMMUNICATION SERVICES

3.1 Standards

- 3.1.1. Inmate telephone, video visitation, and tablet services are to be provided and shall comply with all applicable Federal Communication Commission (FCC) or other regulatory requirements relating to inmate communication services in correctional facilities.
- 3.1.2. Vendor shall ensure that the inmate communication services it offers meet the mandatory requirements found in **Exhibit E – Mandatory Requirements**

3.2 Deliverables & Reporting

3.2.1. Revenue Share, Payment, and Reporting

- 3.2.1.1. Specific mandatory Revenue Share, Payment, and Reporting requirements are outlined in **Exhibit E, (General Conditions)**.

3.2.2. Rate Requirements

- 3.2.2.1. Specific mandatory rate requirements are outlined in **Exhibit E, Section, (General Conditions)**.
- 3.2.2.2. Vendor must agree to provide the required calling rates, video visitation rates, Tablet rates and all related fees specified in **Exhibit E, (Rates, Fees, and Revenue Share)** and must be in compliance with California laws and applicable regulations.

3.2.3. Reconciliation

- 3.2.3.1. From the Effective Date of the Agreement and for a period of 2 years after the termination of the Agreement, upon 10 business day's written notice, County shall have the right to examine and/or reconcile Vendor's information (records, data, revenue share records) pertaining to any and all services provided under the Agreement.
- 3.2.3.2. County requires Vendor to maintain accurate, complete and reconcilable records, in electronic format, detailing the Gross Revenues from which revenue share payments can be determined. The records shall include all CDRs, EMI billing files, pre-paid card sales and associated invoices, debit usage reports and associated invoices and revenue share reports during the term of the Agreement.
- 3.2.3.3. County reserves the right to delegate such examination and/or reconciliation of records to its Designated Agent or another third party of County's sole choice.

3.2.4. User Billing and Payments

- 3.2.4.1. Specific mandatory requirements related to Pre-paid/Debit Application, End-User Payment Options, and Vendor Retention of End-user Account Information are outline in **Exhibit E, (User Billing & Payments)**.
- 3.2.4.2. Vendor shall specify the revenue share in **Exhibit E, (Rates, Fees, and Revenue Share)**.

3.3 Equipment and Installation Requirements

- 3.3.1. Mandatory Equipment and Installation requirements applicable to all systems are outlined in **Exhibit E, Section G (General Installation Requirements)**.
- 3.3.2. Vendor shall submit a preliminary implementation plan which shall include a proposed installation schedule for the Facilities for ITS, VVS and Tablets and attach as **Vendor Exhibit 1 - Implementation Plan** as outlined in **Subsection C. Required Submittals, Order & Format** in Section 2.A. of this Main RFP.
- 3.3.3. **ITS**
 - 3.3.3.1. Specific mandatory ITS Equipment and Installation requirements are outlined in **Exhibit E, (ITS Requirements)**.
 - 3.3.3.2. Vendor shall supply details of Vendor's proposed, ITS which shall include, but not be limited to system version (if Vendor uses multiple ITS versions and/or releases), technical specifications, software applications, hardware architecture and networking capabilities.
 - 3.3.3.3. Vendor shall include a description, as well as images, of the inmate and visitation telephone sets, TDD and/or video relay service units, and cart/portable sets proposed for installation at the Facilities.
- 3.3.4. **VVS**
 - 3.3.4.1. Specific mandatory VVS Equipment and Installation requirements are outlined in **Exhibit E, (VVS Requirements)**.
 - 3.3.4.2. Vendor shall supply details of Vendor's proposed VVS that shall include, but not be limited to hardware components, operating system, default applications, power options, proposed cabling, and bandwidth parameters.
 - 3.3.4.3. Vendor shall include a diagram demonstrating the proposed VVS solution.
 - 3.3.4.4. Vendor shall include a description, as well as images, of the proposed video visitation stations (inmate, visitor and mobile) proposed for installation at the Facilities.
- 3.3.5. **Tablets**

- 3.3.5.1. Specific mandatory Tablet Equipment and System requirements are outlined in **-Exhibit E, (Tablet Requirements)**
- 3.3.5.2. Vendor shall describe in detail its proposed Tablet solution, including security for the corrections industry, tablet size and weight, screen size and resolution, storage and memory capacity, buttons/functions, battery specifications, playback hours per charge, and charging options.
- 3.3.5.3. Vendor shall include a diagram demonstrating the Tablet solution, which also includes how security is demonstrated for third-party applications.
- 3.3.5.4. Vendor shall include a list of accessories (keyboard, earbuds, etc.), if any, that are available for use with the proposed Tablets to be sold via commissary at the County's discretion. Include a brief description and the cost associated with each Tablet accessory.
- 3.3.5.5. Vendor shall specify the type of casing provided with the Tablets
- 3.3.5.6. Vendor shall specify if the speakers on the Tablets can be disabled/enabled at by County without the requirement of Vendor's involvement.
- 3.3.5.7. Vendor shall indicate how Tablets work for hearing impaired inmates.

3.4 Technology Features & User Applications

3.4.1. ITS

- 3.4.1.1. Mandatory ITS and User Application Specifications are outlined in **Exhibit E, (ITS Requirements)**.
- 3.4.1.2. Vendor shall specify if the number of free calls is assigned globally or if the number of free calls can be assigned to the inmate.
- 3.4.1.3. Vendor shall provide information on any security configurations available within the ITS to prevent fraud relative to automated phone trees (e.g. inmates pressing digits and getting to a live operator).
- 3.4.1.4. Vendor shall provide detailed information on the frequency Vendor performs remote diagnostics and troubleshooting processes which shall include failure reports, alarms, service history and other steps taken to document and remedy any issues.
- 3.4.1.5. Vendor must indicate how the TDD works with the proposed ITS.
- 3.4.1.6. Vendor shall specify how TDD calls can be recorded and monitored via the ITS.
- 3.4.1.7. Vendor shall describe how TDD calls are billed (if applicable).
- 3.4.1.8. Vendor shall detail how call controls configured in the ITS are preserved for calls placed using the TDD (e.g. blocked telephone numbers).
- 3.4.1.9. Vendor shall provide details relative to the proposed VRS solution for the Facilities.
- 3.4.1.10. Vendor shall indicate whether VRS calls/sessions can be recorded and monitored and if recordings are accessed for playback via the ITS.
- 3.4.1.11. Vendor shall indicate whether VRS is provided as stand-alone equipment or integrated /application on the proposed Tablets and/or VVS.
- 3.4.1.12. Vendor shall detail how controls configured in the ITS, VVS or Tablets are preserved for VRS calls/inmates (e.g. inmate access to VRS calls, branding, blocked telephone numbers).

3.4.2. VVS

- 3.4.2.1. Mandatory VVS features, functionalities, and user applications are found in **Exhibit E, (VVS System Requirements)**.
- 3.4.2.2. Vendor shall detail any unique or distinctive features regarding the proposed VVS, including the capability for the inmate to initiate video visitation sessions.
- 3.4.2.3. Vendor shall indicate if the proposed VVS has the capability for the inmate and/or visitor background to be blurred out.
- 3.4.2.4. If Vendor does not have the capability to blur out the background of video visitations sessions, provide information on Vendor's research and development progress.

3.4.3. Tablets

- 3.4.3.1. Mandatory Tablet features, functionalities, and user applications are found in **Exhibit E, (Tablet Requirements)**.
- 3.4.3.2. Vendor shall detail any unique or distinctive features regarding the proposed Tablets, including all available options for inmates to access the Tablets (e.g. assigned model compared to a shared model).
- 3.4.3.3. Vendor shall describe how data associated with usage on the Tablets is stored.
- 3.4.3.4. Vendor shall describe the education learning management system proposed for the Tablets.
 - 3.4.3.4.1. Describe the education model Vendor uses to deliver education to inmates on the Tablets (i.e. self-guided/exploratory vs. progress/completion-oriented).

- 3.4.3.4.2. Provide a list of all available education topics, courses, types of media used (i.e. videos, written material), list of third-party content providers, and options available to inmates for accessing/engaging in education and learning.
- 3.4.3.4.3. Describe how inmates earn credits through the education application.
- 3.4.3.4.4. Specify the capability to support college courses, high school equivalency courses, GED preparation and testing, personal development content (i.e. life skills, job readiness, computer skills, financial literacy, etc.), mental health and substance abuse recovery/treatment programs.
- 3.4.3.4.5. Specify the capability/options for content creation and capability to host the County's current education programs or materials.
- 3.4.3.4.6. Detail the process for converting available content to the Tablets.
- 3.4.3.4.7. Vendor shall explain its capability to transition educational progress for County offenders from the existing platform to Vendor's proposed learning management system.

3.5 Security Features

- 3.5.1. **ITS**
 - 3.5.1.1. Mandatory ITS Security Features requirements are outlined in **Exhibit E, (ITS Requirements)**.
- 3.5.2. **VVS**
 - 3.5.2.1. Mandatory VVS Registration Security Features requirements are outlined in **Exhibit E, (VVS Requirements)**.
- 3.5.3. **Tablets**
 - 3.5.3.1. Mandatory Tablet Security Features requirements are outlined in **Exhibit E, (Tablet Requirements)**.
 - 3.5.3.2. Vendor shall detail its security and installation approach to ensure inmates cannot access an external wireless network. Please include information and a diagram regarding how security is achieved for third party applications.

3.6 Monitoring, Recording, and Data Requirements

- 3.6.1. Vendor shall provide detailed information on its data storage locations, data redundancy practices, and the processes used when copying and storing all data.
- 3.6.2. **ITS**
 - 3.6.2.1. Mandatory Monitoring, Recording and Data Requirements are outlined in **Exhibit E, (ITS Requirements)**.
- 3.6.3. **VVS**
 - 3.6.3.1. Mandatory Monitoring, Recording and Data Requirements are outlined in **Exhibit E, (VVS Requirements)**.
 - 3.6.3.2. Vendor shall include detailed information on the VVS alert application. The description shall include, at a minimum, the types of alerts available (cell phone, SMS text, email) including.
 - 3.6.3.3. Vendor shall indicate whether the user can customize the view for playback of video visitations (live or recorded) and/or add comments to the video visitation recording.
- 3.6.4. **Tablets**
 - 3.6.4.1. Mandatory Monitoring, Recording and Data Requirements are outlined in the Tablet Security and User Application subsections in **Exhibit E, (Tablet Requirements)**.
 - 3.6.4.2. Vendor shall include detailed information on the available methods for monitoring and reviewing Tablet usage. This shall also include, at a minimum, the types of available alerts and approval process for messaging and photos or other available messaging between inmates and the public.

3.7 Additional Technology (Required)

- 3.7.1. County is seeking to implement the following additional technology, which is required to be included as a part of the Vendor's proposal offering at no cost to County.
- 3.7.2. Inmate Postal Mail Processing Solution (Offsite Processing Only): Vendor shall provide an overview of its inmate mail processing solution for inmates postal/paper mail to be processed offsite and converted to digital copies that can be delivered to inmates on Tablets. Mandatory Offsite Inmate Mail Processing requirements are outlined in **Exhibit E, (Additional Technology Requirements)**.
 - 3.7.2.1. Vendor shall describe its digital mail user application and capabilities.
 - 3.7.2.2. Vendor shall indicate what options are available for handling physical paper mail once it has been scanned/loaded to Vendor's digital mail platform for delivery to the Facilities.
 - 3.7.2.2.1. Indicate how long physical inmate mail is stored.

- 3.7.2.2.2. Indicate if inmates have the option to request physical mail once they are released from the Facility.
- 3.7.2.3. Vendor shall indicate if the digital mail user application/solution has Keyword search capabilities.
- 3.7.2.4. Detail the specific process that occurs when inmate paper mail arrives at Vendor's mail processing center.
- 3.7.2.5. Vendor shall detailed the time required from paper mail being postmarked to the time digital copies are available for review/delivery to inmates in digital format. Vendor shall indicate:
- 3.7.2.5.1. Estimated USPS mail transit times for mail postmarked within County local area as well as when mail postmarked in locations considered long-distance in relation to Vendor's mail processing center; and
- 3.7.2.5.2. Processing time required from delivery to Vendor's processing center to delivery to Vendor's digital mail application.
- 3.7.2.6. Vendor shall provide the mailing address for its mail processing center where the mail for inmates housed at County's Facilities will be sent for processing.
- | | |
|----------------------------------|--|
| Mailing Address: | |
| City, State and Zip Code: | |
- 3.7.2.7. Vendor shall detail any additional options/services that are available via its proposed mail processing solution.
- 3.7.2.8. Vendor shall outline any rates, fees or costs to inmates and/or the public additional services that are available using Vendor's mail processing solution, as well as, any proposed revenue share in **Exhibit E, (Rates, Fees and Revenue Share)**.
- 3.7.2.9. Detail any revenue share offered to costs associated with the onsite digital mail solution in **Exhibit E, (Rates, Fees and Revenue Share)**.

3.8 Optional Technology

- 3.8.1 County is interested in additional optional technology products that can be provided as part of the Vendor's proposal offering for this RFP. County may, at its sole option, elect to implement any proposed Optional Technology throughout the life of the Agreement. If Vendor is interested in providing information for optional technology products and services they should supply information on the following items.
- 3.8.2 Call transcription technology: Vendor must provide an overview of its proposed call transcription technology for converting inmate call recordings in to text.
- 3.8.2.1 Vendor shall indicate whether this technology is integrated feature of the ITS or Vendor uses a third-party to provide this service.
- 3.8.2.2 If an integrated feature in Vendor's ITS, indicate whether call recordings are automatically converted to text or if users are required to manually perform this task.
- 3.8.2.3 Indicate where call transcripts are stored and available options for exporting, reviewing, printing, etc. call re call transcripts.
- 3.8.2.4 Vendor must detail any fees, charges or costs associated with this technology in **Exhibit E, (Rates, Fees and Revenue Share)**; and
- 3.8.2.5 Provide 2 references of facilities where this technology has been implemented for at least 6 months.
- 3.8.3 Cell phone detection: Vendor must provide an overview of both mobile and stationary cell phone detection technology.
- 3.8.3.1 Vendor must detail any fees, charges or costs associated with this technology in **Exhibit E, (Rates, Fees and Revenue Share)**; and
- 3.8.3.2 Provide 2 references of facilities where this feature has been implemented for at least 6 months.
- 3.8.4 Keyword Search: Vendor must provide an overview of its keyword detection technology specifying how the technology is capable of searching recordings for keywords and alerting users, and any other capabilities associated with Vendor's keyword search technology:
- 3.8.4.1 Vendor must detail any fees, charges or costs associated with this technology in **Exhibit E, (Rates, Fees and Revenue Share)**; and
- 3.8.4.2 Provide 2 references of facilities where this technology has been implemented for at least 6 months.

- 3.8.5 Voice Biometrics: Vendor must provide an overview of its voice biometrics technology, including any investigative features included with the technology. This feature must be an integrated part of the ITS as well as:
- 3.8.5.1 Detail the enrollment process and indicate whether the technology performs both the initial verification and continuous verification of the inmate's voice. and must include analytical tools and reporting. County will not be a "beta test site" for unproven technology:
 - 3.8.5.2 Vendor must detail any fees, charges or costs associated with this technology in **Exhibit E, (Rates, Fees and Revenue Share)**; and
 - 3.8.5.3 Provide 2 references of facilities where this technology has been implemented for at least 6 months.
- 3.8.6 Automated Facility Information Answering System (AFIS) (no cost to County): Vendor shall provide an overview of its AFIS technology for receiving/answering incoming calls to the Facilities to provide the public and/or inmates with information relative to the Facility or specific inmates without the requirement of staff involvement.
- 3.8.6.1 Provide a brief overview of the proposed AFIS capabilities.
 - 3.8.6.2 Indicate any other services that are available/hosted by the AFIS.
 - 3.8.6.3 Vendor must provide 2 references of facilities where this feature has been implemented for at least 6 months.
- 3.8.7 Debit release cards (no cost to County): Vendor must provide an overview of its debit release card program.
- 3.8.7.1 Explain how funds are applied to the debit release card and how the card is used by the inmate after release.
 - 3.8.7.2 Detail all rates, fees, and surcharges associated with the inmate's use of the card in **Exhibit E, (Rates, Fees and Revenue Share)**.
 - 3.8.7.3 Vendor must provide 2 references of facilities where this technology has been implemented for at least 6 months.
- 3.8.8 Other additional Vendor technology and features: Provide a complete description of any additional technology not included above, that may be of interest to County.
- 3.8.8.1 Provide detailed information on each proposed option or feature, including the functionality/capabilities of each;
 - 3.8.8.2 Include pictures, screenshots, diagrams, etc. of any related hardware and/or software to assist with demonstrating each of the proposed additional technologies or features as **Vendor Exhibit 12 - Additional Technology Documentation**;
 - 3.8.8.3 Vendor must detail any fees, charges or costs associated with this technology in **Exhibit E, (Rates, Fees and Revenue Share)**; and
 - 3.8.8.4 Provide 2 references of facilities where this technology has been implemented for at least 6 months.

4. SERVICE

4.1 Disaster Recovery Plan

- 4.1.1. Vendor shall detail its Disaster Recovery Plan (DRP). This plan should provide Vendor processes, policies and procedures relating to the recovery of services and data requirements as specified in this RFP preceding and/or following a natural or human-induced disaster and attach as **Vendor Exhibit 2 – Disaster Recovery Plan**. The DRP shall address Vendor's recovery processes following a natural or human-induced disaster for the following scenarios:
- 4.1.1.1. A localized event affecting only Vendor's facilities, infrastructure, and personnel;
 - 4.1.1.2. A localized affecting only County's facilities, infrastructure, and personnel; and
 - 4.1.1.3. A broad geographic event affecting both Vendor and County.

4.2 Customer Service

- 4.2.1. Specific mandatory requirements are outlined in **Exhibit E, (Customer Service)**.
- 4.2.2. **Customer Service Provided to County**
- 4.2.2.1. Vendor shall provide County with the escalation procedures for handling customer support issues including, but not limited to, maintenance, outages and reporting issues for the ITS and VVS. Procedure description shall include the contact names, contact numbers, email addresses and level of authority for the person(s) responsible for escalated issues. Vendor shall provide the on-site response time, priority levels and escalation schedule for emergency outage/service issues at and/or related to the Facilities and attach as **Vendor Exhibit 3 - Service Escalation Matrix** in the order outlined in **Submittals, Order & Format** of this Main RFP.

4.2.2.2. Vendor shall describe its detailed approach to routine and emergency maintenance and attach as **Vendor Exhibit 4 - Maintenance Policies and Procedures.**

4.2.2.3. Vendor shall provide a synopsis of all ITS, VVS and Tablet outages lasting longer than 6 hours in a single day for the past 6 months. Include reason and outcome of the outage.

4.2.2.4. A response indicating this information is confidential and/or proprietary will be considered an Exception.

4.2.3. Customer Service Provided to Public/End Users

4.2.3.1. Provide information regarding Vendor's processes for handling inmate/end-user service matters for any of the inmate communication services specified in this RFP.

4.2.3.2. Describe procedure(s) for handling inmate/end-user complaints including the contact options available for end-users to request assistance from Vendor;

4.2.3.3. Indicate whether Vendor's customer service center defaults to an Interactive Voice Response (IVR) or a live customer service representative;

4.2.3.4. The hours during which live customer service representatives are available to speak with end-users via telephone;

4.2.3.5. Indicate the average on-hold time to reach a live representative;

4.2.3.6. Describe procedure(s) for handling inmate or end-user refund requests and the timeframe for completing such requests; and

4.2.3.7. Specify the location of Vendor's customer service center(s).

4.3 Maintenance

4.3.1. Mandatory Equipment and Installation requirements applicable to all systems are outlined in **Exhibit E, (General Installation Requirements).**

5. FINANCIAL TRANSPARENCY

5.1 Validation

5.1.1. VVS

5.1.1.1. Specify Vendor's process for restricting visitors for any fraudulent activity or credit card chargebacks.

5.1.2. Tablets

5.1.2.1. Specify Vendor's process for capturing any orders for the device, media or communication.

5.1.2.2. Confirm the timeframe for processing inmate orders and making the purchased media or communication available to the inmate.

5.1.2.3. Detail Vendor's process for validating the inmate's available balance at the time of purchase request.

5.2 Available Options

5.2.1. ITS – Calling Options

5.2.1.1. Vendor must specify its process for maximizing call completion especially for calls that would otherwise be blocked because cell phones and other unbillable issues. Vendor shall also identify the average percentage of calls that fail validation because cell phones and unbillable issues.

5.2.1.2. Relative to prepaid collect, specify the timeframe for a prepaid account to become inactive. Vendor shall state whether the timeframe is configurable.

5.2.1.3. Describe the refund process including how a refund should be requested and the timeframe associated with processing a refund.

5.2.1.4. Specify the minimum amount required on a prepaid collect account to complete a call.

5.2.1.5. Describe in detail what happens when an inmate attempts a call to a prepaid collect account that has insufficient funds.

5.2.1.6. Relative to prepaid cards, specify the process for allowing access to unused funds once an inmate is released.

5.2.1.7. Relative to debit accounts, describe the process for accommodating real-time refunds.

5.2.1.8. Describe billing options available to professional called parties such as attorneys and bail bondsmen in the event they cannot receive collect calls.

5.2.2. VVS – Available Applications

5.2.2.1. Vendor shall specify if additional/external applications, text or information, as approved by County, can be added to the VVS and displayed on the video visitation station(s).

5.2.3. Tablets – Available Applications

5.2.3.1. Vendor shall provide a list of all available applications, features and functionalities available on Tablets.

5.3 End-User Payment Options

- 5.3.1. Provide a detailed description of all payment/deposit methods and the process for applying payments for the purpose of any of the inmate communication services specified in this RFP.
- 5.3.2. Describe the process by which end-users can make pre-payments for a specific phone number, prepaid collect account or inmate account for any of the inmate communication services specified in this RFP.
- 5.3.3. Indicate the timeframe it takes for funds to post and become available for use by the inmate or end-user/visitor.
- 5.3.4. Describe how taxes and fees are applied to all payments.

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6. VENDOR INFORMATION

6.1 Vendor Documentation

- 6.1.1. Vendor shall supply the following information and attach as **Vendor Exhibit 5 - Vendor Documentation** in the order outlined in **Required Submittals, Order & Format** of this RFP document.
- 6.1.2. **General Company Information.** Vendor shall provide an introduction and general description of Vendor's background, nature of business activities and experience in providing the services addressed by this RFP and if Vendor is the subsidiary of a larger corporation, describe the relationship as well as the extent to which the parent company is financially obligated to uphold the commitments made by Vendor. Vendor shall include the following details:
 - 6.1.2.1. Date organized to provide the proposed work scope.
 - 6.1.2.2. Corporate background and depth of support.
 - 6.1.2.3. Number of employees.
 - 6.1.2.4. Number of years doing business.
 - 6.1.2.5. Describe Vendor's organization and include an organizational chart.
- 6.1.3. **Required Documentation**
 - 6.1.3.1. Documentation that Vendor is registered to do business in the State of California.
 - 6.1.3.2. Documentation that all necessary requirements of the California Public Utilities Commission (CPUC) and the Federal Communications Commission (FCC) for the inmate communication services are met.

6.2 Vendor Financial Statements- (Vendor must upload this section separately from rest of proposal)

- 6.2.1. Vendor shall supply the following information as a separate attachment from the rest of vendors proposal submission and attach as **Vendor Exhibit 6 – Vendor Financial Statements.**
 - 6.2.1.1. Vendor's current annual financial report and its 2 most recent Dun and Bradstreet or similar reports.
 - 6.2.1.2. If Vendor has operated under a different name, or affiliate, in the past 3 years, provide names, dates, addresses and state where incorporated.
 - 6.2.1.3. If Vendor has participated in an acquisition or merger in the last 6 months, provide information about the acquiring company or the company to be acquired and information regarding the stage of negotiations.
 - 6.2.1.4. A synopsis of any and all inmate communications (ITS, VVS, Tablets) RFP or contract related protests in within the last 3 years. Include location and outcome of the protest.
 - 6.2.1.5. A synopsis of any and all litigation(s) within the last 5 years where Vendor or Vendor's ITS, VVS or Tablets was a party. Include venue, style of case and status of litigation.

6.3 Vendor Personnel & Resumes

- 6.3.1. **Key Personnel.** Vendor shall supply resumes for all employees, consultants and subcontractors that will be working under the terms of this RFP and Agreement. All resumes are limited to 2 pages per resume. There is no limit on the number of resumes that the Vendor may submit. Vendor resumes shall include the following information provided as **Vendor Exhibit 7 – Vendor Personnel & Resumes.**
 - 6.3.1.1. Vendor shall provide the names of Vendor's employees, consultants, and subcontractors that will be involved in providing the requirements in this RFP and the Agreement using format of the **Table 1 - Vendor Key Personnel** below.
 - 6.3.1.2. Each shall contain the name, position, qualifications, certifications, years of experience, and educational background information.
 - 6.3.1.3. Indicate the amount of time that the individual will devote to work related to the requirements outlined in this RFP. Indicate clearly whether the given response is being expressed in hours per month or a percentage of time per month.
 - 6.3.1.4. Each resume is required to have 2 related past performance reference for projects of similar size and complexity where the team member has performed duties similar to the ones that he or she would be responsible for under the terms of this RFP. Vendor must include a contact name, number and email address of someone who has knowledge of the team member's work for that project.
 - 6.3.1.5. List work experience for no more than the last 10 years. List relevant current recent work experience, employers, dates and duties in the last space in reverse chronological order.

Table 1 - Vendor Key Personnel

Full Name	Vendor Employee, Consultant or Contractor?	Position & Contract Responsibility	Contact Phone Numbers	Email Address

6.3.2. Vendor Technicians

- 6.3.2.1. Vendor shall provide the following information regarding maintenance personnel as **Vendor Exhibit 7 – Vendor Personnel & Resumes:**
- 6.3.2.2. Indicate the number of technicians directly employed by Vendor as well as the number of technicians which will be subcontracted for service at the Facilities.
- 6.3.2.3. The names, company, primary physical work location, telephone numbers, and distance from Facilities for the technicians who will be maintaining, servicing and performing work under the Agreement shall be provided using the format of **Table 2 - Vendor Technicians** below.
- 6.3.2.4. Vendor shall disclose, with percentages clearly shown, the specific work tasks for the Facilities that will be subcontracted and the specific work tasks that will be performed by Vendor employees.
- 6.3.2.5. Upon award and during the contract period, if the contractor chooses to assign different personnel to the project, the Contractor must submit their names and qualifications including information listed above to the County for approval before they begin work.

Table 2 - Vendor Technicians

Technician Name	Company	Address, City, State	Contact Number	Facility Name and Distance to the Facilities in Miles

6.4 Vendor Experience

- 6.4.1. Vendor shall indicate what experience it has working with other local governments relative to providing similar services.
- 6.4.2. Indicate how long Vendor been in business providing similar services.
- 6.4.3. Provide a list of agreements not renewed, lost or prematurely cancelled in the last 5 years.
- 6.4.4. If applicable, include the reason for non-renewal and/or cancellation(s) of the agreement(s). A response indicating this information is confidential and/or proprietary will be considered an Exception.
- 6.4.5. Provide a list of clients/agencies who have notified Vendor of unauthorized charges/fees, overbillings or additional commissions owed within the last 3 years and the status of resolution of those claims.
- 6.4.6. A response indicating this information is not monitored, confidential and/or proprietary will be considered an Exception.

6.5 Vendor References

- 6.5.1. Vendor shall provide 5 client references for Detention Centers where Vendor provides the equipment and services comparable to the requirements in this RFP.
- 6.5.2. County prefers the contact person provided for each of the references be the individual who utilizes Vendor's software application.
- 6.5.3. References provided must be currently under contract with Vendor and have been operating under that contract for at least 6 months.
- 6.5.4. Vendor shall ensure updated references and accurate contact information is provided.
- 6.5.5. References may be contacted at any time during the RFP process.
- 6.5.6. Using the table found in Using the format in Table 3 - Customer References Format, provide the requested information for each reference and attach as **Vendor Exhibit 8 - Customer References.**

Table 3 - Customer References Format

Customer Name:	
Contact Person and Title:	
Telephone Number(s):	
Email Address:	
Mailing Address:	
City, State and Zip Code:	
Total Number of Facilities:	
ADP:	
Agreement Effective Date:	
List All Services Provided:	
Total Number of Inmate Phones:	
Total Number Visitation Phones:	
Total Number of VVS stations:	
Total Number of Tablets:	

7. TERMS AND CONDITIONS**A. QUALIFICATIONS/INSPECTION**

Proposals will only be considered from firms normally engaged in providing the types of commodities/services specified herein. The County reserves the right to inspect the Vendor's facilities, equipment, personnel, and organization at any time, or take any other action necessary to determine Vendor's ability to perform. The County reserves the right to reject proposals where evidence or evaluation is determined to indicate inability to perform.

B. NON-WAIVER

The County's failure to address errors or omissions in the proposals shall not constitute a waiver of any requirement of this RFP by the County.

C. FEDERAL, STATE, AND LOCAL LAWS

The successful Vendor must operate in conformity with all applicable, federal, state, and local laws, ordinances, orders, rules, and regulations pertaining to work. It is the responsibility of the awarded Vendor to ensure that all permits and/or licensees required for operation are valid and current. Failure to comply with this provision may be cause to cancel any contract awarded, and award will be made to the next lowest, responsive, responsible Vendor.

D. GOVERNING LAW

If an award is made, the contract will be made in the County of Yolo and shall be governed and construed in accordance with the laws of the State of California. Any action relating to the Contract shall be instituted and prosecuted in the courts of Yolo County, California.

E. NON-DISCRIMINATION

There shall be no discrimination as to race, sex, color, creed, age or national origin in the operations conducted under any resulting contract.

F. PUBLIC AGENCY

It is intended that other public agencies (i.e., city, special district, public authority, public agency and other political subdivisions of the State of California) shall have the option to participate in any agreement created as a result of this RFP with the same terms and conditions specified, including pricing. The County shall incur no financial responsibility in connection with a purchase order from another public agency. The public agency shall accept sole responsibility for placing orders and making payment to the Vendor.

G. ADDITIONAL PURCHASES

Following the award, the County may dispense with separate bidding for additional purchases of like services from the successful Vendor within a three (3) year period from the initial purchase date provided that the Vendor agrees to provide the same services at the same rates and commission percentages and under the same terms and conditions as the previous award.

H. EXTENSIONS

The County reserves the right to renew any Agreement for two (2) additional 1-year terms or on a month-to-month basis (not to exceed 12 months). All terms and conditions, requirements and specifications of the Contract shall remain the same and apply during any renewal terms. The Agreement shall not automatically renew.

I. COMPLIANCE

Late, incomplete, incorrect deliveries or excessive backorders will be documented, and performance evaluated when considering contract continuation or extension. Inaccurate or erroneous billing will also be documented and monitored for the purpose of evaluating performance when considering continuation or extension of contract. Failure to meet quoted delivery timeframes, or inaccurate or erroneous invoices (as determined by the Purchasing Department) may be cause for the County to cancel the balance of the awarded purchase order and award will be

made to the next lowest Vendor. Failure to receive County concurrence for substitutions or alternates will be documented and considered when evaluating continuation or extension of contract.

J. DEFAULT

In case of default by the awarded Vendor, the County may procure the goods or services from another source and may recover the loss occasioned thereby from any unpaid balance due the selected Vendor, or by any other legal means available to the County. The County may also ban selected Vendor up to two years from future solicitations for default.

K. TERMINATION FOR CONVENIENCE

The County reserves the right, in its best interest as determined by the County, to cancel any contract by giving written notice to the Contractor thirty (30) days prior to the effective date of such cancellation.

L. CANCELLATION FOR UNAPPROPRIATED FUNDS

The obligation of the County for payment to a Contractor is limited to the availability of funds appropriated in a current fiscal period, and continuation of the contract into a subsequent fiscal period is subject to appropriation of funds, unless otherwise authorized by law.

M. ASSIGNMENT/TRANSFER/SUBCONTRACTING

Awarded Contractor shall not assign, transfer, or subcontract any portion of the contract without the express written consent of the department. Any award issued pursuant to this RFP, and the monies, which may become due hereunder, are not assignable without the prior written approval of the County.

N. F.O.B. POINT

All prices quoted shall be F.O.B destination, freight prepaid (Vendor pays and bears freight charges, Vendor owns goods in transit and files any claims), excluding sales tax. The County is exempt from Federal Excise and Transportation taxes.

O. PROTESTS

The County encourages Suppliers to resolve issues regarding requirements or the procurement process through written correspondence and discussions. The County is committed to fostering relationships with its Suppliers to encourage an ongoing pursuit to fulfill requirements.

1) Protest Procedures:

All protests shall be typed under the protester's letterhead and submitted in accordance with the provisions stated herein. Protests may be submitted by mail or by electronic mail. Protests submitted by facsimile will not be accepted. All protests must be addressed and submitted to both the RFP Coordinator of this solicitation and the Manager of Procurement. All protests shall include at a minimum the following information:

- a. The name, address, and telephone number of the Protester;
- b. The signature of the Protester or Protester's representative;
- c. The solicitation title and due date;
- d. Name of County employee designated as the RFP/IFB Coordinator;
- e. Identification of the statute or procedure that is alleged to have been violated;
- f. A detailed statement identifying the legal and/or factual grounds of the protest and all documentation supporting the Proposer's position;
- g. The form of relief requested.

The contact information for the Manager of Procurement is as follows:

Manager of Procurement
Yolo County Department of Financial Services
625 Court St., Ste. 103
Woodland, CA 95695-3490

Protester's failure to comply with these procedures shall constitute a waiver of any right to further the RFP Protest and shall constitute a failure to exhaust administrative remedies.

The Manager of Procurement will review the materials in connection with the protest, assess the merits of the protest, and provide a written decision on the protest. The Manager of Procurement's decision is final.

If it is determined the protest is frivolous, the party originating the protest may be determined to be irresponsible and may be ineligible for future contracts.

2) Protest of RFP Specifications/Requirements/Terms & Conditions:

Companies who are concerned regarding irregularities or lack of clarity in specifications, requirements, terms and/or conditions of a solicitation should be brought to the attention of the County. Notice shall be provided prior to the closing date and time of the designated "question and answer period" of the RFP noted in the [Schedule of Events - Deadline for Written Questions from Vendors](#).

- 3) Notice must be clearly marked "**Notice of Protest of Specifications/Requirements/ Terms & Conditions**". No requests for protests of solicitation specifications, requirements, terms and/or conditions shall be considered after the deadline stated above.

Companies who fail to do so forfeit all rights to protest a solicitation or any subsequent award based on the specifications, requirements, terms or conditions of this solicitation. In the event of the protest for specifications, requirements, terms and/or conditions is denied and the protester wishes to continue in the solicitation process they must still submit a bid/proposal prior to the close of the solicitation.

4) **Protest of Disqualification:**

Initial evaluations will determine if proposals have met the minimal requirements as indicated in this RFP. Notices will be sent to all companies who have been disqualified for not meeting the minimal requirements. Should a company disagree with the determination, notice of disagreement must be received within five (5) working days of date of notice identifying areas that are in question and how the company met the minimal requirements. Notice must be clearly marked "**Notice of Disagreement**". Companies who fail to do so forfeit all rights in the protest process. It is at the county's discretion at the department level to make final determinations for all disqualified protests.

5) **Protest of Award of Contract:**

In protests related to the award of a contract, the protest must be received by e-mail or hard copy no later than 4:00 PM Pacific Time five (5) business days after the notice of the proposed contract. Notice must be clearly marked "**Notice of Protest of Award of Contract**". A review may be granted if the protest is received within the specified time and the firm/person submitting the protest is a Bidder/Offeror.

Throughout the review process, the County has no obligation to delay or otherwise postpone an award of a contract based on a protest.

VENDOR INSTRUCTIONS

For the avoidance of doubt, the Yolo County Sheriff's Office shall hereinafter be referred to as "County."

Exhibit E- Mandatory Requirements contains several sections identified by title which outline the required communications solution.

Exhibit E-Mandatory Requirements require a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify "Read and Agree" or "Read and Do Not Agree" in Vendor RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with "Read and Do Not Agree" require a statement from Vendor in Vendor COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County's needs without the required item.

Vendor shall not reformat, sort, relabel, modify or change the sections in any way other than to insert its Vendor Response and Vendor Comments (if needed).

PROPOSAL ORDER	
Item	Maximum Page Limit
TABLE OF CONTENTS	3
EXHIBIT A- PROPOSAL TRANSMITTAL	1
EXHIBIT B- SIGNATURE PAGE	1
EXHIBIT C- RESPONSE CONTENT & CHECKLIST	1
EXHIBIT D- SITE EVALUATION REGISTRATION FORM	1
EXHIBIT E- MANDATORY REQUIREMENTS Sections D through M including all subsections and numbered items.	No page limit
VENDOR TECHNICAL PROPOSAL Sections 3 through 5 of the Main RFP document including all subsections and numbered items:	100
EXHIBIT F- CORE TECHNOLOGIES-INMATE COMMUNICATION SERVICES (Section 3),	
EXHIBIT G- SERVICE (Section 4),	
EXHIBIT H- FINANCIAL TRANSPARENCY (Section 5), and	
EXHIBIT I- VENDOR INFORMATION (Section 6).	No page limit
EXHIBIT J- EXCEPTIONS TO AGREEMENT	
EXHIBIT K- NON COLLUSION NON CONFLICT OF INTEREST STATEMENT	1
EXHIBIT L- RECEIPT OF ADDENDA	1
VENDOR EXHIBITS	
Vendor Exhibit 1: Implementation Plan	8
Vendor Exhibit 2: Disaster Recovery Plan	4
Vendor Exhibit 3: Service Escalation Matrix	2
Vendor Exhibit 4: Maintenance Policies/Procedures	10
Vendor Exhibit 5: Vendor Documentation	No page limit
Vendor Exhibit 6: Vendor Financial Statements Vendor must upload Exhibit 6 (Section 6.1 of the Main RFP including all subsections/numbered items) separately from rest of proposal.	No page limit
Vendor Exhibit 7: Vendor Personnel & Resumes	2 pages per resume
Vendor Exhibit 8: Customer References	2
Vendor Exhibit 9: System Report and File Samples	14
Vendor Exhibit 10: Equipment Specification Sheets	10
Vendor Exhibit 11: Sample Training Plan and User Documentation	14
Vendor Exhibit 12: Additional Technology Documentation	20
Vendor Exhibit 13: Other Vendor Brochures/Documents	10

GENERAL CONDITIONS

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SUBSECTION 1 - SCOPE OF WORK				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
1.001	Scope of Work	County requires a turn-key inmate calling solution (ITS) which shall include, without limitation, collect, pre-paid collect, pre-paid card, debit, free calls and telephone visitation calls. Vendor shall install and operate all inmate and visitation telephones, and related equipment. Vendor shall, without cost to County, provide all wiring for the inmate and visitation telephones, install the inmate and visitation telephones and the related hardware and software specifically identified herein, to enable inmates at the Facilities to complete, without limitation, local, long distance and/or international collect, pre-paid collect, pre-paid card, debit and free calls and visitation sessions from the Facilities.		
1.002	Scope of Work	County requires a turn-key video visitation solution (VVS) which shall include, without limitation, automated scheduling software for completion of video visitation visits. Vendor shall install and operate all video visitation stations and related equipment. Vendor shall, without cost to County, provide all wiring for the video visitation stations, install the video visitation stations and related hardware and software specifically identified herein, to enable visitors/end-users to schedule and complete onsite video visitation, remote video visitation, and traditional telephone visitation with inmates at the Facility(s).		

GENERAL CONDITIONS				
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1.003	Scope of Work	County is seeking a correctional-grade mobile device/tablet solution (Tablets) at no cost the County. The Tablets shall, at a minimum, have the capability to access various applications including electronic messaging, education, instructional material, entertainment, media, inmate requests, medical requests, grievances and commissary ordering. County reserves the right to add an ITS and/or VVS application to the Tablets.		
SUBSECTION 1 -ITS REVENUE SHARE, PAYMENT AND REPORTING				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
2.001	Reporting and Payments	Vendor shall not reduce total Gross Revenue (as defined above) for any deductions associated with fees, adjusted durations, unbillable calls, bad debt, uncollectible calls, taxes, fraudulent calls or any other Vendor expense.		
2.002	Reporting and Payments	Any additional fees to be added to the called party’s bill or paid by the calling or called party (including those associated with establishing/funding pre-paid collect accounts) for inmate telephone calls from the Facilities must be approved by County prior to implementation.		
2.003	Reporting and Payments	County shall notify Vendor of any unapproved additional fees and/or charges associated with ITS of which County becomes aware are. The unapproved fees and/or charges are subject to liquidated damages as specified in Attachment 1 - Agreement Terms.		
2.004	Reporting and Payments	Should County and Vendor mutually agree that the charges/fees are to be discontinued, Vendor shall refund each called party for the unapproved charges/fees from the date the charges/fees were implemented until the date the charges/fees were discontinued.		

GENERAL CONDITIONS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item.All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

2.005	Reporting and Payments	Notwithstanding the foregoing, Gross Revenue does not include the following items:		
2.006	Reporting and Payments	Required regulatory charges and taxes that are intended to be paid by the called party or inmate and then remitted 100% by the billing party to the appropriate governmental agency.		
2.007	Reporting and Payments	A “Free” call shall be defined as a call not generating any revenue or compensation for Vendor. Calls to telephone numbers that appear on the free call list supplied by County or from inmate telephones approved by County to process free calls shall not generate revenue or compensation for Vendor and shall not be eligible for revenue share to County. Only those numbers designated by County on the free call list and inmate telephones approved by County to process free calls shall be marked as “Free” in the ITS and designated as such in the call detail records. In the event Vendor receives revenue or compensation, notwithstanding the source, from any third party related to a completed free call, such revenue shall be included in Gross Revenue and eligible for revenue share to County. Unauthorized free calls are subject to liquidated damages as specified in Attachment 1 -Agreement Terms .		
2.008	Reporting and Payments	Complimentary calls associated with Vendor's pre-paid collect program are not included in Gross Revenue and revenue share is not payable by Vendor.		

GENERAL CONDITIONS

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2.009	Reporting and Payments	Pre-Paid Collect Funding Fees - Pre-paid collect funding fees are defined as fees imposed on called parties who set up or fund a pre-paid collect account with Vendor or a third party (i.e. Western Union) to accept calls. The pre-paid collect funding fee shall not be applied on a per-call basis. All pre-paid collect fees must be approved by County and are subject to liquidated damages as specified in Attachment 1 - Agreement Terms.		
2.010	Reporting and Payments	A call is deemed complete, and considered part of Gross Revenue (as described above), when a connection is made between the inmate and the called party, whether such connection is established by positive acceptance or by live or automated machine pick-up (e.g. when the ITS considers a tone from an answering machine, voicemail as acceptance). The call shall be deemed complete and eligible for revenue share regardless if Vendor can bill or collect revenue on the call.		
2.011	Reporting and Payments	Vendor agrees that it is entirely responsible for calculating, collecting and remitting all fees and taxes, including sales tax where applicable, on all services and items provided to the inmates, including but not limited to any and all taxes as applicable for the ITS services such as collect, debit, pre-paid and any other calls.		

GENERAL CONDITIONS				
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2.012	Reporting and Payments	Vendor may, upon request from County, utilize the onsite commissary provider to distribute and charge for inmate telephone services, provided there is a written agreement regarding the form and manner of how the associated taxes are to be collected and remitted. In the event the commissary provider collects and remits taxes for inmate telephone services, Vendor is solely responsible for obtaining a resale certificate from the commissary provider. Vendor is responsible for obtaining all proper documentation from the commissary provider. Vendor's agreement with the commissary provider must address the requirements set forth in this section.		
2.013	Reporting and Payments	Revenue share for pre-paid cards shall be based on the face value of the pre-paid cards purchased by County. Revenue share shall be due to County in the traffic month County placed the pre-paid card order and payable as described in Exhibit E, (General Conditions) .		
2.014	Reporting and Payments	Vendor shall invoice County the full amount of the pre-paid cards purchased within 15 days of receipt of the pre-paid cards.		
2.015	Reporting and Payments	Should County cancel the pre-paid card services at the Facilities, Vendor shall deactivate any unused pre-paid cards which have a full balance at the time of the cancellation of the pre-paid card program. The final pre-paid card invoice shall include a credit for all unused pre-paid cards which have a full balance.		
2.016	Reporting and Payments	Revenue share for debit calls shall be based upon total Gross Revenues (as defined above) generated from debit call purchase or usage and is payable as described in this Exhibit E, (General Conditions) .		

GENERAL CONDITIONS

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2.017	Reporting and Payments	On the 5th day of the month following the month of traffic, Vendor shall submit a monthly invoice and corresponding debit purchase or usage report to County for the full amount of the debit purchased or used (less any issued refunds) for the prior traffic month.		
2.018	Reporting and Payments	Payments and reports for ITS are due to County on or before the 15th day of the month following the traffic month.		
2.019	Reporting and Payments	Vendor shall provide monthly revenue share/cost recoupment payments and traffic detail reports to County via these methods:		
2.020	Reporting and Payments	County requests that all payments be sent via wire transfer; and		
2.021	Reporting and Payments	County requires that the traffic detail reports be sent electronically in Comma Separated Values (CSV) format.		
2.022	Reporting and Payments	Traffic detail reports shall include a detailed breakdown of all ITS activity, including but not limited to all collect, pre-paid and debit calls for each inmate telephone at the Facilities:		
2.023	Reporting and Payments	Facility Name;		
2.024	Reporting and Payments	Facility Identification Number/Agency Identification Number;		
2.025	Reporting and Payments	Facility Address (Street, City, State and Zip);		
2.026	Reporting and Payments	Automatic Number Identifier;		
2.027	Reporting and Payments	Inmate Telephone Station Port/Identifier;		
2.028	Reporting and Payments	Inmate Telephone Location Name;		
2.029	Reporting and Payments	Local Calls, Minutes, Gross Revenue (Per Inmate Telephone);		
2.030	Reporting and Payments	Intralata/Intrastate Calls, Minutes, Gross Revenue (Per Inmate Telephone);		
2.031	Reporting and Payments	Interlata/Intrastate Calls, Minutes, Gross Revenue (Per Inmate Telephone);		
2.032	Reporting and Payments	Intralata/Interstate Calls, Minutes, Gross Revenue (Per Inmate Telephone);		
2.033	Reporting and Payments	Interlata/Interstate Calls, Minutes, Gross Revenue (Per Inmate Telephone);		

GENERAL CONDITIONS				
This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item.All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).				
2.034	Reporting and Payments	Domestic International Calls, Minutes Gross Revenue (Per Inmate Telephone);		
2.035	Reporting and Payments	International Calls, Minutes Gross Revenue (Per Inmate Telephone);		
2.036	Reporting and Payments	Revenue Share Rate (%);		
2.037	Reporting and Payments	Total Calls, Minutes, Gross Revenue and Revenue Share Amount (Per Inmate Telephone); and		
2.038	Reporting and Payments	Traffic Period and Dates.		
2.039	Reporting and Payments	Vendor shall supply a report of all pre-paid card orders processed during the traffic month to include (at a minimum) the order date, invoice number, invoice date, gross amount of the order, revenue share rate and revenue share total.		
2.040	Reporting and Payments	Vendor shall include a sample Traffic Detail Report (showing all fields available, including those specified above and additional fields) to demonstrate how Vendor shall meet the above requirements. Fields not included shall be considered exceptions. The sample Traffic Detail Report shall be included as Exhibit 9 in Vendor's proposal as outlined in the (Proposal Order) .		
2.041	Reporting and Payments	Vendor shall provide daily raw Call Detail Records (CDRs) the next business day following the day of traffic and monthly billing files to County no later than the 15th day of the month following the month of traffic.		
2.042	Reporting and Payments	The daily raw CDRs shall contain all calls (both attempted and completed) which originate from the Facility(s) for each day and each time of the day for the period said raw CDRs are requested. The raw CDRs shall contain the unedited data including all fields and all field content which is legally permitted to be released. The CDRs shall be accompanied with a complete file map and complete file legend. The raw CDRs shall include (without limitation) the following fields:		
2.043	Reporting and Payments	Facility Name;		

GENERAL CONDITIONS

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2.044	Reporting and Payments	Facility Identification Number;		
2.045	Reporting and Payments	Agency Identification Number;		
2.046	Reporting and Payments	From ANI;		
2.047	Reporting and Payments	To ANI;		
2.048	Reporting and Payments	Batch Number / ID;		
2.049	Reporting and Payments	From City;		
2.050	Reporting and Payments	From State;		
2.051	Reporting and Payments	To City;		
2.052	Reporting and Payments	To State;		
2.053	Reporting and Payments	Station Port/Identifier;		
2.054	Reporting and Payments	Phone Name or Location;		
2.055	Reporting and Payments	Inmate Name;		
2.056	Reporting and Payments	Inmate Identification Number;		
2.057	Reporting and Payments	Personal Identification Number;		
2.058	Reporting and Payments	Pre-Paid Card Identification Number;		
2.059	Reporting and Payments	Revenue Period;		
2.060	Reporting and Payments	Call Start (yymmdd; mmss);		
2.061	Reporting and Payments	Call End (yymmdd; mmss);		
2.062	Reporting and Payments	Seconds;		
2.063	Reporting and Payments	Call Type (e.g. local, etc.);		
2.064	Reporting and Payments	Bill Type (e.g. free, collect, etc.);		
2.065	Reporting and Payments	Call Cost;		
2.066	Reporting and Payments	Tax;		
2.067	Reporting and Payments	Validation Result;		
2.068	Reporting and Payments	Termination Reason;		
2.069	Reporting and Payments	LIDB Status/Code; and		
2.070	Reporting and Payments	Completion/Accept Indicator.		

GENERAL CONDITIONS

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2.071	Reporting and Payments	Vendor shall provide a sample CDR (showing all raw fields available, including those specified above and additional fields) to demonstrate how Vendor shall meet the above requirements. Fields not included shall be considered exceptions. The sample CDR file shall be included as Vendor Exhibit 9 in Vendor's response as outlined in the (Proposal Order) .		
2.072	Reporting and Payments	Vendor shall provide a miscellaneous charges/fees report which shall include a breakdown of all charges and fees applied to (without limitation) ITS calls and accounts shared for other inmate communication services (i.e. VVS, Tablets) from the Facilities covered under the RFP and subsequent Agreement, including but not limited to:		
2.073	Reporting and Payments	Facility Identification Number;		
2.074	Reporting and Payments	Date;		
2.075	Reporting and Payments	Customer Identification Number;		
2.076	Reporting and Payments	To ANI;		
2.077	Reporting and Payments	Billed Account;		
2.078	Reporting and Payments	Transaction Type;		
2.079	Reporting and Payments	Bill Type		
2.080	Reporting and Payments	Fee Type;		
2.081	Reporting and Payments	Instance Type; and		
2.082	Reporting and Payments	Fee Amount.		
2.083	Reporting and Payments	Vendor shall provide a sample miscellaneous charges/fees report (showing all raw fields available, including those specified above and additional fields) to demonstrate how Vendor shall meet the above requirements. Fields not included shall be considered exceptions. The sample file shall be included as Exhibit 9 in Vendor's proposal response as outlined in the Proposal Order .		

GENERAL CONDITIONS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item.All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

2.084	Reporting and Payments	Revenue share payments, usage detail reports, or reports not containing the required fields, received by County after the date specified above are subject to liquidated damages as specified in Attachment 1 - Agreement Terms .		

GENERAL CONDITIONS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item.All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

SUBSECTION 2 - VVS REVENUE SHARE, PAYMENT AND REPORTING

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
2.001	VVS Reporting and Payments	VVS Gross Revenue consists of all compensation, earning, gain, income, generated revenue, payment, proceeds or receipts paid to or received by Vendor and in any way connected to the provision of video visitation service pursuant to this Agreement. Gross Revenue includes, by way of example and not limitation, the following: all costs, charges, and fees added to the total cost to visitors or inmates for the completion/scheduling of all remote video visitation sessions, or any other compensation received by Vendor for the completion of all remote video visitation sessions.		
2.002	VVS Reporting and Payments	Notwithstanding the foregoing, Gross Revenue does not include the following items:		
2.003	VVS Reporting and Payments	A "Free" video visitation session defined as a video visitation session not generating any revenue or compensation for Vendor. Approved video visitation sessions included on the free video visitation list shall not generate any revenue or compensation for Vendor and shall not be eligible for revenue share to County. Only those visitors or inmates designated by County to process free video visitation sessions shall be marked as "Free" in the VVS and designated as such in the VVS detail records. In the event Vendor collects any revenue or compensation, notwithstanding the source, from any third party related to a completed/scheduled video visitation session, such amounts shall be included in Gross Revenue and eligible for revenue share to County.		

GENERAL CONDITIONS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

2.004	VVS Reporting and Payments	Required regulatory charges and taxes that are intended to be paid by the visitor or inmate and then remitted 100% by the billing party to the appropriate governmental agency.		
2.005	VVS Reporting and Payments	If Vendor receives revenue or compensation, notwithstanding the source, from any third party related to a completed video visitation session between an inmate and a visitor, such revenue shall be included in Gross Revenue and revenue share shall be payable to County.		
2.006	VVS Reporting and Payments	Any additional fees to be charged to inmates or visitors for video visitation sessions from the Facilities must be approved by County prior to implementation. County and Vendor shall mutually agree on the method of revenue share due to County associated with the additional charges/fees.		
2.007	VVS Reporting and Payments	County shall notify Vendor of any unapproved fees and/or charges associated with the VVS of which County becomes aware. Unapproved fees and/or charges are subject to liquidated damages as specified in Attachment 1 - Agreement Terms .		
2.008	VVS Reporting and Payments	Should County and Vendor mutually agree that the charges/fees are to be discontinued, Vendor shall refund each visitor or inmate for the unapproved charges/fees from the date the charges/fees were implemented until the date the charges/fees were discontinued.		
2.009	VVS Reporting and Payments	A video visitation session is deemed complete and considered part of Gross Revenue (as described above), when the video visitation session is scheduled and a connection is made by both parties.		
2.010	VVS Reporting and Payments	Payments and reports for video visitation sessions are due to County on or before the 15th day of the month following the activity/session month.		

GENERAL CONDITIONS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

2.011	VVS Reporting and Payments	Vendor shall provide monthly video visitation detail records, in CSV format, which shall include a detailed breakdown of activity for all video visitation sessions, including but not limited to:		
2.012	VVS Reporting and Payments	Facility Name;		
2.013	VVS Reporting and Payments	Facility Identification Number/Site Identification Number;		
2.014	VVS Reporting and Payments	VVS Station Identifier;		
2.015	VVS Reporting and Payments	VVS Station Location Name;		
2.016	VVS Reporting and Payments	Onsite Video Visitation Sessions, Minutes (Per VVS Station);		
2.017	VVS Reporting and Payments	Free Video Visitation Sessions, Minutes (Per VVS Station);		
2.018	VVS Reporting and Payments	Facility to Facility Video Visitation Sessions, Minutes and Gross Revenue (Per VVS Station);		
2.019	VVS Reporting and Payments	Remote Video Visitation Sessions, Minutes and Gross Revenue (Per VVS Station);		
2.020	VVS Reporting and Payments	Revenue Share (Per VVS Station);		
2.021	VVS Reporting and Payments	Total Video Visitation Sessions, Minutes Gross Revenue; and		
2.022	VVS Reporting and Payments	Traffic Period and Dates.		
2.023	VVS Reporting and Payments	Vendor shall provide a sample video visitation detail record report (showing all raw fields available, including those specified above and any additional fields) to demonstrate how Vendor shall meet the above requirements. Fields not included shall be considered exceptions. The sample video visitation record report shall be included as Exhibit 9 in Vendor's proposal response as outlined in the Proposal Order .		

GENERAL CONDITIONS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item.All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

2.024	VVS Reporting and Payments	Revenue share payments, usage detail reports, or reports not containing the required fields, received by County after the date specified above are subject to liquidated damages as specified in Attachment 1 - Agreement Terms .		

GENERAL CONDITIONS

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SUBSECTION 3 - TABLET REVENUE SHARE, PAYMENT AND REPORTING

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
3.001	Tablet Reporting and Payments	Gross Revenue generated by and through the proposed Tablet solution consists of all compensation, earning, gain, income, generated revenue, payment, proceeds or receipts paid to or received by Vendor in any way connected to the provision of Tablets pursuant to the RFP. Gross Revenue includes, by way of example and not limitation, all of the following: all per minute fees, application charges, equipment costs and any additional fees/charges generated by the accessibility of Tablets and all additional fees charged to the end-user or inmate and any other compensation received by Vendor.		
3.002	Tablet Reporting and Payments	Vendor shall absorb all costs of providing Tablets including the provision of support, maintenance, necessary hardware, software, bandwidth, wiring, infrastructure, fee collection and accounting.		
3.003	Tablet Reporting and Payments	Notwithstanding the foregoing, Gross Revenue does not include the following items:		
3.004	Tablet Reporting and Payments	A "Free" transaction or application defined as a transaction or application not generating any revenue or compensation for Vendor. Approved Tablet transactions or applications shall not generate any revenue or compensation for Vendor and shall not be eligible for revenue share to County. Only those transactions or applications designated by County as "free" shall be marked as "Free" in the Tablet solution and designated as such in the Tablet detail records. In the event Vendor collects any revenue or compensation, notwithstanding the source, from any third party related to Tablet transactions or applications, such amounts shall be included in Gross Revenue and eligible for revenue share to County.		

GENERAL CONDITIONS

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3.005	Tablet Reporting and Payments	Required regulatory charges and taxes that are intended to be paid by the end-user or inmate and then remitted 100% by the billing party to the appropriate governmental agency.		
3.006	Tablet Reporting and Payments	If Vendor receives revenue or compensation, notwithstanding the source, from any third party related to Tablets, such revenue shall be included in Gross Revenue and Vendor shall pay a revenue share to County.		
3.007	Tablet Reporting and Payments	Any additional fees to be charged to end-users or inmates for the use of Tablets or Tablet applications at the Facilities must be approved by County prior to implementation. County and Vendor shall mutually agree on the method for revenue share due County associated with the additional charges/fees.		
3.008	Tablet Reporting and Payments	County shall notify Vendor of any unapproved additional fees and/or charges associated with the use of Tablets of which County becomes aware. The unapproved fees and/or charges are subject to liquidated damages as specified in Attachment 1 - Agreement Terms .		
3.009	Tablet Reporting and Payments	Should County and Vendor mutually agree that the charges/fees are to be discontinued, Vendor shall refund each end-user or inmate for the unapproved charges/fees from the date the charges/fees were implemented until the date the charges/fees were discontinued.		
3.010	Tablet Reporting and Payments	Should County and Vendor mutually agree that the charges/fees will remain, County and Vendor shall mutually agree on a method for compensation.		
3.011	Tablet Reporting and Payments	Payments and reports for Tablets are due to County on or before the 15th day of the month following the month of activity.		

GENERAL CONDITIONS				
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3.012	Tablet Reporting and Payments	Vendor shall provide monthly Tablet detail reports/records, CSV format, which shall include a detailed breakdown of the activity for all transaction types, including but not limited to, electronic messages, photos, attachments, videos, media, application usage, for each Tablet. Tablet detail records shall include, at a minimum, each of the following items for each Tablet and each transaction or application type:		
3.013	Tablet Reporting and Payments	Facility Name;		
3.014	Tablet Reporting and Payments	Facility Identification Number/Site Identification Number;		
3.015	Tablet Reporting and Payments	Facility Address, Street, City, State, and Zip;		
3.016	Tablet Reporting and Payments	Tablet Identifier (where applicable);		
3.017	Tablet Reporting and Payments	Number to Transactions for Each Transaction Type (Per Tablet);		
3.018	Tablet Reporting and Payments	Minutes of Usage for Each Application Type (Per Tablet);		
3.019	Tablet Reporting and Payments	Gross Revenue for Each Transaction / Application (Per Tablet);		
3.020	Tablet Reporting and Payments	Revenue Share Rate;		
3.021	Tablet Reporting and Payments	Total Revenue Share (Per Tablet);		
3.022	Tablet Reporting and Payments	Total Transactions/Applications, Minutes of Usage, Gross Revenue and Revenue Share; and		
3.023	Tablet Reporting and Payments	Traffic Period and Dates.		

GENERAL CONDITIONS

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SUBSECTION 5 - FREE LOBBY TELEPHONE				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
5.001	Free Lobby Telephone	Vendor shall furnish, install and maintain one (1) free public telephone in the lobby and/or processing area at the Facility(s). The free public telephone(s) shall be furnished, installed and maintained by Vendor at no cost to County, and set-up to allow Free local and intralata calls.		

SUBSECTION 6 - RATE REQUIREMENTS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
6.001	Rate Requirements	Vendor must agree to provide the required calling rates, video visitation rates, Tablet rates and all related fees specified in found in this Exhibit E, (Rates, Fees, and Revenue Share) and must be in compliance with California laws and applicable regulations.		
6.002	Rate Requirements	Before any new rate increases or decreases are implemented for any of the inmate communication services required in this RFP, Vendor must submit a written request to receive approval from County. County will respond in writing to Vendor’s request. Unapproved adjustments implemented without the prior written approval from County are subject to liquidated damages as specified in Attachment 1 - Agreement Terms .		

GENERAL CONDITIONS

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6.003	Rate Requirements	In the event Vendor increases the usage rates for any of the inmate communication services required in this RFP without the prior written approved of County, Vendor must issue refunds to all overcharged end-users, visitors or inmates within 5 business days; a list of the issued credits must be provided to County as documentation. County will not issue a refund of revenue share or cost recoupment for unapproved rate increases.		
6.004	Rate Requirements	Vendor will implement any rate adjustments for any and all inmate communication services requested by County within 10 calendar days of said request, subject to regulatory approval, as applicable.		
6.005	Rate Requirements	Vendor shall be capable of accommodating multiple rate structures to accommodate the types of inmates housed at the Facilities. Vendor shall be capable of assigning rates at the inmate, group of inmate telephones, visitation stations or Tablets and Facility levels.		
6.006	Rate Requirements	Vendor's ITS shall rate all calls to U.S. Territories including but not limited to: Puerto Rico, U.S. Virgin Islands, Guam, American Samoa and Saipan/Mariana Islands as Domestic International which shall mirror Interstate rates. Calls to all other countries shall be rated as International. The calling rates for Interstate/Domestic International and International are specified in this Exhibit E, (Rates, Fees, and Revenue Share).		

GENERAL CONDITIONS

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6.007	Rate Requirements	Vendor shall calculate the raw duration of each inmate telephone call, video visitation session and Tablet usage (if applicable) in seconds based on the time the call is accepted, video visitation session is completed or Tablet usage begins and the time the call, session or usage is terminated by the ITS, VVS or Tablets respectively. For calls, video visitation sessions or Tablet usage where the duration is at least 10 seconds, the duration, in seconds, shall be rounded up to the next whole minute increment and shall be converted from rounded seconds to minutes before the rates are applied.		
6.008	Rate Requirements	During the rating process, Vendor shall round the raw calculated amount to the nearest hundredth decimal place (up or down) using normal accounting practices.		

USER BILLING AND PAYMENTS

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SUBSECTION 1 - PRE-PAID & DEBIT APPLICATIONS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
1.001	Pre-Paid / Debit Application	The pre-paid and/or debit application shall allow for pre-payment for a specific end-user, visitor, telephone number or an inmate.		
1.002	Pre-Paid / Debit Application	County requires that Vendor issue refunds to end-users of any inmate communication services for any pre-paid funds remaining in any pre-paid account upon the end-user’s request whether the account is active or inactive. Should an account be deactivated by Vendor and the end-user requests to reactivate the account and utilize inmate communication services from inmates at the Facilities, the funds shall be made available to the end-user by Vendor. No fees shall be charged to the end-user for refunds or reactivation of funds associated with a pre-paid account.		
1.003	Pre-Paid / Debit Application	Should Vendor adjust the rates in order to complete a call, Vendor may incur liquidated damages as specified in Attachment 1 - Agreement Terms . County shall notify Vendor of any approved adjustments in the rates of which County becomes aware.		
1.004	Pre-Paid / Debit Application	Vendor shall not prevent the completion of a pre-paid collect call if the end-user’s pre-paid collect balance is less than the average cost of a call (regardless of call type) from the Facilities.		
1.005	Pre-Paid / Debit Application	The pre-paid and/or debit application shall be internal to Vendor’s ITS, VVS or Tablet.		
1.006	Pre-Paid / Debit Application	Vendor shall provide the inmate with the balance of the pre-paid or debit account at the time of the call or Tablet application.		
1.007	Pre-Paid / Debit Application	The ITS and VVS shall provide the called party with the balance of their pre-paid collect account at the time of the call or scheduling of a video visitation session, as applicable.		
1.008	Pre-Paid / Debit Application	The pre-paid and/or debit application shall allow international calls.		

USER BILLING AND PAYMENTS				
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1.009	Pre-Paid / Debit Application	Vendor shall be capable of configuring pre-paid cards for use outside of the Facilities.		
1.010	Pre-Paid / Debit Application	Vendor shall supply, at County's request, signage, brochures, flyers regarding the ITS, VVS and Tablets and/or Vendor's pre-paid and debit programs at no cost to County.		
SUBSECTION 2 - PAYMENTS FOR VIDEO VISITATION SYSTEM SESSIONS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
2.001	Payments for VVS Sessions	Vendor shall refund all visitation fees if the video visitation session is dropped due to Vendor related issues.		
2.002	Payments for VVS Sessions	Vendor shall provide an option for an itemized receipt for all transactions, charges and fees for all video visitation sessions.		
SUBSECTION 3 - TABLET CHARGES				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
3.001	Tablet Charges	To complete the reporting and revenue share process outlined in this Exhibit E, (General Conditions), Vendor shall, by the 15th day of the month following the traffic month, submit an inmate transaction fee invoice to County for payment by County. The invoice shall contain all transaction fees for Tablet applications and usage collected by County from the inmates for Tablet applications and usage associated with Vendor's Tablet solution at the Facilities for the previous calendar month. In no case shall County be independently responsible for payment of transaction fees not collected previously from inmates.		

USER BILLING AND PAYMENTS				
This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).				
SUBSECTION 4 - VENDOR RETENTION OF END-USER ACCOUNT INFORMATION				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
4.001	Vendor Retention of End-User Account Information	For the purpose of aiding in investigations Vendor must retain ITS, VVS, and Tablet account information pertaining to an end-user’s pre-paid collect, direct bill, and similar accounts for a period of 2 years after the expiration/termination of the Agreement. The information shall include, but not be limited to, the end-user’s billing name, address and telephone number.		
4.002	Vendor Retention of End-User Account Information	County shall have access to such account information upon request, to the extent permissible by law.		

CUSTOMER SERVICE

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SUBSECTION 1 - MAINTENANCE				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
1.001	Maintenance	Vendor shall respond to repair requests from County by arriving at the site promptly after reasonable notice has been given on a 24-hours a day, 7-days a week, 365-days a year basis.		
1.002	Maintenance	Repairs or replacement of nonworking or damaged equipment or software shall be started by a qualified technician within 4 hours following notification of a service request or system failure.		
1.003	Maintenance	Vendor must exhibit to County a best effort approach to the completion of the repairs or replacement during the first 24-hours following notification of a problem.		
1.004	Maintenance	County shall be notified of progress and/or delays in progress until the problems are resolved.		
1.005	Maintenance	Vendor shall notify County any time a technician (other than a designated onsite technician) will be dispatched to the Facilities and prior to the technician’s arrival.		
1.006	Maintenance	Vendor shall be responsible for resolving any reported repairs or replacements within 10 days following the date of notification of a service request or inmate communication service failure (“Cure Period”). Should Vendor fail to resolve the reported repair or replacement within the specified Cure Period, Vendor may be liable for liquidated damages as specified in Attachment 1 - Agreement Terms . Additionally, County may cancel the Agreement with Vendor if Vendor has not cured a service problem within the Cure Period.		
1.007	Maintenance	Each party shall report to the other party any misuse, destruction, damage, or vandalism. Vendor will assume liability for any and all such damages.		
1.008	Maintenance	All operation, maintenance and repair issues regarding the ITS, VVS or Tablet services shall be reported by Vendor to County promptly.		

CUSTOMER SERVICE

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1.009	Maintenance	Vendor shall provide County with ITS, VVS and Tablet technology software upgrades as they become available. All upgrades must be provided to County at no additional cost.		

SUBSECTION 2 - PREVENTATIVE MAINTENANCE				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
2.001	Preventative Maintenance	Vendor shall perform a full preventative maintenance inspection every other month (at a minimum) at each of the Facilities, or at any time as directed by County, to include, but not be limited to, the VVS, Tablets, and related equipment and all Vendor installed equipment for the services required. The preventative maintenance inspections shall be performed by a qualified technician and shall be at no cost to County.		
2.002	Preventative Maintenance	Vendor shall document the preventative maintenance process. Within 2 business days of each preventative maintenance inspection, Vendor shall provide County a log detailing the inspection of all offender communications and ancillary technology services related equipment, all repairs and/or replacements of nonworking or damaged equipment or software, and any other work performed. Vendor shall notify County any time a technician will be dispatched to the Facilities for preventative maintenance and prior to the technician's arrival. The repair log shall include, but not be limited to:		
2.003	Preventative Maintenance	Facility Name;		
2.004	Preventative Maintenance	Date of Preventative Maintenance Inspection;		
2.005	Preventative Maintenance	Type of Service (VVS, Tablets, etc.);		
2.006	Preventative Maintenance	Equipment Identifier (ID, Name or Location);		

CUSTOMER SERVICE

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

2.007	Preventative Maintenance	Vendor Ticket Number;		
2.008	Preventative Maintenance	Work Performed; and		
2.009	Preventative Maintenance	Resolution Date.		
2.010	Preventative Maintenance	Vendor agrees to repair and/or replace any damaged, malfunctioning or defective Tablets upon notification from County. County will not be liable for the cost to repair and/or replace Tablets supplied by Vendor for use by the inmates.		
2.011	Preventative Maintenance	County shall notify Vendor in a timely manner of any damaged, malfunctioning, or defective Tablets. Upon notification, Vendor shall be responsible for collecting the applicable Tablets (either through preventative maintenance inspections or by providing pre-paid return shipping labels) and replacement Tablets (if outside of surplus inventory) shall be sent to County via mail within 72 hours. County shall not be responsible for any costs associated with replacing the Tablets, including but not limited to, packaging, shipping, insurance.		
2.012	Preventative Maintenance	Any replacement Tablets provided to County shall be delivered, implemented and configured according to the same parameters and security configurations as other Tablets provided under this Agreement. Any replacement Tablets delivered to County without the proper parameters and security configurations shall be considered a deviation from the Tablet security processes and procedures identified in this Exhibit E, (Tablet Requirements) and Vendor may be liable for liquidated damages as described in the Attachment 1 - Agreement Terms		

GENERAL INSTALLATION REQUIREMENTS				
This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).				
SUBSECTION 1 - STANDARDS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
1.001	Standards	Inmate communication services are to be provided and shall comply with all applicable Federal Communication and/or Public Service Commission regulations relating to inmate communication services in correctional facilities.		
1.002	Standards	Vendor shall comply with all applicable laws, rules, regulations, and orders of any authorized agency, commission, unit of the federal government, or state, county, or municipal government.		
SUBSECTION 2 - IMPLEMENTATION				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
2.001	Implementation	In its response to this RFP, Vendor shall submit an implementation plan for all services including ITS, VVS, Tablets and required additional technologies. The implementation plans shall include an installation schedule for each Facility for each required technology.		
2.002	Implementation	Initial installations for the ITS must be completed within 30 days of the execution of the Agreement between County and the selected Vendor. Implementation plan(s) will become a part of the Agreement and must be followed. If the installation is not completed within the timeframe allowed in the agreed-upon implementation plan, Vendor may be liable for liquidated damages as specified in Attachment 1 - Agreement Terms .		
2.003	Implementation	Initial installations for the Tablets and VVS must be completed within 90 days of the execution of the Agreement between County and the selected Vendor. Implementation plan(s) will become a part of the Agreement and must be followed. If the installation is not completed within the timeframe allowed in the agreed-upon implementation plan, Vendor may be liable for liquidated damages as specified in Attachment 1 - Agreement Terms .		

GENERAL INSTALLATION REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

SUBSECTION 3 - INTEGRATION REQUIREMENTS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
3.001	Integration Requirements	All inmate communication systems provided by Vendor shall be capable of interfacing with the current commissary and JMS providers for the provision of the required services. The JMS and commissary contact information is provided in this Exhibit E, (Facility Specifications).		
3.002	Integration Requirements	It is Vendor's responsibility to contact the providers, establish a working business relationship and identify the requirements necessary to interface with the JMS and commissary to ensure Vendor must be able to meet the integration requirements listed below with the initial implementation.		
3.003	Integration Requirements	Vendor shall establish an interface with County's JMS to allow inmate IDs to be automatically transferred from the JMS to the ITS. If so required by County, Vendor shall have the capability to set up single-PIN interfacing, to allow inmates to use the same PIN for all inmate communication services, including but not limited to VVS and Tablets.		
3.004	Integration Requirements	Vendor shall establish an interface with County's commissary and/or JMS provider to allow inmates to transfer funds from their trust account for debit, remote video visitation sessions and Tablet services (inclusive of electronic messaging). The interface shall allow funds to be returned to the inmate's trust account. The interface shall be near/real time as directed by County.		
3.005	Integration Requirements	County shall not be responsible for paying any amount associated with the required interfaces.		

SUBSECTION 4 - TRANSITION REQUIREMENTS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT

GENERAL INSTALLATION REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

4.001	Transition Requirements	Upon expiration, termination, or cancellation of the Agreement, Vendor shall accept the direction of County to ensure all inmate communication services are smoothly transitioned. At a minimum, the following shall apply:		
4.002	Transition Requirements	After expiration, cancellation or termination of the Agreement, Vendor shall provide ongoing remote access to all CDRs, call and visitation recordings, video recordings, Tablet account history, messages, education credits, documentation, reporting, and any other data contained in any of the web-based applications and or inmate communication systems interfaces. Remote access to all systems shall be provided for a minimum of 2 years after the expiration, termination or cancellation of the Agreement. In the event Vendor is unable to provide remote access, Vendor shall supply 2 workstations which shall become property of County to meet this requirement. The provision of remote access or workstations shall be at no cost to County.		
4.003	Transition Requirements	Vendor shall discontinue providing service or accepting new assignments under the terms of the Agreement, on the date specified by County. Vendor agrees to continue providing all services in accordance with the terms and conditions, requirements and specifications of the Agreement for a period not to exceed 90 calendar days after the expiration, termination or cancellation date of the Agreement. Revenue share/cost recoupment payments will be due and payable by Vendor to County at the percentage provided in the Agreement until inmate communication services are no longer handled by Vendor.		
4.004	Transition Requirements	Vendor agrees to remove its equipment at the conclusion of the Agreement in a manner that will allow the reuse of wiring/cabling associated with all inmate communication services.		

SUBSECTION 5 - GENERAL INSTALLATION REQUIREMENTS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT

GENERAL INSTALLATION REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

5.001	General Installation Requirements	Vendor shall be responsible for all costs associated with the installation of the inmate communication services including but not limited to ITS, VVS, and Tablets which shall include but not be limited to, the necessary labor, parts, materials, transportation, purchase of equipment, wiring, new electrical circuits, cables, installation, service, maintenance, voice network and transmission, data network, and day-to-day operation to maintain all proposed system components in good working order and in compliance with the equipment manufacturer’s specifications.		
5.002	General Installation Requirements	Vendor shall install the quantity of inmate telephones, standard visitation telephones, video visitation stations, and Tablets detailed in this Exhibit E, (Facility Specifications).		
5.003	General Installation Requirements	Vendor may propose a different number of inmate telephones, video visitation stations and Tablets. County reserves the right to reject Vendor's alternate proposal and require Vendor to install the numbers of inmate telephones, video visitation stations and Tablets specified in this Exhibit E, (Facility Specifications).		
5.003	General Installation Requirements	Vendor shall provide County with the number of ITS Workstations indicated in this Exhibit E, (Facility Specifications). The Control Workstations shall work in real-time with the ITS, VVS, Tablets, and Kiosks to allow staff access to all communication services user applications for management, monitoring, and reporting tasks. The workstations shall each include a CD/DVD burner, two (2) flat screen monitors, speakers (built in or external), mouse, keyboard, data/audio burning software, laser printer and a licensed copy of Microsoft Office (or equivalent).		

GENERAL INSTALLATION REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

5.004	General Installation Requirements	Vendor shall provide the County the number of VVS Workstations specified in this Exhibit E, (Facility Specifications). The VVS Monitoring Workstations shall work in real-time with the ITS, VVS, Tablets, and Kiosks to allow staff access to all communication services user applications for management, monitoring, and reporting tasks. The workstation shall each include a CD/DVD burner, two (2) flat screen monitors, one (1) monitoring TV (forty-six inches (46") or greater), built in speakers, mouse, keyboard, data/audio burning software, laser printer and a licensed copy of Microsoft Office (or equivalent).		
5.004	General Installation Requirements	Vendor shall install a separate, dedicated network to accommodate all inmate communication services. Vendor’s inmate communication services shall not be configured to reside on or use County’s network.		
5.005	General Installation Requirements	Vendor shall install/mount all inmate communication services equipment in accordance with County’s requirements.		
5.006	General Installation Requirements	Use of existing conduit, raceways, cable, wiring, switches, circuits, and terminals within the Facilities is at the risk of Vendor. Exposed wiring is not permitted. Ownership of any wiring or conduit installed under the Agreement by Vendor becomes County’s property upon termination and/or expiration of the Agreement.		
5.007	General Installation Requirements	Vendor agrees that if any cabling work is required as part of any installation, all new cables shall be used and marked clearly and legibly at both ends, and meet all applicable wiring standards for commercial buildings and must be approved by the Facilities maintenance personnel.		

GENERAL INSTALLATION REQUIREMENTS

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5.008	General Installation Requirements	Vendor shall be responsible for installing all new wiring, cabling and network circuits at no cost to County to support the provision of the outlined inmate communication services at no cost to County.		
5.009	General Installation Requirements	Vendor agrees to obtain County’s written approval before making any physical changes to the Facilities, such as drilling into walls, floors, ceilings or any other portion of the Facilities. This includes existing, newly constructed and/or expanded Facilities.		
5.010	General Installation Requirements	Vendor shall provide, install, maintain, replace and upgrade adequate surge and lightening protection equipment to protect all lines, circuits and equipment used for the inmate communication services.		
5.011	General Installation Requirements	Vendor shall provide, install, maintain, replace and upgrade an Uninterruptible Power Supply (UPS) back-up power for the inmate communication services to ensure there is no loss of call, video or transaction processing and data storage in the event of a power failure.		
5.012	General Installation Requirements	A separate power supply shall not be required for the individual inmate communication services components (e.g. phones, VVS kiosks). A power source will be made available by County for the inmate communication services.		
5.013	General Installation Requirements	Installation of all cabling, telephones, video visitation stations, Tablets, and related equipment shall be accomplished during normal business hours at the Facilities or as otherwise specified by the Facilities.		
5.014	General Installation Requirements	Vendor shall provide a minimum of 3 hours of back-up power to the ITS, VVS and Tablets through an Uninterruptable Power Supply (UPS).		
5.015	General Installation Requirements	Vendor shall install, repair, and maintain all Vendor-provided equipment, including but not limited to, any wiring or cable work required from the demarcation throughout the Facilities. All Vendor-provided equipment, installation, maintenance, repair costs, and all costs or losses due to vandalism shall be the total responsibility of Vendor.		

GENERAL INSTALLATION REQUIREMENTS				
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5.016	General Installation Requirements	Vendor shall clean-up and remove all trash and packaging materials resulting from work performed. Unless otherwise specified by County, no equipment, inventory or spare parts shall be stored by Vendor at the Facilities.		
5.017	General Installation Requirements	Vendor shall correct any damage to County’s property caused by maintenance or installation associated with the inmate communication services, including repairs to walls and ceilings.		
5.018	General Installation Requirements	Vendor shall provide written documentation indicating that all circuits and network have been tested and all cables, pairs, fiber strands, blocks are legibly marked after the completion of each installation associated with the inmate communication services.		
5.019	General Installation Requirements	For the initial installation, Vendor will work with County and the incumbent inmate communication services provider to ensure an orderly transition of services, responsibilities and continuity of the services required by County.		
5.020	General Installation Requirements	Vendor will work with the incumbent inmate communication services provider to transfer inmate data, such as attorney phone numbers and all numbers flagged as privileged, private or do not record, from the incumbent's ITS to Vendor's ITS. As a result, if the data is improperly transferred or configured by Vendor and an attorney call/visitation session is recorded, Vendor may be liable for liquidated damages as specified in Attachment 1 - Agreement Terms.		
SUBSECTION 6 - SECURITY				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
6.001	Security	All Vendor employees shall obtain, at Vendor’s cost, the appropriate personnel background security clearance prior to arrival at the Facilities.		
6.002	Security	All Vendor employees will comply with County’s policies and procedures.		
6.003	Security	Entry to the Facilities is subject to the approval of Facility Administration.		

GENERAL INSTALLATION REQUIREMENTS

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SUBSECTION 7 - TRAINING				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
7.001	Training	Vendor shall provide onsite training for each inmate communication service to County’s staff. Additional training (onsite or via the web) shall be provided to new staff at no cost to County. Training manuals shall be provided to County’s staff at all training meetings and will become the property of County. At County's request, Vendor shall provide a downloadable version of all user manuals and training materials.		
7.002	Training	When requested by County, informational pamphlets shall be available to inmates and end-users and shall describe the applicable features and functionalities of each inmate communication service.		
7.003	Training	Vendor will also provide full documentation for all inmate communication services features and documentation for any and all added technology features that result from this RFP and Agreement.		

SUBSECTION 8 - UPGRADES AND PERFORMANCE PROCESS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
8.001	Upgrades and Performance Process	Vendor shall provide County with written notice, including detailed information, of any new service software upgrades or additional features to be added to either system, within 30 days of the introduction of the new software or features into the industry.		

GENERAL INSTALLATION REQUIREMENTS

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8.002	Upgrades and Performance Process	Vendor shall provide County with inmate communication services software upgrades as they become available. All upgrades must be within 1 release of the newest operating system and provided to County at no additional cost.		
8.003	Upgrades and Performance Process	Vendor shall adhere to the following performance process when upgrading the ITS, VVS and Tablet software, equipment, or performing any changes to either system at the Facilities. Any deviation from this process may result in liquidated damages incurred by Vendor as described in Attachment 1 - Agreement Terms .		
8.004	Upgrades and Performance Process	Vendor shall perform extensive testing on all system changes or upgrades to any of the inmate communication services, prior to introducing them to County. At a minimum, this shall include the following:		
8.005	Upgrades and Performance Process	Circuit/network testing;		
8.006	Upgrades and Performance Process	Configuration/setting preservation and integrations;		
8.007	Upgrades and Performance Process	ITS: call processing, debit/pre-paid availability, international calling and incoming/outgoing voicemail if applicable;		
8.008	Upgrades and Performance Process	VVS: video visitation session quality and scheduling application;		
8.009	Upgrades and Performance Process	Tablets: access to all transactions, applications and applicable purchase processes; and		
8.010	Upgrades and Performance Process	Access to all inmate communication service user applications.		
8.011	Upgrades and Performance Process	Vendor shall provide County with written details regarding any change to voice prompts, dialing or video visitation procedures or processes impacting inmates and end-users/visitors.		

GENERAL INSTALLATION REQUIREMENTS

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8.012	Upgrades and Performance Process	Vendor shall receive written permission from County, before scheduling or proceeding with any functionality changes to the inmate communication services at the Facilities, especially if the changes will cause an interruption in service.		

GENERAL INSTALLATION REQUIREMENTS

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8.013	Upgrades and Performance Process	County, at its option, shall have a minimum of 2 weeks to notify inmates at the Facilities of any inmate communication services changes that affect the inmates or end-users/visitors.		
8.014	Upgrades and Performance Process	Vendor shall work with the Facilities to schedule all changes and/or upgrades during a time when the inmate communication services are not being used regularly by the inmates. Vendor shall coordinate a convenient time and day with County to implement the changes or upgrades to avoid an interruption in service.		
8.015	Upgrades and Performance Process	At the request of County, Vendor shall coordinate the presence of a technician at the Facilities on the day of implementation to place test calls, video visitation session and Tablet transactions and ensure all inmate communication services are functioning properly.		
8.016	Upgrades and Performance Process	All said changes shall be made by Vendor at no cost to County.		

ITS REQUIREMENTS				
This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).				
SUBSECTION 1 - ITS SPECIFIC INSTALLATION REQUIREMENTS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
1.001	ITS Installation Requirements	All telephone equipment provided shall be fully operational at the time of the initial installation.		
1.002	ITS Installation Requirements	The telephone sets shall be suitable for a correctional environment, stainless steel, sturdy, non-coin, vandal and tamper resistant; the cord length for the inmate and visitation telephones is specified in this Exhibit E, (Facility Specifications).		
1.003	ITS Installation Requirements	Vendor shall install all new telephone equipment even if the selected Vendor is the incumbent inmate telephone service provider.		
1.004	ITS Installation Requirements	The telephones must not contain any exterior removable parts.		
1.005	ITS Installation Requirements	All telephone sets shall include volume control.		
1.006	ITS Installation Requirements	Vendor shall place placards containing dialing instructions in English, Spanish, Russian and Punjabi and Braille on each telephone. Placards shall be replaced each time an inmate telephone set is replaced.		
1.007	ITS Installation Requirements	If the installation of the additional telephones (inmate and visitation) is not completed within 30 days, Vendor may incur liquidated damages as described in Attachment 1 - Agreement Terms.		
1.008	ITS Installation Requirements	County requires the ITS be fully installed and configured over fiber connectivity and shall not require the use of copper.		
1.009	ITS Installation Requirements	Vendor shall comply with the Americans with Disabilities Act (ADA) requirements including, but not limited to, providing telephones which are accessible to persons in wheelchairs and providing devices that are compatible with Telephone Devices for the Deaf (TDD) and Video Relay Service (VRS).		
1.010	ITS Installation Requirements	Vendor and/or Vendor's ADA compatible devices shall meet the following requirements:		

ITS REQUIREMENTS

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1.011	ITS Installation Requirements	Vendor shall provide the number of TDD devices and mobile cart-mounted VRS units as specified in this Exhibit E, (Facility Specifications).		
1.012	ITS Installation Requirements	County requires VRS units installed/mounted on mobile rolling carts with extension cords;		
1.013	ITS Installation Requirements	In the event Vendors Tablets or VVS support VRS, Vendor shall provide access to VRS on both the standalone VRS units and on Tablets and/or VVS;		
1.014	ITS Installation Requirements	Vendor shall assume all costs and responsibility for providing data and installing data ports and/or wireless connectivity required to support the VRS units;		
1.015	ITS Installation Requirements	TDD units shall be compatible with the ITS and shall work on any inmate telephone at the Facilities. Vendor shall provide, at minimum, one (1) dedicated port in each of the pods at the Facility that can be configured for use with the TDD device and also used for standard inmate telephone calls. The County reserves the right to revise the port configuration on the phone(s) to add/remove compatibility with the TDD units at any time;		
1.016	ITS Installation Requirements	TDD calls shall be subject to call control configuration in the ITS and shall be recorded and monitored. At a minimum, each TDD call shall be converted to text and attached to the call recording within the ITS and shall be retrievable via the ITS user application;		
1.017	ITS Installation Requirements	At minimum, the video portion of VRS calls shall be recorded, stored, and available for playback via the ITS user application; and		
1.018	ITS Installation Requirements	TDD calls shall be processed through a speed dial to the California Relay Service, at no cost to the inmate or called party.		

ITS REQUIREMENTS				
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1.019	ITS Installation Requirements	At no cost to County, Vendor shall install additional telephones (inmate and visitation), monitoring and recording equipment as needed, within 30 days of request. This includes newly constructed or expanded buildings and Facilities. If Vendor fails to provide and install the additional visitation units within 30 days of County’s request, Vendor may be liable for liquidated damages as described in Attachment 1 - Agreement Terms .		
SUBSECTION 2 - ITS AND USER APPLICATION SPECIFICATIONS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
2.001	ITS and User Application Specifications	The ITS shall be capable of providing all operational features and system requirements applicable to all calls placed through the ITS, including local, long distance, international calling and onsite visitation sessions.		
2.002	ITS and User Application Specifications	The ITS shall be configured to process all or any combination of the following bill types, without limitation; direct-billed, free, pre-paid collect, pre-paid card, debit and/or speed dial.		
2.003	ITS and User Application Specifications	Vendor shall provide a sufficient number of bandwidth ensure inmates are allowed to place calls 99.9% of the time. County reserves the right to require Vendor to revise its configuration to County's reasonable satisfaction to resolve any inmate complaints of reception degradation or unavailable service which arise as a result of Vendor's ITS configuration. Such changes shall be completed by Vendor at no cost to County.		
2.004	ITS and User Application Specifications	At County's request, Vendor shall provide a report documenting the completion ratio on a monthly basis or other frequency designated by County.		
2.005	ITS and User Application Specifications	The reception quality shall meet telecommunication industry standards and shall be at least equal to the quality available to the general public. Vendor shall accept County’s reasonable decision regarding whether the reception quality is acceptable.		

ITS REQUIREMENTS				
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2.006	ITS and User Application Specifications	Call acceptance by the called party shall be accomplished for all calls through Dual-Tone Multi-Frequency (DTMF) confirmation (“positive acceptance”). Voice recognition is not an acceptable method for positive acceptance.		
2.007	ITS and User Application Specifications	The ITS shall be capable of recognizing and distinguishing standard or irregular busy signals, standard or irregular ringing signals, answering machines, voicemail, cellular telephones, ring-back tones, chain dialing.		
2.008	ITS and User Application Specifications	The ITS shall be configured to monitor the switch hook on the telephone sets. If the switch hook is pushed down or moved from its idle position, the call must be disconnected immediately and the call prompts must come on to prevent fraud or unauthorized dialing. Vendor must assume all responsibility for fraud or unauthorized dialing occurring as a result of the ITS failing to meet this requirement.		
2.009	ITS and User Application Specifications	With each call, the ITS must provide an automated message to advise the called party that:		
2.010	ITS and User Application Specifications	That the call is coming from a correctional facility.		
2.011	ITS and User Application Specifications	The call is coming from a specific inmate.		
2.012	ITS and User Application Specifications	The call may be monitored and recorded.		
2.013	ITS and User Application Specifications	With each call, the ITS shall clearly identify the type of call being placed to the called party: direct-billed, pre-paid, free. This recording must be free of any charges.		
2.014	ITS and User Application Specifications	The ITS shall be able to accommodate any of the following options for recording and playback of an inmate’s name to the called party:		
2.015	ITS and User Application Specifications	The inmate may record a name each time a call is placed. County requires no more than 2 seconds be allowed for the inmate to record a name; this setting shall be configurable in the ITS;		

ITS REQUIREMENTS

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2.016	ITS and User Application Specifications	The inmate may record a name only once (with the first call attempted); the recorded name will be stored in the ITS and shall be played back with all subsequent call attempts. County requires no more than 2 seconds be allowed for the inmate to record a name; this setting shall be configurable in the ITS; or		
2.017	ITS and User Application Specifications	No name is recorded. If County selects this option, the announcement to the called party should not include silence or an interruption where the name recording would normally be included.		
2.018	ITS and User Application Specifications	For calls that are not completed, the ITS shall play a recorded message to the inmate detailing why the call was not completed. County reserves the right to request Vendor to modify/revise the recordings at any time during the Agreement at no cost to County and within 30 days of the request.		
2.019	ITS and User Application Specifications	Following the dialing sequence, Vendor's ITS shall be configured to:		
2.020	ITS and User Application Specifications	Allow inmates to remain muted while still being able to hear the call progress (ex: ringing on the line, voicemail pick-up).		
2.021	ITS and User Application Specifications	In no event shall the inmate be allowed to communicate with the called party until the call is positively accepted.		
2.022	ITS and User Application Specifications	Vendor shall provide County and its Designated Agent with remote access to its web-based ITS user application from any internet-connected device at no cost to County. The provision of remote access shall allow County and its authorized users the same features and functionalities, permitted by the user’s access level, that are available on a Vendor-provided workstation.		
2.023	ITS and User Application Specifications	The ITS user application shall allow the following search criteria and filters (without limitation) to be applied to the CDR queries. Vendor shall indicate any of the search criteria which are not currently available:		
2.024	ITS and User Application Specifications	Inmate Name (First, Last);		
2.025	ITS and User Application Specifications	Inmate Personal Identification Number;		

ITS REQUIREMENTS				
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2.026	ITS and User Application Specifications	Record Identifier;		
2.027	ITS and User Application Specifications	Date Range (Start Date/Time and End Date/Tim);		
2.028	ITS and User Application Specifications	Facility;		
2.029	ITS and User Application Specifications	Called Number;		
2.030	ITS and User Application Specifications	Originating Number;		
2.031	ITS and User Application Specifications	Station Name;		
2.032	ITS and User Application Specifications	Call Type;		
2.033	ITS and User Application Specifications	Bill Type;		
2.034	ITS and User Application Specifications	Duration;		
2.035	ITS and User Application Specifications	Call Amount;		
2.036	ITS and User Application Specifications	Flagged Calls;		
2.037	ITS and User Application Specifications	Monitored Calls;		
2.038	ITS and User Application Specifications	Recording Type;		
2.039	ITS and User Application Specifications	Completion Type;		
2.040	ITS and User Application Specifications	Termination Type;		

ITS REQUIREMENTS				
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2.041	ITS and User Application Specifications	Validation Result;		
2.042	ITS and User Application Specifications	Pre-Paid Card Number;		
2.043	ITS and User Application Specifications	Phone Group(s);		
2.044	ITS and User Application Specifications	Visitation Phone(s); and		
2.045	ITS and User Application Specifications	Custom Search.		
2.046	ITS and User Application Specifications	The ITS user application shall allow CDR query results to be exported in a format selected by County (.csv, PDF, Microsoft Excel 2016 or greater). Vendor shall indicate which reports are not currently available. Vendor shall include screen shots of the application to demonstrate this feature. Screen shots shall be included as Exhibit 9 in Vendor's proposal response as outlined in the (Proposal Order) .		
2.047	ITS and User Application Specifications	At a minimum, the ITS user application shall be equipped to generate the following standard reports in addition to the CDRs:		
2.048	ITS and User Application Specifications	Call Statistics by Date Range;		
2.049	ITS and User Application Specifications	Frequently Called Numbers;		
2.050	ITS and User Application Specifications	Frequently Used Personal Identification Numbers;		
2.051	ITS and User Application Specifications	Commonly Called Number;		
2.052	ITS and User Application Specifications	Call Detail Report;		
2.053	ITS and User Application Specifications	Gross Revenue Report by Date Range;		
2.054	ITS and User Application Specifications	Facility Totals and Statistics;		

ITS REQUIREMENTS

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2.055	ITS and User Application Specifications	Called Party/Number Accepting Report;		
2.056	ITS and User Application Specifications	Fraud/Velocity Report;		
2.057	ITS and User Application Specifications	Total Calls;		
2.058	ITS and User Application Specifications	Personal Allowable Numbers (PAN) Report;		
2.059	ITS and User Application Specifications	Pre-Paid Card Report;		
2.060	ITS and User Application Specifications	Debit Usage Report;		
2.061	ITS and User Application Specifications	Debit Balance and Funding Report;		
2.062	ITS and User Application Specifications	Pre-Paid Card Balance Report;		
2.063	ITS and User Application Specifications	Bill and Call Type Distribution;		
2.064	ITS and User Application Specifications	Phone Usage;		
2.065	ITS and User Application Specifications	Reverse Look-Up;		

ITS REQUIREMENTS

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2.066	ITS and User Application Specifications	User Audit Trail ; and		
2.067	ITS and User Application Specifications	Voice Verification.		
2.068	ITS and User Application Specifications	The ITS user application shall allow County to export the reports in a format selected by County (.csv, PDF, Microsoft Excel 2016 or greater). Vendor shall include screen shots of the application to demonstrate the export feature. Screen shots shall be included as Exhibit 9 in Vendor's proposal response as outlined in the (Proposal Order) .		
2.069	ITS and User Application Specifications	Vendor shall provide County with the capability to search, query and export end-user pre-paid account information for investigative purposes. County shall be capable of validating account holder status, number of pre-paid deposits and associated amounts, generating reports identifying, at a minimum, associated telephone numbers, method of payment, inmates from which calls are accepted, the number of completed calls with an associated date and time, any pre-paid funding fees and other applied charges and taxes.		
2.070	ITS and User Application Specifications	The ITS shall have the capability to customize reports in a form mutually agreed upon by County and Vendor.		
2.071	ITS and User Application Specifications	Vendor’s ITS user application shall at a minimum allow:		
2.072	ITS and User Application Specifications	Report generation to include the reports listed above;		
2.073	ITS and User Application Specifications	The creation, modification and deactivation of user accounts;		
2.074	ITS and User Application Specifications	The creation, modification and deactivation of inmate accounts;		
2.075	ITS and User Application Specifications	The creation and modification of telephone numbers in the ITS including entry of free and privileged telephone numbers without the assistance of Vendor;		
2.076	ITS and User Application Specifications	Assignment of inmates or an inmate type to an agency, inmate telephone or a group of inmate telephones;		

ITS REQUIREMENTS

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2.077	ITS and User Application Specifications	Locating and accessing a specific recording by utilizing a unique recording/call identifier;		
2.078	ITS and User Application Specifications	Block/unblock telephone numbers without the assistance of Vendor;		
2.079	ITS and User Application Specifications	Set-up and/or change the call duration specific to individual housing location(s) or telephone group(s) or by facility.		
2.080	ITS and User Application Specifications	Configure an alert that will detect and prohibit a call made to a restricted number, a call using a restricted Personal Identification Number, or a call made from a restricted telephone;		
2.081	ITS and User Application Specifications	Program a specific speed dial code to selected telephone numbers as determined by County and at no cost to County and without the assistance of Vendor; and		
2.082	ITS and User Application Specifications	Query the CDRs for inmate activities and calling patterns, including the provision of reverse look-up at no cost to County. The reverse look-up feature shall include, at a minimum, the end-user's name and billing address for all direct-billed and pre-paid calls.		
2.083	ITS and User Application Specifications	The ITS shall have the capability to allow County to create, view and track service tickets associated with the ITS or Facilities.		
2.084	ITS and User Application Specifications	Vendor shall ensure continuous diagnostics and supervision for call processing and call recording. Vendor shall be capable of performing remote diagnostics to the ITS to determine if a problem exists with the telephone, station port, channel, line.		
2.085	ITS and User Application Specifications	The ITS must offer the called party an option to receive a rate quote during the call acceptance process.		
2.086	ITS and User Application Specifications	The ITS shall be able to accommodate pro-bono calls to consulates for all countries which may be required for ICE detainees. This option, when requested by County, shall be provided at no cost to County. Vendor shall accept County’s direction for how pro bono calling services are configured via the ITS.		

ITS REQUIREMENTS				
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2.087	ITS and User Application Specifications	Vendor shall be able to establish an informant line at no cost to County. Calls to the informant line shall be free and shall be routed via the ITS to a destination designated by County. Vendor shall accept County’s direction for how the informant line is configured through the ITS.		
2.088	ITS and User Application Specifications	Vendor shall work with County to implement a reporting line which complies with the Prison Rape Elimination Act (PREA) of 2003. Vendor shall accept County’s direction for how the informant line is configured through the ITS. At a minimum, Vendor shall:		
2.089	ITS and User Application Specifications	Route free calls via the ITS to a destination provided and designated by County which may be the same as that used for County informant line.		
2.090	ITS and User Application Specifications	At no cost to County, provide a telephone line to County dedicated for PREA calls to which the calls will be routed as free.		
2.091	ITS and User Application Specifications	Vendor shall have the capability to allow County to maintain the same telephone number currently in place at all Facilities and/or utilize any telephone number specified by County.		
2.092	ITS and User Application Specifications	In the event of a natural disaster or similar event (i.e. COVID-19), as deemed necessary by County, County may require Vendor to provide x-number of free calls. The calls shall be free to the inmate, end-user and County and shall be for a period determined by County. In the event County requests free calls, the parties shall evaluate the impact to the Gross Revenue, if any. All requests for written transactions shall be documented in writing and approved by County.		
SUBSECTION 3 - ITS SECURITY FEATURES				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
3.001	ITS Security Features	The ITS shall prohibit:		
3.002	ITS Security Features	Direct-dialed calls of any type;		
3.003	ITS Security Features	Access to a live operator for any type of calls;		
3.004	ITS Security Features	Access to “411” information services;		

ITS REQUIREMENTS

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3.005	ITS Security Features	Access to 800, 866, 888, 877, 900, 911, and any other 800 or 900 type services; and		
3.006	ITS Security Features	Access to multiple long distance carriers via 950, 800 and 10 10-XXX numbers.		
3.007	ITS Security Features	The ITS shall prevent call collision or conference calling among telephone stations.		
3.008	ITS Security Features	The ITS shall include security configurations to prevent fraud relative to automated phone trees (e.g. inmates pressing digits and getting to a live operator).		
3.009	ITS Security Features	The ITS shall be able to shut down and/or disable an individual telephone or telephone group(s) quickly and selectively without affecting other telephones or telephone group(s). County must be able to shut down the ITS via a workstation, the ITS user application and/or by cut-off switches at several locations including, but not limited to:		
3.010	ITS Security Features	At demarcation location;		
3.011	ITS Security Features	Central control; and		
3.012	ITS Security Features	By select housing units.		
3.013	ITS Security Features	The ITS shall not accept any incoming calls. Vendor shall work with the LEC to ensure such control.		
3.014	ITS Security Features	The ITS, upon detection of a three-way call, forwarded call, conference call shall be able to flag and/or terminate the call immediately. These calls shall be flagged in the CDRs as such.		
3.015	ITS Security Features	The ITS shall allow the called party to block their telephone number during the call acceptance process.		
3.016	ITS Security Features	As specified by County, the ITS shall have the capability to allow calls to specific numbers at specified times during the day.		
3.017	ITS Security Features	The ITS shall be capable of limiting the length of a call, providing service at specified times of the day and allowing a maximum number of minutes or seconds per inmate, per month. The current call time limit for the Facilities is specified in this Exhibit E (Facility Specifications).		

ITS REQUIREMENTS

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SUBSECTION 4 - PERSONAL IDENTIFICATION NUMBER APPLICATION

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
4.001	Personal Identification Number Application	The Personal Identification Number (PIN) application shall work with the ITS allowing inmates to use PINs to complete calls via the ITS and include all of the following features and functionalities:		
4.002	Personal Identification Number Application	The capability to provide direct-billed, pre-paid and debit, free and speed dial calling utilizing a PIN;		
4.003	Personal Identification Number Application	The capability to automatically transfer inmate PINs from the ITS to the VVS or Tablets;		
4.004	Personal Identification Number Application	The capability to receive, accept and apply alphanumeric characters in an inmate’s ID;		
4.005	Personal Identification Number Application	The ITS shall be capable of accepting a bulk data import of existing PIN information from the incumbent Vendor; and		
4.006	Personal Identification Number Application	The ITS shall be capable of accepting a manually entered PIN.		
4.007	Personal Identification Number Application	Vendor's ITS shall have the capability to interface with the County's JMS (current or future) to allow for inmate IDs to be automatically transferred to the ITS. The JMS contact information is provided in this Exhibit E, (Facility Specifications). It is the Vendor’s responsibility to contact the JMS providers, establish a working business relationship and identify the requirements necessary to interface with the JMS in order to meet the PIN requirements listed below with the initial implementation. The County shall not be responsible for paying any amount associated with the required interface.		
4.008	Personal Identification Number Application	Vendor shall accommodate the County's requirement for the ITS to generate and store a 10-digit inmate PIN using the following method:		

ITS REQUIREMENTS				
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4.009	Personal Identification Number Application	JMS generates and sends to the ITS the inmate ID. The ITS stores the inmate ID and generates an additional unique identifier. The combination of the 8-digit inmate ID and 4-digit unique identifier will make up the full 12-digit PIN.		
4.010	Personal Identification Number Application	The interface between the JMS and ITS shall 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).		
4.011	Personal Identification Number Application	PINs shall not be required for booking/intake phone(s). Inmates may make free local calls from booking phones.		
4.012	Personal Identification Number Application	Once a PIN has been activated in the ITS, the inmate shall only be allowed to place calls from a designated Facility or group of inmate telephones located at the Facility .		
4.013	Personal Identification Number Application	When an individual PIN is added or modified in the system, the ITS shall document the date/time and the user or system making the change.		
SUBSECTION 5 - PERSONAL ALLOWED NUMBER LISTS (PANs)				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
5.001	PANs	The ITS shall have the capability to store a list of Personal Allowed Numbers (PAN) associated with each PIN.		
5.002	PANs	The ITS shall allow authorized users to set a universal quantity of PANs at the inmate level or override the default quantity of PANs for an inmate.		
5.003	PANs	The quantity of approved telephone numbers within a PAN shall be configurable.		
5.004	PANs	PANs shall allow authorized users to set a universal quantity of approved telephone numbers for each PIN.		

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5.005	PANs	The ITS shall have the capability to track PAN changes based on a frequency required by County. The ITS shall have the capability to notify the user if a PAN change is requested to be made outside of the allowed timeframe (e.g. every 90 days).		
5.006	PANs	The proposed ITS shall document all updates, modifications and/or details for a PAN (e.g. user name, modification made, time/date stamp).		
5.007	PANs	ITS shall be capable of storing the following information (at a minimum) for each telephone number on the PAN; telephone number, called party name, address and relationship to inmate.		
5.008	PANs	The PAN application shall include an auto-enroll feature to avoid manual entry of PANs.		
SUBSECTION 6 - MONITORING, RECORDING AND RECORDS REQUIREMENTS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
6.001	Monitoring, Recording & Records	The ITS shall be capable of monitoring and recording all inmate calls and visitation sessions from any telephone within the Facilities unless there are restrictions that prohibit the recording and monitoring of certain calls and visitation sessions such as attorney-client privilege.		
6.002	Monitoring, Recording & Records	The ITS shall be able to exclude all restricted or privileged calls and visitation sessions and clearly designate non-recorded calls/visitation session within the ITS user application.		
6.003	Monitoring, Recording & Records	Should a phone call to a restricted or privileged attorney number be recorded, Vendor may be liable for liquidated damages as specified in Attachment 1 - Agreement Terms . This applies to all restricted or privileged numbers entered into Vendor's system by bulk upload or transfer from the incumbent's system as well as any attorney number entered by a Vendor employed administrator.		

ITS REQUIREMENTS

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6.004	Monitoring, Recording & Records	Should the recording be caused by a ITS system failure, Vendor may be liable for liquidated damages as specified in Attachment 1 - Agreement Terms .		
6.005	Monitoring, Recording & Records	The ITS shall allow authorized users to listen in on recorded calls/visitation sessions as they are in progress (i.e. live monitoring) via the ITS user application.		
6.006	Monitoring, Recording & Records	The ITS shall be capable of recording calls/visitation sessions in a manner allowing designated users to isolate the inmate or the end-user side of the recording for playback.		
6.007	Monitoring, Recording & Records	The ITS shall provide simultaneous playback and continuous recording of calls and visitation sessions.		
6.008	Monitoring, Recording & Records	The live monitoring feature shall display a list of calls in progress to allow County to scan through all calls in progress or to listen to a specific call. At minimum the default view shall sort calls in chronological order. Private calls, such as attorney calls, shall be indicated as such in the display window. For the purpose of call monitoring, County prefers that the ITS display the fields below. Vendor shall indicate any display fields not currently available.		
6.009	Monitoring, Recording & Records	Call Start Time;		
6.010	Monitoring, Recording & Records	Facility;		
6.011	Monitoring, Recording & Records	Phone Location Name;		
6.012	Monitoring, Recording & Records	Inmate Name;		
6.013	Monitoring, Recording & Records	Inmate PIN;		
6.014	Monitoring, Recording & Records	Called Number;		

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6.015	Monitoring, Recording & Records	Private/Attorney Call;		
6.016	Monitoring, Recording & Records	Called City, State;		
6.017	Monitoring, Recording & Records	Call Type;		
6.018	Monitoring, Recording & Records	Bill Type;		
6.019	Monitoring, Recording & Records	Cost;		
6.020	Monitoring, Recording & Records	Call Status;		
6.021	Monitoring, Recording & Records	Alert; and		
6.022	Monitoring, Recording & Records	Duration.		
6.023	Monitoring, Recording & Records	All CDRs, including all attempted and completed calls, shall be stored online for the life of the Agreement. A copy of all CDRs shall be stored by Vendor for a minimum period of 5 years following the expiration or termination of the Agreement and any renewal terms.		
6.024	Monitoring, Recording & Records	All call recordings and visitation sessions shall be stored online for the life of the Agreement. A copy of all recordings shall be stored by Vendor for a period of 2 years following the expiration or termination of the Agreement and any renewal terms.		
6.025	Monitoring, Recording & Records	Vendor shall be responsible for supplying all storage media (CDs/DVDs, USB drives) at no cost to County throughout the life of the Agreement and any renewal terms.		
6.026	Monitoring, Recording & Records	For the term of the Agreement, County shall have access to all CDRs and call recordings from all workstations and remote access devices, as permitted by the user’s access level.		

ITS REQUIREMENTS				
This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).				
6.027	Monitoring, Recording & Records	The ITS shall be capable of providing alerts for certain calling events and, at a minimum, allow designated users to receive or be forwarded a live call/visitation session to a specified destination.		
6.028	Monitoring, Recording & Records	The ITS user application shall copy/export recordings with no loss in quality and shall be capable of placing an audio and visual date/time stamp with the recording.		
6.029	Monitoring, Recording & Records	The ITS shall be capable of emailing and copying recorded calls and visitation sessions onto a CD/DVD or other storage medium in audio or MP3/data format with tamper free capabilities.		
6.030	Monitoring, Recording & Records	The copying/burning application shall be internal to the ITS .		
SUBSECTION 8 - INTERNAL VOICEMAIL MESSAGING				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
8.001	Internal Voicemail Messaging	In addition, Vendor shall provide internal voicemail to allow inmates to leave messages for County staff and for County staff to return a voicemail or send a voicemail message to an inmate, group of inmates or the entire Facility. There shall be no charge to County or the inmates for internal messaging. Internal messaging from inmates to staff or staff to inmates includes:		
8.002	Internal Voicemail Messaging	Inmate Grievances;		
8.003	Internal Voicemail Messaging	Medical/dental requests;		
8.004	Internal Voicemail Messaging	Telephone issues/complaints; or		
8.005	Internal Voicemail Messaging	Facility announcements/notices; or		
8.006	Internal Voicemail Messaging	Or any other use as determined by County (i.e. haircuts, rate changes).		
8.007	Internal Voicemail Messaging	Fees and revenue share for inbound and outbound voicemail messaging are specified in this Exhibit E, (Rates, Fees, and Revenue Share).		

ITS REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

8.008	Internal Voicemail Messaging	The ITS shall record and store all voicemail messages in the ITS. All recordings shall be maintained as described in this Exhibit E, (ITS Requirements). Voicemail messaging shall preserve the call controls configured in the ITS.		

VVS REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

SUBSECTION 1 - VVS SPECIFIC INSTALLATION REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
1.001	VVS Installation Requirements	VVS stations shall be suitable for a correctional environment, stainless steel, sturdy, vandal and tamper resistant with a shatter proof screen. VVS stations shall include the cord length requirements as those for telephone sets as described in this Exhibit E, (Facility Specifications). VVS stations shall:		
1.002	VVS Installation Requirements	The VVS stations shall not include any removable parts.		
1.003	VVS Installation Requirements	The VVS stations shall include volume control.		
1.004	VVS Installation Requirements	Vendor shall install all new VVS equipment even if the selected Vendor is the incumbent Vendor.		
1.005	VVS Installation Requirements	VVS stations shall include picture-in-picture viewing.		
1.006	VVS Installation Requirements	Upon installation of the VVS, Vendor will be responsible for providing all labor, equipment, supplies, materials, software, configuration (hardware, software, networking and bandwidth), documentation, testing and training necessary for the completion of the installation.		
1.007	VVS Installation Requirements	The VVS must provide high-quality audio and video while meeting the industry quality standards.		
1.008	VVS Installation Requirements	Upon completion of the initial installation and any ongoing installations, Vendor shall provide County with a list of inmate and visitor video visitation stations, specifications, and location of		
1.009	VVS Installation Requirements	Vendor shall place placards containing video visitation use instructions in English, Spanish, Russian and Punjabi on or near each station. Placards shall be replaced each time a VVS station is replaced.		
1.010	VVS Installation Requirements	Video visitation rate use flyers and/or additional video visitation related information shall be provided by Vendor upon County’s request and at no cost.		

VVS REQUIREMENTS				
This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).				
1.011	VVS Installation Requirements	County requires that the VVS be able to support multiple simultaneous VVS sessions with no loss of audio or video quality. If the quality of the simultaneous VVS sessions is not at an acceptable level for the number of users, and the issue is persistent (occurring 5 or more times a week for 2 weeks), then County will notify Vendor who will be required to increase the bandwidth within 10 days of notification. Should Vendor fail to resolve the service quality issues within the specified Cure Period, Vendor may be liable for liquidated damages as specified in Attachment 1 - Agreement Terms . Additionally, County may cancel the Agreement with Vendor if Vendor has not cured a service problem within the Cure Period.		
1.012	VVS Installation Requirements	In the event of a natural disaster or similar event (i.e. COVID-19), as deemed necessary by County, County may require Vendor to provide x-number of free video visitation sessions. The sessions shall be free to the inmate, end-user and County and shall be for a period determined by County. In the event County requests free sessions, the parties shall evaluate the impact to the Gross Revenue, if any. All requests for written transactions shall be documented in writing and approved by County.		
1.013	VVS Installation Requirements	At no cost to County, Vendor shall install additional VVS stations (inmate and visitation), including monitoring and recording equipment as needed, within 30 days of request. This includes newly constructed or expanded Facilities. If Vendor fails to provide and install the additional visitation units within 30 days Vendor may be liable for liquidated damages as described in Attachment 1 - Agreement Terms .		
SUBSECTION 2 - VIDEO VISITATION SERVICE				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT

VVS REQUIREMENTS				
This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).				
2.001	Video Visitation Service	The VVS shall consist of hardware, firmware and software designed to enable County to initiate, monitor, record, and retrieve video visitation sessions.		
2.002	Video Visitation Service	The proposed VVS shall provide all operational features and system requirements applicable to all video visitation sessions placed through the VVS including inmate to general public, inmate to court, and inmate to attorney video visitation sessions.		
2.003	Video Visitation Service	County requires the VVS to complete onsite video visitation sessions at no cost to the general public or inmate.		
2.004	Video Visitation Service	Vendor shall provide internet test capability to remote video visitors.		
2.005	Video Visitation Service	The VVS must be able to shut down and/or disable an individual video visitation station or group of video visitation stations quickly and selectively without affecting other video visitation stations.		
2.006	Video Visitation Service	The VVS shall be capable of differentiating onsite and remote video visitation sessions. Further, the VVS shall be capable of limiting the length of a video visitation session providing service at certain times of the day/week/month and allowing a maximum number of video visitation sessions per inmate per week or month.		
2.007	Video Visitation Service	Vendor shall provide County and its Designated Agent with remote access to its web-based VVS user application from any internet-connected device at no cost to County. The provision of remote access shall allow County and its authorized users the same features and functionalities, as permitted by the user’s access level, that are available on a Vendor-provided workstation.		
2.008	Video Visitation Service	The VVS must provide a countdown clock timer on the inmate's video visitation station as well as the visitor's screen for both onsite and remote visits.		
SUBSECTION 3 - VVS REGISTRATION AND SCHEDULING				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT

VVS REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

3.001	VVS Registration and Scheduling	The VVS shall include a web-based scheduling application allowing visitors (public and professional) to register, schedule, fund and/or cancel standard and video visitation sessions using an internet browser and internet connection.		
3.002	VVS Registration and Scheduling	The VVS shall allow authorized users at the Facility to approve visitors before video visitation sessions can be scheduled; the VVS shall only allow the scheduling of sessions for approved visitors.		
3.003	VVS Registration and Scheduling	The VVS shall have the capability to allow smart phone scheduling.		
3.004	VVS Registration and Scheduling	The VVS shall allow visitors to log in using a unique visitor ID or an email address and password.		
3.005	VVS Registration and Scheduling	The VVS shall be capable of requiring the general public to acknowledge and agree to the terms and conditions associated with County’s visitation policies as part of the registration process and with each scheduled visitation session.		
3.006	VVS Registration and Scheduling	At a minimum, the VVS shall obtain and store the following information for the visitor as part of the registration process:		
3.007	VVS Registration and Scheduling	First Name;		
3.008	VVS Registration and Scheduling	Last Name;		
3.009	VVS Registration and Scheduling	Email;		
3.010	VVS Registration and Scheduling	Telephone Number / Cell Phone;		
3.011	VVS Registration and Scheduling	Username; and		
3.012	VVS Registration and Scheduling	Password.		

VVS REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

3.013	VVS Registration and Scheduling	At a minimum, the VVS shall obtain and store the following information for the visitor as part of the scheduling process:		
3.014	VVS Registration and Scheduling	First Name;		
3.015	VVS Registration and Scheduling	Middle Name;		
3.016	VVS Registration and Scheduling	Last Name;		
3.017	VVS Registration and Scheduling	Credit Card;		
3.018	VVS Registration and Scheduling	Email;		
3.019	VVS Registration and Scheduling	Physical Address (Street Address, City, State, Zip);		
3.020	VVS Registration and Scheduling	Telephone Number;		
3.021	VVS Registration and Scheduling	Identification Type;		
3.022	VVS Registration and Scheduling	ID Number;		
3.023	VVS Registration and Scheduling	Username; and		
3.024	VVS Registration and Scheduling	Password.		
3.025	VVS Registration and Scheduling	The VVS shall have the capability to track all inmate housing unit assignments, movements, and releases. The VVS shall automatically cancel all sessions associated with an inmate if the inmate gets released.		
3.026	VVS Registration and Scheduling	The VVS shall be capable of sending the general public an email or text notification confirming the scheduled or canceled visit.		

VVS REQUIREMENTS

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3.027	VVS Registration and Scheduling	The VVS shall have the capability to display upcoming daily video visitation session information on one or multiple inmate video visitation stations (i.e. inmate name, time of visit).		
3.028	VVS Registration and Scheduling	The VVS shall be capable of accommodating different sets of rules for onsite standard visitation, onsite video visitation and remote video visitation sessions.		
3.029	VVS Registration and Scheduling	The VVS scheduling application shall be capable of limiting inmates to two (2) free 30-minute onsite video visits per inmate per week (2:00 AM PST Monday through 11:59 PM Sunday).		

SUBSECTION 4 - VVS USER APPLICATION

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
4.001	VVS User Application	The VVS must provide specific information for tracking inmate and visitor activities and patterns by, at a minimum, the following criteria:		
4.002	VVS User Application	Inmate ID number;		
4.003	VVS User Application	Inmate name;		
4.004	VVS User Application	Visitor name;		
4.005	VVS User Application	Date and time of visit;		
4.006	VVS User Application	Inmate video visitation station; and		
4.007	VVS User Application	Daily, weekly and monthly visit statistics.		
4.008	VVS User Application	The VVS shall have the capability to allow authorized County staff to create the following restrictions with customizable durations:		
4.009	VVS User Application	Restrict a visitor from visiting certain inmate(s);		
4.010	VVS User Application	Restrict an inmate from visiting ALL visitors;		

VVS REQUIREMENTS

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4.011	VVS User Application	Restrict a visitor from visiting ALL inmates;		
4.012	VVS User Application	Restrict an inmate from having remote video visits (onsite video visits only);		
4.013	VVS User Application	Limit the number of onsite visits by inmate or by visitor;		
4.014	VVS User Application	The VVS user application shall have the capability to support the following functions:		
4.015	VVS User Application	Set user ID;		
4.016	VVS User Application	Set/reset password;		
4.017	VVS User Application	Capture the user's first, middle and last name;		
4.018	VVS User Application	Manually terminate standard or video visitation sessions;		
4.019	VVS User Application	Report status of all standard and video visitation sessions (online or idle);		
4.020	VVS User Application	Stop, pause and restart any running visit;		
4.021	VVS User Application	Allow County to enter comments or add notes to a visit;		
4.022	VVS User Application	Allow for station reassignment during any running visit;		
4.023	VVS User Application	Allow for visitation time extension during any running visit;		
4.024	VVS User Application	Customize the number of visits per the monitoring screen and the page rotation duration;		
4.025	VVS User Application	Designate a visitor as being an attorney (or other professional) type of visitor;		
4.026	VVS User Application	Manually schedule standard or video visitation sessions for a particular inmate, station, and date and time, on behalf of visitor(s);		
4.027	VVS User Application	Allow authorized users the ability to mandate specific visits, visitors and/or inmates to be recorded or non-recorded;		
4.028	VVS User Application	Allow authorized users to download, share and/or view recordings; and		

VVS REQUIREMENTS

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4.029	VVS User Application	Include an audit trail function and the capability to track users who have viewed and/or downloaded the recording files(s).		
SUBSECTION 5 - VVS MONITORING AND RECORDING REQUIREMENTS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
5.001	VVS Monitoring and Recording Requirements	The VVS must permit County to fully record and monitor all standard and video visitation sessions from any standard or video visitation station within the Facilities unless there are restrictions that prohibit the recording and monitoring of certain sessions such as attorney-client restrictions.		
5.002	VVS Monitoring and Recording Requirements	The VVS shall automatically start each video visitation session at the designated start time.		
5.003	VVS Monitoring and Recording Requirements	The VVS shall allow County to determine if a visit is to be cancelled if the visitor does not check-in on time or after a set amount of time, and if the visitation session will count against the inmate's visitation quota.		
5.004	VVS Monitoring and Recording Requirements	The VVS shall automatically attempt to reconnect a video visitation session if connectivity is lost.		
5.005	VVS Monitoring and Recording Requirements	The VVS shall include an alert system that will detect visitation sessions made by a particular inmate or visitor.		
5.006	VVS Monitoring and Recording Requirements	County requires the retention of the most recent 6 months video visitation recordings be stored online.		
5.007	VVS Monitoring and Recording Requirements	The VVS shall store all video visitation sessions offline for the life of the Agreement plus 2 years after the expiration or termination of the contract.		

TABLET REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

SUBSECTION 1 - TABLET SPECIFIC INSTALLATION REQUIREMENTS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
1.001	Tablet Installation Requirements	Tablets shall be suitable for a correctional environment, sturdy, vandal and tamper resistant and shall be enclosed in a durable, sealed case.		
1.002	Tablet Installation Requirements	Tablets shall be configured to require the use of earbuds for sound transmission, but shall have the capability to allow County to enable the speakers at its discretion/as needed.		
1.003	Tablet Installation Requirements	Vendor shall provide clear, see-through earbuds suitable for use in correctional settings with each Tablet. Vendor shall ensure earbuds designed in accordance with standard correctional security and environmental concerns, including suicide prevention.		
1.004	Tablet Installation Requirements	At no cost to County, Vendor shall provide and install replacement charge cords (if applicable) and/or Tablet charging stations as needed per County's request, for the life of the Agreement.		
1.005	Tablet Installation Requirements	Tablets shall be capable of restricting inmate usage to the specific housing units to which the inmate is assigned.		
1.006	Tablet Installation Requirements	Vendor shall provide informational flyers/posters in both English, Spanish, Russian and Punjabi outlining all Tablet services/offerings, and the cost of those services to post at the Facilities at no cost to County.		
1.007	Tablet Installation Requirements	Upon completion of the initial installation and any ongoing installations, Vendor shall provide County with a list of all Tablets, charging stations, equipment specifications and locations of each device.		
1.008	Tablet Installation Requirements	Vendor shall provide County with the number of mobile charging stations as outlined in this Exhibit E, (Facility Specifications).		

TABLET REQUIREMENTS				
This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).				
1.009	Tablet Installation Requirements	In the event of a natural disaster or similar event (i.e. COVID-19), as deemed necessary by County, County may require Vendor to provide x-number of free Tablet transactions. The transactions shall be free to the inmate, end-user and County and shall be for a period determined by County. In the event County requests free transactions, the parties shall evaluate the impact to the Gross Revenue, if any. All requests for written transactions shall be documented in writing and approved by County.		
1.010	Tablet Installation Requirements	At no cost to County, Vendor shall install additional Tablets and related equipment as needed, within thirty 30 days of request. This includes newly constructed, repopulated or expanded buildings and Facilities. If Vendor fails to provide and install the additional tablets within 30 days of County's request, Vendor may be liable for liquidated damages as described in Attachment 1 - Agreement Terms .		
SUBSECTION 2 - TABLET SPECIFICATIONS AND USER APPLICATION				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
2.001	Tablet Specifications / User Application	Tablets shall be configured to only allow inmates access to the services and applications approved by County. Additional applications shall be mutually agreed upon by County and Vendor. Inmates shall be prohibited from having any access to any external applications. Tablets must communicate with pre-approved applications and networks only.		
2.002	Tablet Specifications / User Application	Tablets shall be restricted to Vendor wireless access points only and shall be unable to connect to other wireless network access points.		
2.003	Tablet Specifications / User Application	County requires an electronic solution for commissary ordering available on Tablets.		
2.004	Tablet Specifications / User Application	Commissary ordering shall be provided at no cost to County or to the inmate. County will not be responsible for any costs associated with any interfaces required to implement commissary ordering on the Tablets.		

TABLET REQUIREMENTS

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2.005	Tablet Specifications / User Application	Vendor shall provide County and its Designated Agent with remote access to its web-based Tablet user application from any internet-connected device at no cost to County. The provision of remote access shall allow County and its authorized users the same features and functionalities, as permitted by the user’s access level, that are available on a Vendor-provided workstation.		
2.006	Tablet Specifications / User Application	Vendor shall ensure that its Tablets provide ADA accommodation including, at a minimum, large font and louder audio capabilities.		
2.007	Tablet Specifications / User Application	The following reports (at a minimum), shall be made available for each Facility as applicable for monitoring and investigative purposes. New reports, as requested by County, shall be developed and provided by Vendor at no cost to County:		
2.008	Tablet Specifications / User Application	Transactions by inmate;		
2.009	Tablet Specifications / User Application	Application usage by inmate;		
2.010	Tablet Specifications / User Application	Totals by inmate;		
2.011	Tablet Specifications / User Application	Totals by Tablet; and		
2.012	Tablet Specifications / User Application	Daily, weekly and monthly statistics.		
2.013	Tablet Specifications / User Application	Vendor’s user application for the Tablet solution shall provide the capability to export the reports in a mutually agreed upon format agreed to by County and Vendor.		
2.014	Tablet Specifications / User Application	The reports shall be available to County from all control workstations and remote access devices, as permitted by the user’s access level.		
2.015	Tablet Specifications	CONTRACTOR shall have the capability to disable and/or shut off services to a single Tablet or group of Tablets based on the user level and password, and not interrupt other Tablets.		
2.016	Tablet Specifications	Tablets supplied by CONTRACTOR shall support a shared-use model. CONTRACTOR shall install Tablets at the Facilities using a ratio of 1:1 (one Tablet for every one (1) inmate).		

TABLET REQUIREMENTS

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2.017	Tablet Specifications / User Application	Tablets shall be provided to County pre-loaded with County approved applications offering a variety of games, music and entertainment, as well as Free applications / services and and a comprehensive Learning Management System (LMS).		
2.018	Tablet Specifications / User Application	Tablets shall be provided to the County pre-loaded with the comprehensive Learning Management System (LMS). The comprehensive educational programs and materials shall include, but not be limited to:		
2.019	Tablet Specifications / User Application	Life skills (i.e. family reunification, father/motherhood);		
2.020	Tablet Specifications / User Application	Cognitive behavior (i.e. anger management, substance abuse, and employment);		
2.021	Tablet Specifications / User Application	Re-entry planning (i.e. employment, job search/applications, resume building);		
2.022	Tablet Specifications / User Application	Educational materials to support County’s literacy, education, and vocational technical efforts;		
2.023	Tablet Specifications / User Application	High school GED prep courses, adult basic education (ABE) courses, and literacy and remedial reading (LRR) courses; and		
2.024	Tablet Specifications / User Application	Interactive exercises which match common core standards in math, science, history, English language, and economics;		
2.025	Tablet Specifications / User Application	Religious Materials (including podcasts and religious services, the Bible and the Koran);		
2.026	Tablet Specifications / User Application	Tablets provided by Contractor shall be configured to provide certain free services to the offender population at no charge. Such free services shall include:		
2.027	Tablet Specifications / User Application	Clock;		
2.028	Tablet Specifications / User Application	Calendar;		
2.029	Tablet Specifications / User Application	Dictionary;		

TABLET REQUIREMENTS				
This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).				
2.030	Tablet Specifications / User Application	Calculator;		
2.031	Tablet Specifications / User Application	Facility document/content manager (for County to upload flyers, handbook, videos, etc.);		
2.032	Tablet Specifications / User Application	Viewer (PDF, MP4);		
2.033	Tablet Specifications / User Application	Religious programming;		
2.034	Tablet Specifications / User Application	Digital library (free access titles);		
2.035	Tablet Specifications / User Application	Video Relay Service calls;		
2.036	Tablet Specifications / User Application	Electronic submission of Inmate Requests/Grievances;		
2.037	Tablet Specifications / User Application	Electronic submission of Medical requests/Grievances;		
2.038	Tablet Specifications / User Application	Facility-to-inmate messages/notices/bulletins;		
2.039	Tablet Specifications / User Application	Commissary purchases;		
2.040	Tablet Specifications / User Application	Debit purchases;		
2.041	Tablet Specifications / User Application	Trust/commissary account balance look-up; and		
2.042	Tablet Specifications / User Application	Offender handbook.		
SUBSECTION 3 - TABLET SECURITY				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
3.001	Tablet Security	Tablets shall be configured to ensure correctional-grade security, including but not limited to preventing inmates from accessing the operating system and prohibiting inmates from modifying permissions on the Tablets.		

TABLET REQUIREMENTS				
This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).				
3.002	Tablet Security	Tablets shall be pre-configured with antivirus software/programs to detect, neutralize and eradicate malicious software/programs.		
3.003	Tablet Security	Updates to the Tablets for virus protection, application updates/upgrades, or patches shall be pushed to the Vendor’s Tablets wirelessly. Vendor shall not require syncing to other hardware equipment to push Tablet updates.		
3.004	Tablet Security	County shall have the capability to suspend inmate access to the Tablets and/or any other communications and ancillary technology services provided by Vendor, as a whole or selectively based on the service provided and per County’s policies and procedures regarding appropriate use.		
3.005	Tablet Security	Vendor shall be solely responsible for the security of Tablets provided to the inmates at County’s Facilities. Vendor shall closely monitor the Tablet systems and inventory of Tablets at the Facilities and is responsible for preventing and managing incidents, breaches, incursions, or system disruptions.		
3.006	Tablet Security	County shall be informed within 2 hours of identification of any and all security incidents that affect Vendor’s Tablet services.		
3.007	Tablet Security	Should a Tablet security incident occur, Vendor shall identify, mitigate, perform a root-cause analysis, and fully test any/all software patches designed to prevent a recurrence. Vendor must exhibit to County a best effort approach to the address the Tablet security incident during the first 48-hours following identification of an issue. Vendor shall be responsible for providing County with a written action plan, detailing the steps taken to address and remedy the Tablet security incident. Any and all costs associated with Vendor’s course of action shall be solely Vendor’s responsibility.		

TABLET REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

3.008	Tablet Security	For any severe tablet security incident which extends beyond 5 days from initial identification without resolution, Vendor shall provide County detailed resolution plans in writing clearly identifying the steps Vendor will take to efficiently resolve the tablet security incident. Vendor’s documented plan shall be submitted no more than 14 days following initial identification, shall be subject to review and approval by County prior to implementation and shall include, but not be limited to, the following:		
3.009	Tablet Security	Full description of the security measures implemented by Vendor and how it protects Vendor’s tablets from similar breach attempts in the future;		
3.010	Tablet Security	Explanation of Vendor’s proposed process for identifying and correcting compromised and/or non-compromised Tablets;		
3.011	Tablet Security	Specification of Vendor-provided resources to include exact quantities of personnel assisting and how Vendor proposes to allocate these resources, if required;		
3.012	Tablet Security	Identification of a detailed timeline associated with the proposed plan for resolution;		
3.013	Tablet Security	Description of Vendor’s proposed process for extracting compromised Tablets from the Facilities, if required, without County’s involvement other than providing escorts; and		
3.014	Tablet Security	Description of on-going maintenance support to ensure Tablet availability and accessibility for inmates, including continuous reporting to verify Tablet operational statistics and to identify non-performing equipment.		
3.015	Tablet Security	Within 10 days following the mitigation of any identified tablet security incident, Vendor shall provide County a full report containing all aspects of the security issue, which shall include, but is not limited to, the following:		
3.016	Tablet Security	Complete description of the issue;		
3.017	Tablet Security	Explanation of how the issue was discovered;		
3.018	Tablet Security	Quantity and names of Facilities and inmates impacted;		
3.019	Tablet Security	Quantity of Tablets involved;		

TABLET REQUIREMENTS				
This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).				
3.020	Tablet Security	Inmates (including Inmate Names and ID numbers) and/or users involved;		
3.021	Tablet Security	Explanation of how the issue was mitigated in the immediate term;		
3.022	Tablet Security	Description of how the issue will be prevented going forward;		
3.023	Tablet Security	If a software patch/upgrade is created to prevent recurrence, description of the patch and the testing protocol to ensure the patch operates successfully; and		
3.024	Tablet Security	Any next steps required.		
3.025	Tablet Security	Vendor shall provide County access to the security keys utilized on the Tablets to allow County to extract all data off of the Tablets for investigative purposes as may be required and without the Vendor’s assistance. Vendor shall be responsible for initial and ongoing training of authorized County personnel regarding use of the security keys.		
3.026	Tablet Security	Vendor shall adhere to the Tablet security processes and procedures identified herein. Any deviation from this process may result in liquidated damages incurred by Vendor as described in Attachment 1 - Agreement Terms .		
SUBSECTION 4 - ELECTRONIC MESSAGING VIA TABLETS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
4.001	Electronic Messaging	Electronic messaging shall be an approved application on Tablets and shall provide inmates and end-users the capability to send and receive electronic messages at the rates specified in this Exhibit E, (Rates, Fees, and Revenue Share) .		
4.002	Electronic Messaging	Electronic messaging shall be incoming and/or outgoing as determined by County.		
4.003	Electronic Messaging	Vendor shall ensure that its electronic messaging application does not allow inmates to communicate with other inmates.		
4.004	Electronic Messaging	Vendor’s electronic messaging application shall not allow inmates to keep and/or store draft messages.		

TABLET REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

4.005	Electronic Messaging	The electronic messaging application shall have security features in place to ensure that inmates can only send electronic messages to end-users who have already been approved by County.		
4.006	Electronic Messaging	Vendor’s application shall allow for electronic messages to be sent from authorized County staff to the inmates whether a single inmate, a group of inmates or to all inmates as designated by County.		
4.007	Electronic Messaging	All electronic messages between inmates and Facility staff shall be at no cost to the inmate or County.		
4.008	Electronic Messaging	Should inmate attempt to send an electronic message to a non-approved end-user, the application shall display a message to the inmate indicating that the end-user is not approved and the message shall not be sent.		
4.009	Electronic Messaging	Should an end-user attempt to send an electronic message to an inmate, but the end-user has not been approved to interact with the inmate or if the end-user has lost the privilege to interact with the inmate, the message shall be rejected with a message to the end-user saying that due to lack of permissions, the message is rejected.		
4.010	Electronic Messaging	Vendor’s electronic messaging shall have the capability to globally block end-users by domain (ex: .gov, .org, .edu).		
4.011	Electronic Messaging	Authorized County users shall, at minimum, be able to review and approve/reject any outgoing or incoming all electronic messages in accordance with County’s censorship’s rules and regulations before the electronic message is made available to the end-user or inmate. Vendor shall ensure no electronic message can be viewed by the inmates prior to approval by authorized County Facility staff.		
4.012	Electronic Messaging	Should County reject an electronic message, Vendor’s electronic messaging application shall transmit a notification message to the end-user indicating that the electronic message has		
4.013	Electronic Messaging	Vendor’s electronic messaging application shall allow authorized County users to select the reason for censoring the electronic message. Censoring reasons shall be specified by County.		

TABLET REQUIREMENTS				
This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).				
4.014	Electronic Messaging	Vendor's electronic messaging application shall have the capability to flag certain keywords for investigative review; County shall have the capability to specify keywords and phrases to be added to the security scanning feature, which shall be searchable. Vendor’s application shall include a default dictionary which shall have the capability to allow County to add or expand the content.		
4.015	Electronic Messaging	County reserves the right to allow or reject end-users/inmates ability to include attachments to an electronic message such as short videos, e-cards, or photos.		
4.016	Electronic Messaging	County reserves the right to specify the allowed number of characters to be transmitted in any incoming and outgoing electronic message; this shall be configurable based on County's request.		
4.017	Electronic Messaging	Vendor's electronic messaging application shall store all electronic messages (and any applicable content), in a searchable format, for the life of the Agreement plus 2 years after expiration or termination of the Agreement. Should County request an electronic message(s) for investigative purposes, Vendor will provide the electronic messages within 7 days of the request. Lost or otherwise unavailable electronic messages may make Vendor liable for liquidated damages as specified in Attachment 1 - Agreement Terms .		
4.018	Electronic Messaging	County requires Vendor store electronic messages and any attached content <u>online</u> for the duration of the Agreement and for 2 years thereafter.		

ADDITIONAL TECHNOLOGY				
This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).				
SUBSECTION 1 - OFFSITE INMATE MAIL PROCESSING SOLUTION				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	COMMENTS
1.001	Mail Processing Solution	Vendor shall provide its Offsite Inmate Mail Processing solution for processing physical inmate mail offsite at Vendor's mail processing center and converting it into electronic documents that can be delivered to and viewed by inmates on the Tablets with no requirement of Facility staff labor or exposure risk.		
1.002	Mail Processing Solution	All inmate postal mail shall be sent offsite to Vendor's processing center to be scanned and converted into high-definition, color, digital files.		
1.003	Mail Processing Solution	All digitized files shall be filtered electronically in accordance with County's security settings.		
1.004	Mail Processing Solution	Vendor's digital mail services shall have the capability for the County to view, reject and manage all scanned mail, and allow for County pre-approval before mail is delivered to inmates.		
1.005	Mail Processing Solution	Approved mail should be automatically delivered to the inmates via Tablets.		
1.006	Mail Processing Solution	Vendor shall follow County's direction in communicating instances where postal mail arrives at Vendor's processing center and is found to contain contraband or dangerous substances.		
SUBSECTION 2 - OPTIONAL TECHNOLOGY (AS DETERMINED BY THE County)				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION		
2.001	Optional Technology	For the purposes of the RFP this section intentionally left blank. Optional technology requirements will be added at County's direction for any Agreement resulting from this RFP.	N/A	N/A

FACILITY SPECIFICATIONS

SUBSECTION 1 - FACILITY INFORMATION & EQUIPMENT REQUIREMENTS

Data Category	Monroe Detention Center 140 Tony Diaz Drive Woodland, CA 95776	Leinberger Detention Center	Section Intentionally Left Blank.
Average Daily Population (ADP):	284	TBD	
Number of Beds:	352	150	
Inmate Type:	Pretrial, Sentenced, DOC	Pretrial, Sentenced, DOC	
Call Time Limit:	No Time Limit	No Time Limit	
Hours of Availability for Inmate Telephones:	24/7	24/7	
Hours of Availability for Booking Telephones:	24/7	24/7	
Hours of Availability for Video Visitation:	24/7	24/7	
Required Equipment			
Required Handset Cord Length (All Equipment):	18"	18"	
Inmate Telephones:	45	15	
Visitation Telephones:	28 phones (14 sets)	12 phones (6 sets)	
Portable/Cordless Phones:	1	1	
Free Release Telephones:	1	1	
ITS Workstations:	2	1	
VVS Workstations:	3	1	
TDD/TTY Devices:	2	2	
Mobile Cart-Mounted VRS Units:	2	1	
Free Lobby Telephones:	1	0	
Inmate Video Visitation Stations:	30	10	
General Public Video Visitation Stations:	25	0	
VVS Registration & Scheduling Kiosks:	2	0	
Required Tablets with Charging Stations:	1:1 Tablet Ratio	1:1 Tablet Ratio	

SUBSECTION 2 - CURRENT CALLING STATISTICS

(MONTHLY AVERAGES BASED ON PAST 12 MONTHS' CALLS/MINUTES)

Rates, Calls, and Minutes reflected below are for all Bill Types including: Collect, Direct Billed, Prepaid Collect, & Prepaid Cards

CALL TYPES	Per Minute Rate	Average Calls	Average Minutes
Local	\$0.07	487	4,541
Intralata/Intrastate	\$0.07	3,986	43,489
Interlata/Intrastate	\$0.07	491	5,846

FACILITY SPECIFICATIONS

Intralata/Interstate	\$0.07	n/a	n/a
Interlata/Interstate & Domestic International	\$0.07	164	1,436
International	\$0.16	4	34
Free (includes all Call Types/Destinations)	N/A	404	2,889

SUBSECTION 3 - CURRENT ITS FEES

FACILITY SPECIFICATIONS

Fee Name	Description	Amount
Automated Payment Fees	Credit card payment, debit card payment, and bill processing fees, including fees for payments made by interactive voice response, web, or kiosk.	No transaction fee permitted
Live Agent Fees	Fees associated with the optional use of a live operator to complete inmate calling services transactions.	No transaction fee permitted
Paper Bill/Statement Fees	Fees associated with providing customers of inmate calling services an optional paper billing statement.	No transaction fee permitted
Third Party Financial Transaction Fees:	Pass through of the exact fees, with no markup, and excluding any credit card charges, that providers of inmate calling services are charged by third-party financial providers to transfer money or process transactions to facilitate consumer's ability to make account payments.	Up to \$6.95 per transaction, excluding credit card charges:
	Money Gram / Western Union	\$4.95
Single-Call and Related Services Fees	Fees for billing arrangements whereby an inmate's collect calls are billed through a third party on a per-call basis, where the called party does not have an account with the provider of inmate calling services or does not want to establish an account.	No transaction fee permitted
Government-Mandated Taxes and Fees	Pass through of the exact tax or fee only, with no mark up.	Pass through of the exact tax or fee only, with no mark up.
Other Ancillary Service Fees	Any other type of ancillary service fee or service charge not explicitly outline herein.	Not Allowed

SUBSECTION 5 - CURRENT TABLET CHARGES/FEEs

Usage Type	Amount Charged	Frequency	Quantity
Video Messaging	\$2.50/ message	Per Message	Section Intentionally Left Blank.
Electronic Messaging	\$1.00/ message	Per Message	
Educational	No Charges/Fees		
Entertainment Media - Games, Music, Movies	No Charges/Fees		

SUBSECTION 7 - INTERFACE CONTACT INFORMATION

Service Type	Provider	Contact Name/Title	Phone Number & Email
JMS	CentralSquare: Enterprise IJS	Brenda Hopkins, Implementation Consultant	Brenda.Hopkins@centralsquare.com; 336-878-1612
Commissary	Keefe	Justin Burkhart, West Regional Project Manager	jburkhart@keefegroup.com; 314-587-4929

RATES, FEES AND REVENUE SHARE

Vendor shall comply with County's required rates for ITS, VVS, and Tablets. Vendor shall specify its proposed ITS, VVS, and Tablet Rates, Fees and Revenue Share and other requested information in the yellow highlighted cells provided. County requires Vendor supply a Minimum Annual Guarantee as well as an Upfront Supplemental Payment. Vendor is required to include a response in each of the highlighted fields included in the chart. Vendor is required to include a response of "N/A" for any fields that are inapplicable to Vendor's proposed services. **Partial responses to this Section and/or responses submitted without an authorized signature shall not be considered for evaluation or award.**

SUBSECTION 1 - ITS RATES, FEES AND REVENUE SHARE

OPTION 1- ITS REQUIRED CALLING RATES

Destination/Bill Type	Per Minute Rate	Avg Cost/Call: 15 Minutes
Local		
Collect/Direct Bill	\$0.07	\$1.05
Pre-Paid Collect	\$0.07	\$1.05
Pre-Paid Card/Debit	\$0.07	\$1.05
Intralata/Intrastate		
Collect/Direct Bill	\$0.07	\$1.05
Pre-Paid Collect	\$0.07	\$1.05
Pre-Paid Card/Debit	\$0.07	\$1.05
Interlata/Intrastate		
Collect/Direct Bill	\$0.07	\$1.05
Pre-Paid Collect	\$0.07	\$1.05
Pre-Paid Card/Debit	\$0.07	\$1.05
Interstate and Domestic International		
Collect/Direct Bill	\$0.07	\$1.05
Pre-Paid Collect	\$0.07	\$1.05
Pre-Paid Card/Debit	\$0.07	\$1.05
International		
Collect/Direct Bill	N/A	N/A
Pre-Paid Collect		
Pre-Paid Card/Debit		
Free Lobby Telephone		
Local/Intrastate Only	Free	Free
Voice Mail		
Inbound Only		Insert Time Limit

ITS REQUIRED FEES

Vendor shall specify the amount of the third party fee paid by the end-user to fund a pre-paid account using the third party. All other ITS fees are set for compliance with the California Public Utilities Commission (CPUC) regulations on inmate calling services.

Fee Type	Amount/Frequency	
Automated Payment Fees	No transaction fee permitted	Section Intentionally Left Blank.
Live Agent Fees	No transaction fee permitted	
Paper Bill/Statement Fees	No transaction fee permitted	
Single-Call and Related Services Fees	No transaction fee permitted	
Government-Mandated Taxes and Fees	Pass through Only	
Other Ancillary Service Fees	No transaction fee permitted	

RATES, FEES AND REVENUE SHARE

Vendor shall comply with County's required rates for ITS, VVS, and Tablets. Vendor shall specify its proposed ITS, VVS, and Tablet Rates, Fees and Revenue Share and other requested information in the yellow highlighted cells provided. County requires Vendor supply a Minimum Annual Guarantee as well as an Upfront Supplemental Payment. Vendor is required to include a response in each of the highlighted fields included in the chart. Vendor is required to include a response of "N/A" for any fields that are inapplicable to Vendor's proposed services. **Partial responses to this Section and/or responses submitted without an authorized signature shall not be considered for evaluation or award.**

Third Party Financial Transaction Fees:	Pass through only, up to \$6.95 per transaction.
Third Party Western Union	
Third Party Money Gram	

ITS REVENUE SHARE

Vendor shall specify its proposed ITS revenue share in the blanks below. County requires vendor supply a minimum annual guarantee as well as an upfront supplemental payment or annual signing bonus.

Category	Percentage/Amount	Frequency/Other Details
Revenue Share (%) ITS		
Revenue Share (%) Voicemail		
Supplemental Payment (\$)		
Minimum Annual Guarantee (\$)		

SUBSECTION 2 - VVS RATES AND REVENUE SHARE

Vendors are required to provide the per minute rate and per visit amount for Remote and Excessive Onsite Video Visitation Visits. Vendor shall enter its offer in VVS Revenue Share as a percentage of paid visit revenue.

REQUIRED VVS RATES

Category	Per Minute Rate	Per Visit Amount
30-Minute Remote Video Visit		
Two (2) Free 30-Minute Onsite Video Visits	No Charge Allowed	N/A
Excess Onsite Visits:		
All Other Fees:	No Allowed	

VVS REVENUE SHARE

Category	Amount
Paid Video Visits (%)	

SUBSECTION 3 - TABLET RATES AND REVENUE SHARE

Vendor shall indicate fees associated with electronic and video messaging and the fees associated with purchased media. Vendor shall indicate if media is purchased by the minute, by application or subscription and give the charges for each. Vendor shall indicate the Revenue Share on all revenue-generating Tablet services, excluding (if applicable) any revenue generated through Vendor's calling application and/or Video Visitation application on Tablets.

REQUIRED TABLET RATES

Category	Fee/Rate (\$)	Fee Unit
Educational	No Charge allowed	No Charge Allowed
Electronic Messages		Per Message
Photos		Per Photo
Entertainment Media - Games		
Entertainment Media - Movies		
Entertainment Media - Music		
Entertainment Media - Streaming		

RATES, FEES AND REVENUE SHARE

Vendor shall comply with County's required rates for ITS, VVS, and Tablets. Vendor shall specify its proposed ITS, VVS, and Tablet Rates, Fees and Revenue Share and other requested information in the yellow highlighted cells provided. County requires Vendor supply a Minimum Annual Guarantee as well as an Upfront Supplemental Payment. Vendor is required to include a response in each of the highlighted fields included in the chart. Vendor is required to include a response of "N/A" for any fields that are inapplicable to Vendor's proposed services. **Partial responses to this Section and/or responses submitted without an authorized signature shall not be considered for evaluation or award.**

{Vendor to specify per minute usage or Other}		
{Vendor to specify per minute usage or Other}		

TABLET REVENUE SHARE

Category	Amount
Electronic Messages	
Purchases/Usage	
Other (Vendor to Specify)	

SUBSECTION 4 - ADDITIONAL TECHNOLOGY

Category	Fee/Rate (\$)	Fee Unit
Offsite Inmate Mail Processing Solution		

SUBSECTION 5 - OPTIONAL TECHNOLOGY

Vendor shall indicate rates/fees associated with all offered Additional Technology. Insert additional rows as needed for Fees in this section.

Type/Description	Fees, Charges, or Costs	Other Details
Call Transcription		
Cell phone detection		
Keyword Search		
Voice Biometrics		
Automated Facility Information System (AFIS)	N/A	Offered at No Cost to County
Debit Release Cards:	{Insert card provider name here}	Offered at No Cost to County
{Fee Description}		
Other proposed add'l technology/features:		
{Type/Description}		

**Inmate Communication Services RFP#FINARFPKK2217
EXHIBIT J- EXCEPTIONS TO (SAMPLE) AGREEMENT TERMS**

All Vendor Exceptions to the terms and conditions of Attachment 1 - Agreement Terms shall be noted in this form. Vendor may add additional rows to the table as necessary to include all exceptions taken. If no exceptions were taken, Vendor should write "No Exceptions" under #1 below. Vendor exceptions/comments will be evaluated in accordance with Main RFP, Section K & L (Evaluation Factors & Evaluation Criteria)

Exception Number	RFP Section, Subsection AND Requirement Number	Describe 1) The nature of the exception AND 2) How Vendor's response will still meet the RFP requirements.
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

EXHIBIT L- RECEIPT OF ADDENDA RFP#FINARFPKK2217

Vendor is required to complete and return this form with the proposal response. Attach a copy of

VENDOR IS REQUIRED TO COMPLETE. SIGN, PRINT AND RETURN FORM WITH ITS RFP RESPONSE REGARDLESS

A. Vendor hereby acknowledges receipt of the following Addenda:

Addendum Number

Dated

Initials

OR:

B. Vendor acknowledges to the best of his/her knowledge no addendum has been issued by

Check Here if No Addendum Issued _____ Date _____ Initials _____

 Signature of Authorized Individual

 Name and Position

**ATTACHMENT 1 - AGREEMENT TERMS
FOR INMATE COMMUNICATION SERVICES**

**YOLO COUNTY SHERIFF'S OFFICE
INMATE COMMUNICATION SERVICES AGREEMENT**

INTRODUCTION

Contractor Name with its principal place of business located at **Contractor Address** (hereinafter "Contractor") and the County of Yolo, a political subdivision of the State of California, with its principal place of business at 140 Tony Diaz Drive, Woodland CA 95776 (hereinafter "County") hereby agree to execute this Inmate Telephone Service Agreement ("Agreement"), effective _____, 2023 ("Effective Date").

RECITALS

WHEREAS, the County circulated and distributed request for proposal **RFP # FINARFPKK2217** _____, with a copy of **Exhibit A, Insurance Requirements**, to install and operate all inmate communication services (Inmate Telephone Service, Video Visitation Services, and Tablets) and related equipment at County's Facilities and which an excerpt of this RFP is attached as Exhibit **B**; and

WHEREAS, the Contractor submitted a proposal to **RFP # FINARFPKK2217** an excerpt of which is attached as Exhibit **C** [and a Best and Final Offer (BAFO) an excerpt of which is attached as Exhibit **D**]; and

WHEREAS, Contractor has represented and warrants to the County that it has the necessary training, experience, expertise and competency to provide the services, goods and materials that are described in this Agreement, at no cost to the County as herein specified; that it will be able to perform the herein described services at minimum cost to the County by virtue of its current and specialized knowledge of relevant data, issues, and conditions; and that it will do so in a manner consistent with and furthering of the Values of Yolo County; and

WHEREAS, Contractor represents and warrants that neither Contractor, nor any of its officers, agents, employees, contractors, subcontractors, volunteers, or five percent owners, is excluded or debarred from participating in or being paid for participation in any Federal or State program; and

WHEREAS, Contractor further represents and warrants that no conditions or events now exist which give rise to Contractor or any of its officers, agents, employees, contractors, subcontractors, volunteers or five percent owners being excluded or debarred from any Federal or State program; and

WHEREAS, Contractor understands that the County is relying upon these representations in entering into this Agreement.

WHEREAS, County hereby awards this Agreement to Contractor and provides Contractor the exclusive right and privilege to install and operate all inmate communication services (Inmate Telephone Services, Video Visitation Services, and Tablets) and related equipment at County's Facilities. **Exhibit E – Mandatory Requirements** is hereby incorporated into the Agreement. Details surrounding County's Facilities and required equipment is outlined in the **(Facility Specifications)**.

NOW, THEREFORE, the County and the Contractor agree as follows:

I. BASIC SERVICES

A. Contractor shall provide an inmate telephone system ("ITS"), which shall include, without limitation, collect, direct bill, pre-paid collect, debit, free calls, telephone visitation calls and

inbound voicemails. Contractor shall, without cost to County, install and operate all inmate and visitation telephones and related equipment, provide and install all wiring for the inmate and visitation telephones and the related hardware and software specifically identified herein, to enable inmates at the Facilities to complete, without limitation, local, long distance and/or international-collect, direct bill, pre-paid collect, pre-paid card, debit, free and telephone visitation calls, and receive inbound voicemail messages at the Facilities, pursuant to the terms set forth herein.

B. Contractor shall provide a turnkey video visitation solution (VVS) which shall include, without limitation, automated scheduling software, completion of onsite and remote video visitation sessions. Contractor shall install and operate all video visitation stations and related equipment. Contractor shall, without cost to County, provide all wiring for the video visitation stations, install the video visitation stations and related hardware and software specifically identified herein, to enable visitors/end-users to schedule and complete onsite and remote video visitation sessions with inmates from the Facilities.

C. Contractor shall provide correctional-grade mobile device/tablet solution ("Tablets") at no cost to County. The Tablets shall, at a minimum, have the capability to access to various applications including electronic messaging, education, instructional material, entertainment, media, inmate requests, medical requests, grievances and commissary ordering. County reserves the right to add an ITS and/or VVS application to the Tablets.

II. ADDITIONAL TECHNOLOGY

A. Contractor shall, at no cost to County, the following additional technologies and services upon initial implementation pursuant to Contractor's response to the RFP. Requirements of the following additional technologies (where applicable) are outlined in **Exhibit E - Section K (Additional Technology)**.

1. Offsite Inmate Mail Processing,
2. _____; and
3. _____.

B. Optional Technology. At the request of County at any time during the term of the Agreement, Contractor agrees to provide and install, at no cost to County, the following optional technology within sixty (60) days of County's request. If the installation of the optional technology is not completed within 60 days of County's request, Contractor may incur liquidated damages as outlined in Section XXXIII of the Agreement.

1. _____,
2. _____; and
3. _____.

COMPENSATION

III. PERFORMANCE & PAYMENT BONDS

Contractor shall furnish a Performance and Payment Bond executed by a Surety Company authorized to do business in the State of California as provided in California Code of Civil Procedure Section 995.310, in a form acceptable to the County, prior to any installation work or equipment delivery. The Bonds must be made payable to County in the amount of _____ dollars (\$_____) for the Performance Bond and \$_____ for the Payment Bond and will be retained during the full period of the Agreement and/or renewal term(s). In the event that County exercises its option to extend the Agreement for an additional period, Contractor shall be required to maintain the validity and enforcement of the Bonds for the said period, pursuant to the provisions of this paragraph, in an amount stipulated at the time of the Agreement renewal.

IV. REVENUE SHARE, PAYMENT AND REPORTING

A. Pursuant to Contractor's response to RFP # _____ and BAFO, Contractor shall remit (X %) revenue share to County on Gross Revenue generated by and through the ITS, (X %) revenue share on Gross Revenue generated by and through the VVS, and (X %) revenue share on Gross Revenue generated by and through the Tablets. Gross Revenue is defined in **Exhibit E Mandatory Requirements, (General Conditions)**.

B. County reserves the right to recoup from Contractor certain administrative and operational expenses ("Cost Recoupment Payment") in connection with the provision of inmate communication services. Such Cost Recoupment Payment may take the form of a per-minute rate, flat monthly payment, or other fee structure. The Cost Recoupment Payment shall be due and payable upon receipt of the invoice by Contractor. County may accompany the Cost Recoupment Payment invoice with a supporting report documenting the administrative and operational expenses incurred by County in association with inmate communication services covered by the Cost Recoupment Payment. County does not require a Cost Recoupment Payment upon execution of the Agreement. In the event County wishes to utilize its option to implement the Cost Recoupment Payment, then, at County request, County and Contractor shall negotiate in good faith an amendment to the Agreement reasonably acceptable to County to document County-imposed Cost Recoupment Payment. If Contractor and County are unable to mutually agree on such an Agreement amendment within thirty (30) days of County's request, then County may terminate the Agreement at its sole discretion and without penalty or liability to County, and County may select another provider.

V. MINIMUM ANNUAL GUARANTEE

Contractor shall pay County a Minimum Annual Guarantee ("MAG") in the amount of \$_____ for each year under the Agreement. If the total revenue share paid to County for Gross Revenues from _____ through _____ of each year of the Agreement, and any renewal terms, are less than the MAG, the difference shall be due to County or its Designated Agent on or before _____ «Difference_due_date» of each year.

VI. UPFRONT SUPPLEMENTAL PAYMENT

Contractor shall pay County an upfront supplemental payment in the amount of \$_____ within 5 days of the date the Agreement is executed by both parties.

VII. RATES AND FEES

Unless specifically stated otherwise, Contractor may charge the rates and fees for inmate telephone calls, inmate voicemail messaging, inmate video visitation sessions, Tablet media content and electronic messaging via Tablets as detailed in **Exhibit M, (Rates, Fees and Revenue Share)**, which rates and fees reflect the maximum rates and fees that may be charged.

VIII. REPORTS

A. Contractor shall provide such reports as are required elsewhere by this Agreement, and such additional information and reports relating to the services otherwise required by this Agreement at the times and in the manner specified in the Agreement, or by the Director if not so specified. Any other provision of the Agreement notwithstanding, should Contractor fail to provide any reports required by this Agreement and/or any reports not containing the required fields, received by County after the due dates specified herein and in Exhibit E- Mandatory Requirements of the Agreement may be subject to liquidated damages as outlined in [Section XXXIII. Liquidated Damages](#) of this Agreement. County may withhold any payments otherwise due Contractor pursuant to this Agreement, and any other agreement between Contractor and County, until the required reporting and/or payment for fines/liquidated damages invoiced by County to Contractor is received.

B. County shall provide Contractor with all information pertinent to the services required of Contractor by this Agreement which is requested by Contractor and which is within County's possession. No charge will be made for these materials.

IX. OWNERSHIP OF DOCUMENTS AND WORK PRODUCTS

All professional and technical documents and information developed specifically for County relating to the services covered under this Agreement and provided at County's Facilities, including all work products such as writings, work sheets, reports, and related data, materials, and all other rights and interests therein that is not Contractor's Confidential Information as defined herein, shall become the property of the County, and Contractor agrees to deliver and assign the foregoing to the County, upon County's request, completion of the services provided herein, or termination of the Agreement. In addition, basic data prepared or obtained under this Agreement shall be made available to the County without restriction or limitation on their use.

There shall be no cost to County for any of the foregoing.

X. RECORDS RETENTION

Contractor shall retain and make available for review by the County and its designees all records, documents, and general correspondence relating to this Agreement and the services required hereunder for a period of not less than five (5) years after receipt of final payment or until all pending audits and proceedings are completed, whichever is later. Contractor shall make such records available for inspection and copying by the County and its designees at any reasonable time. At least thirty (30) calendar days prior to any destruction of these records following the five (5) years, Contractor shall notify the Director. Upon such notification, the Director shall either agree to the destruction or authorize the records to be forwarded to the County for further retention.

XI. RECONCILIATION

A. County, or its Designated Agent, shall have the right from the Effective Date of this Agreement and for a period of five (5) years after the termination date of this Agreement, upon ten (10) business days' written notice, to fully reconcile or examine any and all of County information pertaining to this Agreement. County retains the right to have another independent Agency of County's exclusive choice, perform any or all reconciliations and examinations pertaining to this Agreement.

B. Contractor shall maintain accurate, complete and reconcilable records, in an electronic format, detailing the Gross Revenues from which revenue share payments can be determined for both the ITS, VVS and Tablets. The records shall include all CDRs, EMI billing files, pre-paid card sales and associated invoices, debit purchase or usage reports and associated invoices and commissioning reports during the term of this Agreement and for no less than five (5) years after the term of this Agreement.

C. Contractor shall pay resolved and agreed upon amounts due plus, in the event the foregoing reconciliation reveals an amount due County at least five-percent (5%) above the amount otherwise paid for the period reconciled, County's reasonable cost of reconciliation, all within thirty (30) days of the resolution date. If the agreed upon amounts are not paid within thirty (30) days, the amounts due to County will accrue interest at the rate of one and one-half percent (1.5%) per month, or the highest rate permitted by law (whichever is less) until such monies are paid.

XII. DISPUTE RESOLUTION

The parties shall attempt to resolve any dispute arising out of or relating to this Agreement through negotiations between senior executives of the parties who have authority to settle the same. To this effect, they shall consult and negotiate with each other in good faith and, recognizing their mutual interests, attempt to reach a just and equitable solution satisfactory to both parties. Disputes or controversies related to this Agreement not resolved through negotiation within a period of sixty (60) days shall be governed by and interpreted in accordance with the laws of the State of California without regard to its conflicts of law provisions. In the event of litigation relating to this Agreement, the parties agree to submit said dispute to the jurisdiction of California courts.

XIII. TERM

This Agreement shall commence upon the Effective Date above and remain in force for an initial term of five (5) years with an expiration date of _____ (“Initial Term”). This Agreement shall not bind, nor purport to bind, County for any contractual commitment beyond the Initial Term. However, County, at its sole option, shall have the right to renew this Agreement for two (2) additional one (1) year terms or on a month-to-month basis (not to exceed six (6) months) prior to expiration of the Initial Term or renewal term of this Agreement. In the event County exercises such right, all terms and conditions, requirements, and specifications of this Agreement, and any Amendments, shall remain the same and apply during the renewal term(s). This Agreement will not automatically renew.

XIV. TERMINATION/DEFAULT

A. In the event Contractor fails to perform any terms or conditions of the Agreement, County may consider Contractor in default of the Agreement and supply Contractor written notice of such default. In the event said default is not remedied to the satisfaction and approval of County within 30 calendar days of receipt of such notice, County may terminate the Agreement. Upon termination, Contractor shall adhere to the transition requirements as outlined in **Exhibit E, (General Installation Requirements)**.

B. The Agreement between County and Contractor may be terminated by County for any reason upon 90-days’ written notice from County to Contractor without penalty. Upon termination, Contractor shall adhere to the transition requirements as outlined in **Exhibit E (General Installation Requirements)**.

C. Should Contractor for any reason be unable to satisfy the requirements contained in the Agreement, County may, at its sole discretion, call for the Performance Bond due, in part or in full for non-performance, and/or as liquidated damages.

D. Should a material change in Federal or State law or rules or policies of the FCC or other regulatory body applicable to inmate communication services occur following the execution of the Agreement, which change affects (i) the rates permitted to be charged by Contractor to inmates under the Agreement; (ii) the right of County to recover its costs; or (iii) the ability for Contractor to pay to County a revenue share, fees (including but not limited to the cost recoupment payment) or other cost recovery mechanisms, then, at County’s request, Contractor and County will negotiate in good faith an amendment to the Agreement reasonably acceptable to County that enables County to fully recover its costs in a manner compliant with the change in the FCC’s (or other regulatory body’s) rules or policies. If Contractor and County are unable to mutually agree on such an Agreement amendment within thirty (30) days of County’s request, then County may terminate the Agreement at its sole discretion and without penalty or liability to County, and County may select another inmate communication services provider.

XV. APPLICABLE LAWS

A. In the performance of the services required by this Agreement, Contractor shall comply with all applicable Federal, State, and County statutes, ordinances, regulations, directives and laws.

This Agreement is also subject to any additional restrictions or conditions that may be imposed upon the County by the Federal or State government.

B. This Agreement shall be deemed to be executed within the State of California and construed in accordance with and governed by the laws of the State of California. Any action or proceeding arising out of this Agreement shall be filed and resolved in a California State court located in Woodland, California. Contractor waives any removal rights it might have under State or Federal law.

XVI. NON-DISCRIMINATION IN SERVICES AND BENEFITS

Contractor certifies that any service provided pursuant to this Agreement shall be without discrimination based on color, race, creed, national origin, religion, sex (including pregnancy, childbirth, and related medical conditions), disability, age, citizenship status, genetic information, marital status, sexual orientation, gender identity, medical conditions, or political affiliations or activities in accordance with all applicable Federal, State and County laws and regulations and any administrative directives established by the County Board of Supervisors or the County Administrative Officer. For the purpose of this Agreement, distinctions on the grounds of color, race, creed, national origin, religion, sex (including pregnancy, childbirth, and related medical conditions), disability, age, citizenship status, genetic information, marital status, sexual orientation, gender identity, medical conditions, or political affiliations or activities include but are not limited to the following: denying a participant any service or benefit which is different, or is provided in a different manner or at a different time from that provided to other participants under this Agreement; subjecting a participant to segregation or separate treatment in any way in the enjoyment or any advantage or privilege enjoyed by others receiving any service or benefit; treating a participant differently from others in determining whether the participant has satisfied any admission, enrollment quota, eligibility, membership, or other requirement or condition which individuals must meet in order to be provided any service or benefit; and the assignment of times or places for the provision of services.

XVII. CONTRACTOR RESPONSIBILITIES; LABOR CODE REQUIREMENTS

A. Contractor shall agree to all terms and conditions set forth in this Agreement, and Contractor shall agree to the specifications, including, but not limited to, the features and functionalities of the inmate telephone system ("ITS"), video visitation solution ("VVS") and correctional-grade mobile devices/tablets ("Tablets") listed in **Exhibit E - Mandatory Requirements**. If County designates an agent to act on County's behalf ("Designated Agent"), Contractor shall follow County's direction in working with such Designated Agent.

B. Contractor shall exercise all of the care and judgment consistent with good practices in the performance of the services required by this Agreement.

C. Contractor is aware of the requirements of California Labor Code Sections 1720 et seq. and 1770 et seq., which require the payment of prevailing wage rates and the performance of other requirements on certain "public works" and "maintenance" projects ("Prevailing Wage Laws"). If the services hereunder are being performed as part of an applicable "public works" or "maintenance" project, as defined by the Prevailing Wage Laws, and if the total compensation is \$1,000 or more, Contractor agrees to fully comply with such Prevailing Wage Laws. Contractor shall defend, indemnify and hold the County, its officials, officers, employees and agents free and harmless from any claims, liabilities, costs, penalties or interest arising out of any failure or alleged failure to comply with the Prevailing Wage Laws. It shall be mandatory upon the Contractor and all Subcontractors to comply with all California Labor Code provisions, which include but are not limited to prevailing wages (Labor Code Sections 1771, 1774 and 1775), employment of apprentices (Labor Code Section 1777.5), certified payroll records (Labor Code Sections 1771.4 and 1776), hours of labor (Labor Code Sections 1813 and 1815) and debarment

of contractors and subcontractors (Labor Code Section 1777.1). The requirement to submit certified payroll records directly to the Labor Commissioner under Labor Code section 1771.4 shall not apply to work performed on a public works project that is exempt pursuant to the small project exemption specified in Labor Code Section 1771.4.

D. If the services hereunder are being performed as part of an applicable “public works” or “maintenance” project, then pursuant to Labor Code Sections 1725.5 and 1771.1, the Contractor and all Subcontractors performing such services must be registered with the Department of Industrial Relations. Contractor shall maintain registration for the duration of the Project and require the same of any Subcontractors, as applicable. This Project may also be subject to compliance monitoring and enforcement by the Department of Industrial Relations. It shall be Contractor’s sole responsibility to comply with all applicable registration and labor compliance requirements. Notwithstanding the foregoing, the contractor registration requirements mandated by Labor Code Sections 1725.5 and 1771.1 shall not apply to work performed on a public works project that is exempt pursuant to the small project exemption specified in Labor Code Sections 1725.5 and 1771.1.

E. This Agreement may also be subject to compliance monitoring and enforcement by the Department of Industrial Relations. It shall be Contractor’s sole responsibility to comply with all applicable registration and labor compliance requirements. Any stop orders issued by the Department of Industrial Relations against Contractor or any subcontractor that affect Contractor’s performance of the Services, including any delay, shall be Contractor’s sole responsibility. Any delay arising out of or resulting from such stop orders shall be considered Contractor caused delay and shall not be compensable by the County. Contractor shall defend, indemnify and hold the County, its officials, officers, employees and agents free and harmless from any claim or liability arising out of stop orders issued by the Department of Industrial Relations against Contractor or any subcontractor.

XVIII. PUBLIC LIABILITY AND PROPERTY DAMAGE INSURANCE

A. During the term of this Agreement, Contractor shall at all times maintain, at its expense, the following coverages and requirements. The comprehensive general liability insurance shall include broad form property damage insurance.

1. Minimum Coverages (as applicable) - Insurance coverage shall be with limits not less than the following:

- a. **Comprehensive General Liability:** \$1,000,000 per occurrence and \$2,000,000 aggregate
- b. **Automobile Liability:** \$1,000,000/occurrence (general) and \$500,000/occurrence (property) [include coverage for Hired and Non-owned vehicles.]
- c. **Professional Liability/Malpractice/Errors and Omissions:** \$1,000,000/occurrence and \$2,000,000/aggregate (If any engineer, architect, attorney, accountant, medical professional, psychologist, or other licensed professional performs work under a contract, the contractor must provide this insurance. If not, then this requirement automatically does not apply.)
- d. **Workers’ Compensation/Statutory Limits/Employers’ Liability:** \$1,000,000/accident for bodily injury or disease (If no employees, this requirement automatically does not apply.)

2. The County, its officers, agents, employees and volunteers shall be named as additional insured on all but the workers' compensation and professional liability coverages. It shall be a requirement under this agreement that any available insurance proceeds broader than or in excess of the specified minimum Insurance coverage requirements and/or limits shall be available to the Additional Insured. Furthermore, the requirements for coverage and limits shall be (1) the minimum coverage and limits specified in this Agreement; or (2) the broader coverage and maximum limits of coverage of any Insurance policy or proceeds available to the named Insured; whichever is greater.

- a. The Additional Insured coverage under the Contractor's policy shall be "primary and non-contributory" and will not seek contribution from the County's insurance or self-insurance and shall be at least as broad as CG 20 01 04 13.
- b. The limits of Insurance required in this agreement may be satisfied by a combination of primary and umbrella or excess Insurance. Any umbrella or excess Insurance shall contain or be endorsed to contain a provision that such coverage shall also apply on a primary and non-contributory basis for the benefit of the County of Yolo (if agreed to in a written contract or agreement) before the County's own Insurance or self-insurance shall be called upon to protect it as a named insured.

3. Said policies shall remain in force through the life of this Agreement and, with the exception of professional liability coverage, shall be payable on a "per occurrence" basis unless the County Risk Manager specifically consents in writing to a "claims made" basis. For all "claims made" coverage, in the event that the Contractor changes insurance carriers Contractor shall purchase "tail" coverage covering the term of this Agreement and not less than three (3) years thereafter. Proof of such "tail" coverage shall be required at any time that the Contractor changes to a new carrier prior to receipt of any payments due.

4. The Contractor shall declare all aggregate limits on the coverage before commencing performance of this Agreement, and the County's Risk Manager reserves the right to require higher aggregate limits to ensure that the coverage limits required for this Agreement as set forth above are available throughout the performance of this Agreement.

5. Any deductibles or self-insured retentions must be declared to and are subject to the approval of the County Risk Manager. All self-insured retentions (SIR) must be disclosed to Risk Management for approval and shall not reduce the limits of liability. Policies containing any SIR provision shall provide or be endorsed to provide that the SIR may be satisfied either by the named Insured or Yolo County.

6. Each insurance policy shall be endorsed to state that coverage shall not be suspended, voided, canceled by either party, reduced in coverage or in limits except after thirty (30) days' prior written notice by certified mail, return receipt requested, has been given to the Director (ten (10) days for delinquent insurance premium payments).

7. Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A:VII, unless otherwise approved by the County Risk Manager.

8. The policies shall cover all activities of Contractor, its officers, employees, agents and volunteers arising out of or in connection with this Agreement.

9. For any claims relating to this Agreement, the Contractor's insurance coverage shall be primary, including as respects the County, its officers, agents, employees and volunteers. Any insurance maintained by the County shall apply in excess of, and not contribute with, insurance provided by Contractor's liability insurance policy.

10. The Contractor shall waive all rights of subrogation against the County, its officers, employees, agents and volunteers.

B. Prior to commencing services pursuant to this Agreement, Contractor shall furnish the County with original endorsements reflecting coverage required by this Agreement. The endorsements are to be signed by a person authorized by that insurer to bind coverage on its behalf. All endorsements are to be received by, and are subject to the approval of, the County Risk Manager before work commences. Upon County's request, Contractor shall provide complete, certified copies of all required insurance policies, including endorsements reflecting the coverage required by these specifications.

C. During the term of this Agreement, Contractor shall furnish the County with original endorsements reflecting renewals, changes in insurance companies and any other documents reflecting the maintenance of the required coverage throughout the entire term of this Agreement. The endorsements are to be signed by a person authorized by that insurer to bind coverage on its behalf. Upon County's request, Contractor shall provide complete, certified copies of all required insurance policies, including endorsements reflecting the coverage required by these specifications. Yolo County reserves the right to obtain a full certified copy of any Insurance policy and endorsements. Failure to exercise this right shall not constitute a waiver of right to exercise later.

D. Contractor agrees to include with all Subcontractors in their subcontract the same requirements and provisions of this agreement including the indemnity and Insurance requirements to the extent they apply to the scope of the Subcontractor's work. Subcontractors hired by Contractor agree to be bound to Contractor and the County of Yolo in the same manner and to the same extent as Contractor is bound to the County of Yolo under the Contract Documents. Subcontractor further agrees to include these same provisions with any Sub-subcontractor. A copy of the Owner Contract Document Indemnity and Insurance provisions will be furnished to the Subcontractor upon request. The General Contractor/and or Contractor shall require all Subcontractors to provide a valid certificate of insurance and the required endorsements included in the agreement prior to commencement of any work and General Contractor/and or Contractor will provide proof of compliance to the County of Yolo.

E. Contractor shall maintain insurance as required by this contract to the fullest amount allowed by law and shall maintain insurance for a minimum of five (5) years following the completion of this project. In the event Contractor fails to obtain or maintain completed operations coverage as required by this agreement, the County at its sole discretion may purchase the coverage required and the cost will be paid by Contractor.

XIX. WORKERS' COMPENSATION

A. Contractor shall provide workers' compensation coverage as required by State law, and prior to commencing services pursuant to this Agreement shall file the following statement with the County in a form substantially as set forth below.

B. WORKERS' COMPENSATION CERTIFICATE

I am aware of the provisions of Section 3700 of the Labor Code that require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that Code, and I will comply with such provisions before commencing any services required by this Agreement.

The person executing this certificate on behalf of Contractor affirmatively represents that she/he has the requisite legal authority to do so on behalf of Contractor, both the person executing this Agreement on behalf of Contractor and Contractor understand that the County is relying on this representation in entering into this Agreement.

XX. NOTICE

A. Any notice required by this Agreement shall be supplied in writing in electronic format and/or delivered in person or by registered or certified mail addressed to the party's address listed below. Notice shall be presumed to have been received five (5) business days after it is deposited in a U.S. Postal Service depository.

FOR COUNTY:

Yolo County Sheriff's Office

Attn:

140 Tony Diaz Drive

Woodland, CA 95776

FOR CONTRACTOR:

Contractor Name

Attn:

Address Line 1

Address Line 2

B. Either party may change the address to which notice or other communication should be sent, by providing written notice of such change at least fifteen (15) calendar days prior to the effective date of the change.

XXI. CONFLICT OF INTEREST

A. Contractor shall comply with the laws and regulations of the State of California and County regarding conflicts of interest, including, but not limited to, Article 4 of Chapter 1, Division 4, Title 1 of the California Government Code, commencing with Section 1090, and Chapter 7 of Title 9 of said Code, commencing with Section 87100 including regulations promulgated by the California Fair Political Practices Commission.

B. Contractor covenants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of Contractor's obligations and responsibilities hereunder. Contractor further covenants that in the performance of this Agreement, no person having any such interest shall be employed. This covenant shall remain in force until Contractor completes performance of the services required of it under this Agreement.

C. Contractor agrees that if any fact comes to its attention that raises any question as to the applicability of any conflict of interest law or regulation, Contractor will immediately inform the County and provide all information needed for resolution of the question.

XXII. COVENANT AGAINST CONTINGENT FEES

Contractor warrants that it has not employed or retained any company or person, other than a bona fide employee working for Contractor, to solicit or secure this Agreement, and that it has not paid or agreed to pay any company or person, other than a bona fide employee, any fee, commission, percentage, brokerage fee, gift, or any other consideration, contingent upon or resulting from the award or making this agreement. For breach or violation of this warranty, the County shall have the right to annul this agreement without liability, or in its discretion to deduct from the agreement price or consideration, or otherwise recover, the full amount of such fee, commission, percentage, brokerage fee, gift or contingent fee.

XXIII. ASSIGNMENT AND MERGERS/ACQUISITION

A. The services to be performed under the Agreement shall not be assigned, sublet or transferred without 30-days advance written notification to County and then only upon Contractor's receipt of County's written consent.

B. Upon receipt of County's written consent, any such purchaser, assignee, successor, or delegate shall thereupon assume all rights and responsibilities of Contractor. However, County may assign any and/or all of its rights and obligations hereunder without Contractor's written consent but upon County's written notice thereof to Contractor (i) to any affiliate; (ii) pursuant to any sale or transfer of all or substantially all of its business or assets; (iii) pursuant to any merger, acquisition or reorganization; or (iv) as part of a bona fide pledge to a third party lending institution of collateral of the assignor's rights hereunder.

C. If during the Agreement term and any renewal term(s), Contractor merges or is acquired by another entity, the following documents must be submitted to County.

1. Corporate resolutions prepared by Contractor and the new entity ratifying acceptance of all of the Agreement and its terms, conditions and processes;
2. New Federal Identification Number (FEIN) if applicable; and,
3. Other documentation requested by County.

XXIV. SUBCONTRACTS

A. The services and obligations required of Contractor under this Agreement are not assignable in whole or in part. In addition, Contractor shall not subcontract any portion of the services required of Contractor by this Agreement without the express written consent of the Director. If any portion of the services required of Contractor are subcontracted, the subcontractor(s) shall maintain the same insurance as required of Contractor by this Agreement and Contractor shall be fully responsible to the County for all work undertaken by subcontractors.

B. Any subcontracts for the products/services described herein shall include appropriate provisions and contractual obligations to ensure the successful fulfillment of all contractual obligations agreed to by Contractor and County and to ensure that County is indemnified, saved and held harmless from and against any and all claims of damage, loss and cost (including attorney fees) of any kind related to a subcontractor in those matters described in this Agreement.

C. Contractor expressly understands and agrees that it assumes and is solely responsible for all legal and financial responsibilities related to the execution of a subcontract. Contractor agrees that utilization of a subcontractor to provide any of the products/services in this Agreement shall in no way relieve Contractor of the responsibility for providing the products/services as described and set forth herein. Contractor shall identify any subcontractors used to provide services under this Agreement.

D. In the event of unsatisfactory performance, as determined by County, County may request to substitution of a subcontractor utilized by Contractor to fulfill the obligations under this Agreement.

XXV. STATUS OF CONTRACTOR

A. It is understood and agreed by all the parties hereto that Contractor is an independent contractor and that nothing in the Agreement is intended nor shall be construed to create an employer/employee relationship, a joint venture relationship or any other relationship allowing County to exercise control over the manner or method by which Contractor or its subcontractor perform under the Agreement. Neither Contractor nor Contractor's assigned personnel shall be entitled to any benefits payable to employees of the County. Contractor hereby indemnifies and holds the County harmless from any and all claims that may be made against the County based

upon any contention by any third party that an employer-employee relationship exists by reason of this Agreement or any services provided pursuant to this Agreement.

B. It is further understood and agreed by all the parties hereto that neither Contractor nor Contractor's assigned personnel shall have any right to act on behalf of the County in any capacity whatsoever as an agent or to bind the County to any obligation whatsoever.

C. It is further understood and agreed by all the parties hereto that Contractor must issue any and all forms required by Federal and State laws for income and employment tax purposes, including W-2 and 941 forms, for all of Contractor's assigned personnel.

XXVI. AMENDMENT

This Agreement may be amended only by written instrument signed by the County and Contractor.

XXVII. WAIVER

The waiver by the County or any of its officers, agents or employees or the failure of the County or its officers, agents or employees to take action with respect to any right conferred by, or any breach of any obligation or responsibility of this Agreement shall not be deemed to be a waiver of such obligation or responsibility, or subsequent breach of same, or of any terms, covenants or conditions of this Agreement.

XXVIII. AUTHORIZED REPRESENTATIVE

The person executing this Agreement on behalf of Contractor affirmatively represents that she/he has the requisite legal authority to enter into this Agreement on behalf of Contractor and to bind Contractor to the terms and conditions of this Agreement. Both the person executing this Agreement on behalf of Contractor and Contractor understand that the County is relying on this representation in entering into this Agreement.

XXIX. PUBLIC RECORDS ACT

Upon its execution, this Agreement (including all exhibits and attachments) shall be subject to disclosure pursuant to the California Public Records Act.

XXX. INDEMNIFICATION

A. To the fullest extent permitted by law, Contractor shall defend, indemnify, and hold County and its affiliates, agents, employees, officers, directors, and successors harmless from loss, cost, expenses, damages or liability (including reasonable attorney's fees and court costs) resulting from actions, causes of action or claims brought or threatened under the Agreement, for (i) any actual or alleged negligence or dishonesty of, or any actual or alleged act of commission or omission by, Contractor or any of its employees, agents or subcontractors in providing the equipment and services hereunder; (ii) the operation of Contractor's business or the inmate communication services; (iii) any breach by Contractor of its obligations hereunder; or (iv) any alleged patent, copyright or trademark infringement or unauthorized use of trade secrets or other proprietary rights in connection with the inmate communication services, except where such claims, demands or liabilities are due to the active negligence or willful misconduct of County, its agents or employees.

B. County agrees to provide Contractor with reasonable and timely notice of any claim, demand, or cause of action made or brought against County arising out of or related to the services rendered by Contractor shall have the right to defend any such claim at its sole cost and expense and with its exclusive discretion. County will promptly advise Contractor of any proposed

agreement to compromise or settle any claim and Contractor will have ten (10) days to respond to such proposal.

C. In the event any infringement claim is made or threatened against County, or injunctive relief is granted to a claimant, Contractor shall at its sole cost and expense (i) obtain the right for County to continue use of the services; (ii) substitute other services of like capability, or (iii) replace or modify the services to render them non-infringing while retaining like capability. In the event Contractor is unable to perform any of the above, County may terminate the Agreement upon providing sixty (60) days written notice to Contractor and Contractor shall be responsible for all of County's costs and expenses of whatever nature or kind in connection therewith.

D. These indemnities and remedies shall survive the expiration or other termination of the Agreement. The defense and indemnification obligations of this agreement are undertaken in addition to, and shall not in any way be limited by, the insurance obligations contained in this Agreement. In providing any defense required by the Agreement, Contractor shall use counsel reasonably acceptable to the County Counsel.

XXXI. FORCE MAJEURE

Neither party shall be held liable for any delay or failure in performance of any part of this Agreement from any cause beyond its control and without its fault or negligence, such as acts of God, acts of civil or military authority, government regulations, embargoes, epidemics, war, terrorist acts, riots, insurrections, fires, explosions, earthquakes, nuclear accidents, floods, strikes, power blackouts, volcanic action, other major environmental disturbances, or unusual weather conditions.

XXXII. ADDITIONAL PROVISIONS

A. Contractor shall provide any and all notices as may be required under the Drug-Free Workplace Act of 1998, 28 CFR Part 67, Subpart F, and any applicable California laws, to the employees and all subcontractors to ensure the facility(s) maintains a drug free workplace. County reserves the right to review drug testing results of Contractor's personnel assigned to work at the Facilities. County may require, at Contractor's expense, drug testing of Contractor's personnel if no drug testing records exist or if such test results are older than 6 months.

B. Contractor does not, and shall not during the performance of the Agreement knowingly employ an unauthorized alien as defined in the Federal Immigration Reform and Control Act of 1986.

XXXIII. LIQUIDATED DAMAGES

Contractor's failure to meet Agreement requirements both correctly and on time may result in substantial injury County; the amount of damages resulting from such failure may not always be quantified with certainty. Each failure to meet a requirement, both correctly and on time, may be subject to fines and liquidated damages as outlined herein. Any enforced fines/liquidated damages will be invoiced by County to Contractor. Payments due County for the invoiced amount(s) shall be due within thirty (30) days of Contractor's receipt of the invoice.

LIQUIDATED DAMAGES	
Description	Amount
All Inmate Communication Services Any charges/fees added to the called party's bill or account or inmate without the express written consent of County.	\$350.00 per day from the date the additional charges/fees were first added through the date the charges/fees were discontinued.

All Inmate Communication Services Unauthorized free calls, video visitation sessions or Tablet transactions completed by Contractor including allowing access to unauthorized wireless networks.	\$2.00 per completed, unauthorized free call.
All Inmate Communication Services Revenue share payments, ITS traffic detail reports, CDRs, VVS detail reports, Tablet transaction reports and/or all other reports not containing the required fields, received by County after the date specified in Exhibit E, (General Conditions) and (Revenue Share, Payment and Reporting). If the revenue share payment is late, reporting is late and/or reports do not contain all required fields, late charges/interest for all three shall apply. Revenue share payment discrepancies must be resolved by Contractor and to County's reasonable satisfaction, within thirty (30) days of receipt of notification of a discrepancy from County and/or its Designated Agent or such discrepancy is subject to late charges, as described and/or termination of this Agreement at the sole discretion of County and/or any legal course of action County elects to pursue.	5% per month of the revenue share amount due. \$750.00 per month for each report not received by the due date specified or for each report that does not contain all of the fields and information identified in Exhibit E, (General Conditions). \$100.00 per day for any daily CDR reports not submitted by Contractor, for each day where the CDR report does not contain all of the fields and information identified in Exhibit E, (General Conditions).
All Inmate Communication Services Any changes to the rates without the express written approval of County. Contractor must issue refunds to all overcharged end-users or inmates within 5 business days; a list of the issued credits must be provided to County as documentation. County will not issue a refund of revenue-share or cost recoupment for unapproved rate increases.	\$2.00 per completed call, video visitation session or Tablet transaction which was rated/charged using the unauthorized rates(s).
All Inmate Communication Services Any bill types, transactions or applications implemented or removed regarding the processing and/or completion of inmate telephone calls without the express written consent of County.	\$500.00 per day for each day the bill type, transaction or applications is implemented or removed.
All Inmate Communication Services Due to Contractor's action(s), if any installation, initial or additionally requested inmate communications equipment is not completed within the timeframe allowed in the agreed-upon implementation plan.	\$500.00 per day for each day the after the agreed-upon date until the installation is complete.
All Inmate Communication Services Contractor shall be responsible for resolving any reported repairs, replacements or service quality issues within 10 days following the date of notification of a service request or inmate communication service failure ("Cure Period"). Should Contractor fail to resolve the reported repair or replacement within the specified Cure Period, Contractor may be liable for liquidated damages.	\$500.00 for each day after the Cure Period and for each reported repair or replacement that Contractor fails to resolve, until each reported repair or replacement is resolved by Contractor.

All Inmate Communication Services When County suffers one or more lost, unrecoverable or un-useable audio or video recording(s), or unrecoverable electronic messages. County agrees to notify Contractor of such instances and provide up to 7 days per instance for Contractor to produce the call or video recording(s) or electronic messages.	\$1,000.00 per occurrence.
Contractor shall adhere to County's performance process when upgrading each inmate communications service, software, equipment, or performing any changes to the inmate communications that affect the scope under the Agreement. Any deviation from the process may result in liquidated damages incurred by Contractor.	\$500.00 per occurrence.
All Inmate Communication Services Contractor shall adhere to Exhibit E (General Installation Requirements) when transferring attorney telephone numbers from the incumbent's system to Contractor's system. Calls to attorney telephone numbers shall not be recorded. Should an attorney call be recorded due to Contractor's failure to properly transfer and format the inmate numbers or Contractor enters the attorney number without formatting the number as privileged or do not record, may result in liquidated damages incurred by Contractor.	\$1,000.00 per occurrence

XXXIV. MISCELLANEOUS TERMS

A. Incorporation of Recitals

The recitals set forth in the beginning of this Agreement are hereby incorporated into this Agreement as if fully set forth herein.

B. Interpretation

This Agreement shall be interpreted under, and governed by, the Laws of the State of California. The parties hereto agree that any action relating to this Agreement shall be instituted in a Federal Court in Yolo County, California.

C. Severability

If any part of the Agreement is contrary to any Federal, State or Local law, it is not applicable and such invalidity shall not affect the other provisions or applications of the Agreement which can be given effect without the invalid provision or applications. To that end, the provisions of the Agreement are declared to be severable. If any provision hereof is held invalid by a Court of competent jurisdiction that provision shall be automatically deleted and all remaining provisions shall remain in full force and effect.

D. Entirety, Waiver, and Modification

This Agreement, together with any attachments, represents the entire understanding between County and Contractor (collectively "Parties") with respect to the subject matter hereof and supersedes all prior negotiations, representations, or agreements, whether written or oral. Only a written instrument executed by the Party waiving compliance may waive or modify the terms of this Agreement. The failure of either Party at any time to require performance of any provision hereof shall in no manner affect the right at a later date to enforce the same. No waiver by either Party of any term of this Agreement, whether by conduct or otherwise, in any

one or more instances, shall be deemed to be a further or continuing waiver of such term or of any other term of this Agreement.

E. Confidentiality

1. The Parties hereto shall keep confidential any and all information which either Party states to be confidential or proprietary and so advises the other Party or labels the information as such ("Confidential Information"). Such information shall remain the property of the Party owning such information and, when in tangible form shall be returned to the respective party or otherwise disposed of as directed by the appropriate Party. Any violation of this provision by either Party shall be actionable. However, notwithstanding the foregoing, neither Party shall be under any obligation to maintain in confidence any portion of the information it has received which (i) is now, or which becomes hereafter through no act or failure to act on the part of the receiving Party, generally known or available to the public; (ii) is already known by the receiving Party at the time of the disclosure of such information and was not under any obligations of confidence; (iii) is hereafter furnished to the receiving Party by a source other than the owner, provided such source is not known by the receiving Party to be prohibited from disclosing such information by a contractual, legal or fiduciary obligation; (iv) has been independently developed by the receiving Party without benefit of the confidential or proprietary information of the other; or, (v) is required to be disclosed by any applicable law or regulation or by subpoena or order of any governing body or court of competent jurisdiction; provided however, that the Party being required to disclose the confidential or proprietary information of the other must promptly notify the owner of same of the demand for such disclosure and such disclosure to a government entity pursuant to law, order or regulation shall not provide a basis for any additional disclosure of such information by either Party.
2. Each Party including its agents and representatives shall: (i) follow reasonable procedures to protect and maintain the confidentiality of the Confidential Information; (ii) not disclose, or allow to be disclosed, the Confidential Information to any party other than to its employees, contractors, officers, or directors who have a need to know in order to perform the services contemplated under this Agreement, and are under the same binding obligation of confidentiality provided herein with respect to any such information; (iii) not use the Confidential Information for any purpose other than to perform under this Agreement; and, (iv) treat all Confidential Information of the other Party with the same degree of care to avoid disclosure to third parties as it uses with respect to the recipient Party's own Confidential Information, but not less than a reasonable degree of care.
3. Notwithstanding the foregoing, Contractor acknowledges that the County is subject to the California Public Records Act, Government Code section 6250 et seq. ("CPRA"). Should the County receive a request for disclosure of information identified by Contractor as its Confidential Information, prior to releasing any such records in response to a CPRA request, the County agrees to promptly inform Contractor of the request so that Contractor may seek a protective court order for these records. Contractor shall indemnify and hold the County free and harmless from any claims or actions, including attorneys' fees awards, which arise out of the release of records that the Contractor unsuccessfully attempts to prevent from being disclosed pursuant to the CPRA. Failure of Contractor to timely respond to a notice from the County regarding such a CPRA request shall be deemed consent to the disclosure of the requested records or information.

F. Limitation of Liability

In no event shall either party be liable hereunder for loss of profits, loss of goodwill, consequential or punitive damages of any kind regardless of the form or theory of any claim and irrespective of whether such party has been advised of the possibility of such damages.

G. Contractor Costs and Taxes and Fees on Services

It is expressly understood that County is not responsible in any way, manner or form for any of Contractor's costs, including but not limited to, taxes (including sales tax), shipping charges, network charges, insurance, interest, penalties, attorney fees, liquidated damages, licenses, fees, tariffs or other costs related to any and all Contractor's services. Contractor agrees that it is entirely responsible for calculating, collecting and remitting all fees and taxes, including sales tax where applicable, on all services and items provided to the inmates. Including, but not limited to, any and all taxes as applicable for the inmate communication services such as; direct bill, debit, pre-paid and any other calls, video visitation sessions and Tablet applications and transactions.

XXXV. ENTIRE AGREEMENT

A. This Agreement and its Exhibits, Contractor's Insurance (Exhibit A), RFP Excerpt (Exhibit B), Contractor's Proposal (Exhibit C), and Contractor's Best and Final Offer (Exhibit D) are fully incorporated into and represent the entire agreement between the County and Contractor (collectively "parties").

B. This final executed agreement takes precedence over any other written or verbal Exceptions or objections in Contractor's RFP that have not been explicitly accepted by County in writing shall not be included in this Agreement and shall be given no weight or consideration. Any and all future changes to this agreement must be made in writing and agreed upon and accepted in writing by both the County and the Contractor.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the day and year first set forth above.

COUNTY OF YOLO**CONTRACTOR**

By: _____

By: _____

[Name] [Name/Title]

Yolo County Purchasing Agent

Attest:

, Clerk

Board of Supervisors

By: _____

Deputy (Seal)

Approved as to Form:

By: _____

, County Counsel

EXHIBIT A
Reserved For:
CONTRACTOR'S INSURANCE

EXHIBIT B
Reserved For:
COUNTY OF YOLO
REQUEST FOR PROPOSAL (RFP)
INMATE COMMUNICATION SERVICES
RFP#FINARFPKK2217

EXHIBIT C
Reserved For:
CONTRACTOR'S PROPOSAL
RFP#FINARFPKK2217

EXHIBIT D
Reserved For:
CONTRACTOR'S
BEST AND FINAL OFFER (BAFO)

Question and Answers for Bid #FINARFPKK2217 - Inmate Communication Services

Overall Bid Questions

There are no questions associated with this bid.

Question Deadline: Jun 28, 2022 4:00:00 PM PDT

EXHIBIT C

CONTRACTOR'S PROPOSAL

RFP#FINARFPKK2217

ICSolutions PRESENTS THIS PROPOSAL TO:

Yolo County, California

RFP #FINARFPKK2217
INMATE COMMUNICATION
SERVICES

DUE: AUGUST 2, 2022 @ 4:00 PM

DARRYL HUGHES

REGIONAL ACCOUNT MANAGER

RFP@ICSOLUTIONS.COM



Copyright & Trademark Notices

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

Inmate Calling Solutions®
ICSolutions®
The ENFORCER®
DirectLink Trust™
Family First™
Message of the Day™
QuickConnect™
QwikCall®
The Analyzer™
The Attendant™
The Bridge™
The Bridge 5™

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

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

Proprietary / Confidential Information

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

- **Vendor Financial Statements (Exhibit 6)**

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

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

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



This Document is printed on recycled paper.



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Exhibit A

PROPOSAL TRANSMITTAL

August 1, 2022

Yolo County Sheriff's Office
140 Tony Diaz Drive
Woodland, CA 95776

RE: RFP #FINARFPKK2217 for *Inmate Communication Services*

Dear Proposal Evaluation Committee:

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

Inmate Calling Solutions, LLC (dba ICSolutions – 2200 Danbury St, San Antonio, TX 78217) hereby affirms that our company meets the minimum qualifications stated in this RFP. Our ability to accomplish the scope of services is demonstrated by our 20 years of providing reliable inmate communication services to agencies ranging in size from small city jails, to large county and state DOCs, to the Federal Bureau of Prisons.

ICSolutions certifies that the following company officer is authorized to participate in contract negotiations on behalf of ICSolutions and has signature authority to commit ICSolutions to a legally binding contract:

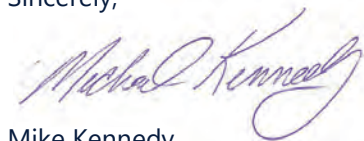
Mr. Mike Kennedy, ICSolutions Vice President Sales & Marketing
Office: 866-228-4040 | Email: mkennedy@icsolutions.com

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

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

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

Sincerely,



Mike Kennedy
Vice President Sales & Marketing



Exhibit B

SIGNATURE PAGE

EXHIBIT B – SIGNATURE PAGE

Inmate Communication Services RFP#FINARFPKK2217

Signature by the Bidder attests that the Bidder has read, understands, and agrees to all instructions, terms, conditions, specifications and addenda set forth in this request. Signature furthermore signifies that all prices and terms submitted for the said product(s) and/or services are accurate and shall be honored for the length of time indicated in the request.

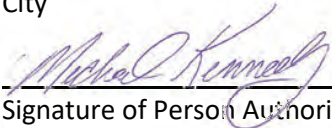
All paper bids must be manually signed in ink in the appropriate space below.

I certify, under penalty of perjury, that I have the legal authorization to bind the firm hereunder:

Inmate Calling Solutions, LLC d/b/a ICSolutions

Company Name
2200 Danbury Street

Address
San Antonio Texas 78217

City State Zip


Signature of Person Authorized to Sign
Michael Kennedy

Printed Name
Vice President Sales & Marketing

Title
8/1/2022

Date

For clarification of this offer, contact:
Name: Darryl Hughes

Title: Regional Account Manager

Phone: (562) 972-9983

Fax: (210) 693-1016

Email: darryl.hughes@icsolutions.com



Exhibit C

RESPONSE CONTENT & CHECKLIST

Inmate Communication Services RFP#FINARFPKK2217

EXHIBIT C – RESPONSE CONTENT & CHECKLIST

PROPOSAL CHECKLIST. Each Vendor’s proposal response should follow the order of this checklist and is provided to assist the applicant in ensuring that a complete proposal is submitted to the County. Failure to include any of the following elements may result in disqualification of the proposal.

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- ☒ EXHIBIT A – PROPOSAL TRANSMITTAL LETTER
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- ☒ EXHIBIT 4 – MAINTENANCE POLICIES AND PROCEDURES
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Exhibit D

SITE EVALUATION REGISTRATION FORM

Inmate Communication Services RFP#FINARFPKK2217**EXHIBIT D – SITE EVALUATION REGISTRATION FORM**

This Site Evaluation Registration Form must be completed and returned to the RFP Coordinator specified in the Main RFP, Section 2 on or before the date specified in the Schedule of Events.

Provide the following information for the vendor representative(s) that will be attending the site evaluation and the email address where Vendor wishes to receive notice/communication related to the RFP.

Vendor Name:	IC SOLUTIONS
Address - Line 1:	13369 VALLEY BLVD
Address - Line 2:	FONTANA, CA 92335
Main Contact Phone Number:	562 972-9983
Main Contact Email Address:	darryl.hughes@icsolutions.com
Attendee Name:	DARRYL HUGHES
Attendee Title:	WEST REGION MANAGER
Attendee Office Contact Number:	562-972-9983
Attendee Mobile Contact Number:	562 972-9983
Attendee Email Address:	DARRYL.HUGHES@ICSOLUTIONS.COM
Attendee Name:	
Attendee Title:	
Attendee Office Contact Number:	
Attendee Mobile Contact Number:	
Attendee Email Address:	



Exhibit E

MANDATORY REQUIREMENTS

GENERAL CONDITIONS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

SUBSECTION 1 - SCOPE OF WORK

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
1.001	Scope of Work	County requires a turn-key inmate calling solution (ITS) which shall include, without limitation, collect, pre-paid collect, pre-paid card, debit, free calls and telephone visitation calls. Vendor shall install and operate all inmate and visitation telephones, and related equipment. Vendor shall, without cost to County, provide all wiring for the inmate and visitation telephones, install the inmate and visitation telephones and the related hardware and software specifically identified herein, to enable inmates at the Facilities to complete, without limitation, local, long distance and/or international collect, pre-paid collect, pre-paid card, debit and free calls and visitation sessions from the Facilities.	Read and Agree	
1.002	Scope of Work	County requires a turn-key video visitation solution (VVS) which shall include, without limitation, automated scheduling software for completion of video visitation visits. Vendor shall install and operate all video visitation stations and related equipment. Vendor shall, without cost to County, provide all wiring for the video visitation stations, install the video visitation stations and related hardware and software specifically identified herein, to enable visitors/end-users to schedule and complete onsite video visitation, remote video visitation, and traditional telephone visitation with inmates at the Facility(s).	Read and Agree	
1.003	Scope of Work	County is seeking a correctional-grade mobile device/tablet solution (Tablets) at no cost the County. The Tablets shall, at a minimum, have the capability to access various applications including electronic messaging, education, instructional material, entertainment, media, inmate requests, medical requests, grievances and commissary ordering. County reserves the right to add an ITS and/or VVS application to the Tablets.	Read and Agree	

SUBSECTION 1 -ITS REVENUE SHARE, PAYMENT AND REPORTING

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT

GENERAL CONDITIONS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

2.001	Reporting and Payments	Gross Revenue generated by and through the proposed ITS consists of all compensation, earnings, gain, income, generated revenue, payment, proceeds or receipts paid to or received by Vendor that are in any way connected to the provision of ITS service pursuant to this RFP and Agreement. Gross Revenue includes, by way of example and not limitation, all the following: all surcharges; per minute fees and any additional fees and/or charges generated by the completion of all calls (including any combination of free, collect, debit, and pre-paid Local, Intralata/Intrastate, Intralata/Interstate, Interlata/Intrastate, Interlata/Interstate and International calls); additional fees and/or charges added to the total cost of a call or added to the called party’s bill; or any other compensation received by Vendor.	Read and Agree	
2.002	Reporting and Payments	Vendor shall not reduce total Gross Revenue (as defined above) for any deductions associated with fees, adjusted durations, unbillable calls, bad debt, uncollectible calls, taxes, fraudulent calls or any other Vendor expense.	Read and Agree	
2.003	Reporting and Payments	Any additional fees to be added to the called party’s bill or paid by the calling or called party (including those associated with establishing/funding pre-paid collect accounts) for inmate telephone calls from the Facilities must be approved by County prior to implementation.	Read and Agree	
2.004	Reporting and Payments	County shall notify Vendor of any unapproved additional fees and/or charges associated with ITS of which County becomes aware are. The unapproved fees and/or charges are subject to liquidated damages as specified in Attachment 1 - Agreement Terms .	Read and Agree	
2.005	Reporting and Payments	Should County and Vendor mutually agree that the charges/fees are to be discontinued, Vendor shall refund each called party for the unapproved charges/fees from the date the charges/fees were implemented until the date the charges/fees were discontinued.	Read and Agree	

GENERAL CONDITIONS

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2.006	Reporting and Payments	Notwithstanding the foregoing, Gross Revenue does not include the following items:	Read and Agree	
2.007	Reporting and Payments	Required regulatory charges and taxes that are intended to be paid by the called party or inmate and then remitted 100% by the billing party to the appropriate governmental agency.	Read and Agree	
2.008	Reporting and Payments	A “Free” call shall be defined as a call not generating any revenue or compensation for Vendor. Calls to telephone numbers that appear on the free call list supplied by County or from inmate telephones approved by County to process free calls shall not generate revenue or compensation for Vendor and shall not be eligible for revenue share to County. Only those numbers designated by County on the free call list and inmate telephones approved by County to process free calls shall be marked as “Free” in the ITS and designated as such in the call detail records. In the event Vendor receives revenue or compensation, notwithstanding the source, from any third party related to a completed free call, such revenue shall be included in Gross Revenue and eligible for revenue share to County. Unauthorized free calls are subject to liquidated damages as specified in Attachment 1 -Agreement Terms .	Read and Agree	
2.009	Reporting and Payments	Complimentary calls associated with Vendor's pre-paid collect program are not included in Gross Revenue and revenue share is not payable by Vendor.	Read and Agree	
2.010	Reporting and Payments	Pre-Paid Collect Funding Fees - Pre-paid collect funding fees are defined as fees imposed on called parties who set up or fund a pre-paid collect account with Vendor or a third party (i.e. Western Union) to accept calls. The pre-paid collect funding fee shall not be applied on a per-call basis. All pre-paid collect fees must be approved by County and are subject to liquidated damages as specified in Attachment 1 - Agreement Terms .	Read and Agree	
2.011	Reporting and Payments	A call is deemed complete, and considered part of Gross Revenue (as described above), when a connection is made between the inmate and the called party, whether such connection is established by positive acceptance or by live or automated machine pick-up (e.g. when the ITS considers a tone from an answering machine, voicemail as acceptance). The call shall be deemed complete and eligible for revenue share regardless if Vendor can bill or collect revenue on the call.	Read and Agree	

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2.012	Reporting and Payments	Vendor agrees that it is entirely responsible for calculating, collecting and remitting all fees and taxes, including sales tax where applicable, on all services and items provided to the inmates, including but not limited to any and all taxes as applicable for the ITS services such as collect, debit, pre-paid and any other calls.	Read and Agree	
2.013	Reporting and Payments	Vendor may, upon request from County, utilize the onsite commissary provider to distribute and charge for inmate telephone services, provided there is a written agreement regarding the form and manner of how the associated taxes are to be collected and remitted. In the event the commissary provider collects and remits taxes for inmate telephone services, Vendor is solely responsible for obtaining a resale certificate from the commissary provider. Vendor is responsible for obtaining all proper documentation from the commissary provider. Vendor's agreement with the commissary provider must address the requirements set forth in this section.	Read and Agree	
2.014	Reporting and Payments	Revenue share for pre-paid cards shall be based on the face value of the pre-paid cards purchased by County. Revenue share shall be due to County in the traffic month County placed the pre-paid card order and payable as described in Exhibit E, (General Conditions) .	Read and Agree	
2.015	Reporting and Payments	Vendor shall invoice County the full amount of the pre-paid cards purchased within 15 days of receipt of the pre-paid cards.	Read and Agree	
2.016	Reporting and Payments	Should County cancel the pre-paid card services at the Facilities, Vendor shall deactivate any unused pre-paid cards which have a full balance at the time of the cancellation of the pre-paid card program. The final pre-paid card invoice shall include a credit for all unused pre-paid cards which have a full balance.	Read and Agree	
2.017	Reporting and Payments	Revenue share for debit calls shall be based upon total Gross Revenues (as defined above) generated from debit call purchase or usage and is payable as described in this Exhibit E, (General Conditions) .	Read and Agree	
2.018	Reporting and Payments	On the 5th day of the month following the month of traffic, Vendor shall submit a monthly invoice and corresponding debit purchase or usage report to County for the full amount of the debit purchased or used (less any issued refunds) for the prior traffic month.	Read and Agree	
2.019	Reporting and Payments	Payments and reports for ITS are due to County on or before the 15th day of the month following the traffic month.	Read and Agree	

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2.020	Reporting and Payments	Vendor shall provide monthly revenue share/cost recoupment payments and traffic detail reports to County via these methods:	Read and Agree	
2.021	Reporting and Payments	County requests that all payments be sent via wire transfer; and	Read and Agree	
2.022	Reporting and Payments	County requires that the traffic detail reports be sent electronically in Comma Separated Values (CSV) format.	Read and Agree	
2.023	Reporting and Payments	Traffic detail reports shall include a detailed breakdown of all ITS activity, including but not limited to all collect, pre-paid and debit calls for each inmate telephone at the Facilities:	Read and Agree	
2.024	Reporting and Payments	Facility Name;	Read and Agree	
2.025	Reporting and Payments	Facility Identification Number/Agency Identification Number;	Read and Agree	
2.026	Reporting and Payments	Facility Address (Street, City, State and Zip);	Read and Agree	
2.027	Reporting and Payments	Automatic Number Identifier;	Read and Agree	
2.028	Reporting and Payments	Inmate Telephone Station Port/Identifier;	Read and Agree	
2.029	Reporting and Payments	Inmate Telephone Location Name;	Read and Agree	
2.030	Reporting and Payments	Local Calls, Minutes, Gross Revenue (Per Inmate Telephone);	Read and Agree	
2.031	Reporting and Payments	Intralata/Intrastate Calls, Minutes, Gross Revenue (Per Inmate Telephone);	Read and Agree	
2.032	Reporting and Payments	Interlata/Intrastate Calls, Minutes, Gross Revenue (Per Inmate Telephone);	Read and Agree	
2.033	Reporting and Payments	Intralata/Interstate Calls, Minutes, Gross Revenue (Per Inmate Telephone);	Read and Agree	
2.034	Reporting and Payments	Interlata/Interstate Calls, Minutes, Gross Revenue (Per Inmate Telephone);	Read and Agree	
2.035	Reporting and Payments	Domestic International Calls, Minutes Gross Revenue (Per Inmate Telephone);	Read and Agree	
2.036	Reporting and Payments	International Calls, Minutes Gross Revenue (Per Inmate Telephone);	Read and Agree	
2.037	Reporting and Payments	Revenue Share Rate (%);	Read and Agree	
2.038	Reporting and Payments	Total Calls, Minutes, Gross Revenue and Revenue Share Amount (Per Inmate Telephone); and	Read and Agree	
2.039	Reporting and Payments	Traffic Period and Dates.	Read and Agree	
2.040	Reporting and Payments	Vendor shall supply a report of all pre-paid card orders processed during the traffic month to include (at a minimum) the order date, invoice number, invoice date, gross amount of the order, revenue share rate and revenue share total.	Read and Agree	
2.041	Reporting and Payments	Vendor shall include a sample Traffic Detail Report (showing all fields available, including those specified above and additional fields) to demonstrate how Vendor shall meet the above requirements. Fields not included shall be considered exceptions. The sample Traffic Detail Report shall be included as Exhibit 9 in Vendor's proposal as outlined in the (Proposal Order).	Read and Agree	

GENERAL CONDITIONS

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2.042	Reporting and Payments	Vendor shall provide daily raw Call Detail Records (CDRs) the next business day following the day of traffic and monthly billing files to County no later than the 15th day of the month following the month of traffic.	Read and Agree	
2.043	Reporting and Payments	The daily raw CDRs shall contain all calls (both attempted and completed) which originate from the Facility(s) for each day and each time of the day for the period said raw CDRs are requested. The raw CDRs shall contain the unedited data including all fields and all field content which is legally permitted to be released. The CDRs shall be accompanied with a complete file map and complete file legend. The raw CDRs shall include (without limitation) the following fields:	Read and Agree	
2.044	Reporting and Payments	Facility Name;	Read and Agree	
2.045	Reporting and Payments	Facility Identification Number;	Read and Agree	
2.046	Reporting and Payments	Agency Identification Number;	Read and Agree	
2.047	Reporting and Payments	From ANI;	Read and Agree	
2.048	Reporting and Payments	To ANI;	Read and Agree	
2.049	Reporting and Payments	Batch Number / ID;	Read and Agree	
2.050	Reporting and Payments	From City;	Read and Agree	
2.051	Reporting and Payments	From State;	Read and Agree	
2.052	Reporting and Payments	To City;	Read and Agree	
2.053	Reporting and Payments	To State;	Read and Agree	
2.054	Reporting and Payments	Station Port/Identifier;	Read and Agree	
2.055	Reporting and Payments	Phone Name or Location;	Read and Agree	
2.056	Reporting and Payments	Inmate Name;	Read and Agree	
2.057	Reporting and Payments	Inmate Identification Number;	Read and Agree	
2.058	Reporting and Payments	Personal Identification Number;	Read and Agree	
2.059	Reporting and Payments	Pre-Paid Card Identification Number;	Read and Agree	
2.060	Reporting and Payments	Revenue Period;	Read and Agree	
2.061	Reporting and Payments	Call Start (yyymmdd; mmss);	Read and Agree	
2.062	Reporting and Payments	Call End (yyymmdd; mmss);	Read and Agree	
2.063	Reporting and Payments	Seconds;	Read and Agree	
2.064	Reporting and Payments	Call Type (e.g. local, etc.);	Read and Agree	
2.065	Reporting and Payments	Bill Type (e.g. free, collect, etc.);	Read and Agree	
2.066	Reporting and Payments	Call Cost;	Read and Agree	
2.067	Reporting and Payments	Tax;	Read and Agree	
2.068	Reporting and Payments	Validation Result;	Read and Agree	
2.069	Reporting and Payments	Termination Reason;	Read and Agree	

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2.070	Reporting and Payments	LIDB Status/Code; and	Read and Agree	
2.071	Reporting and Payments	Completion/Accept Indicator.	Read and Agree	
2.072	Reporting and Payments	Vendor shall provide a sample CDR (showing all raw fields available, including those specified above and additional fields) to demonstrate how Vendor shall meet the above requirements. Fields not included shall be considered exceptions. The sample CDR file shall be included as Vendor Exhibit 9 in Vendor's response as outlined in the (Proposal Order).	Read and Agree	
2.073	Reporting and Payments	Vendor shall provide a miscellaneous charges/fees report which shall include a breakdown of all charges and fees applied to (without limitation) ITS calls and accounts shared for other inmate communication services (i.e. VVS, Tablets) from the Facilities covered under the RFP and subsequent Agreement, including but not limited to:	Read and Agree	
2.074	Reporting and Payments	Facility Identification Number;	Read and Agree	
2.075	Reporting and Payments	Date;	Read and Agree	
2.076	Reporting and Payments	Customer Identification Number;	Read and Agree	
2.077	Reporting and Payments	To ANI;	Read and Agree	
2.078	Reporting and Payments	Billed Account;	Read and Agree	
2.079	Reporting and Payments	Transaction Type;	Read and Agree	
2.080	Reporting and Payments	Bill Type	Read and Agree	
2.081	Reporting and Payments	Fee Type;	Read and Agree	
2.082	Reporting and Payments	Instance Type; and	Read and Agree	
2.083	Reporting and Payments	Fee Amount.	Read and Agree	
2.084	Reporting and Payments	Vendor shall provide a sample miscellaneous charges/fees report (showing all raw fields available, including those specified above and additional fields) to demonstrate how Vendor shall meet the above requirements. Fields not included shall be considered exceptions. The sample file shall be included as Exhibit 9 in Vendor's proposal response as outlined in the Proposal Order .	Read and Agree	
2.085	Reporting and Payments	Revenue share payments, usage detail reports, or reports not containing the required fields, received by County after the date specified above are subject to liquidated damages as specified in Attachment 1 - Agreement Terms .	Read and Agree	

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SUBSECTION 2 - VVS REVENUE SHARE, PAYMENT AND REPORTING

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
2.001	VVS Reporting and Payments	VVS Gross Revenue consists of all compensation, earning, gain, income, generated revenue, payment, proceeds or receipts paid to or received by Vendor and in any way connected to the provision of video visitation service pursuant to this Agreement. Gross Revenue includes, by way of example and not limitation, the following: all costs, charges, and fees added to the total cost to visitors or inmates for the completion/scheduling of all remote video visitation sessions, or any other compensation received by Vendor for the completion of all remote video visitation sessions.	Read and Agree	
2.002	VVS Reporting and Payments	Notwithstanding the foregoing, Gross Revenue does not include the following items:	Read and Agree	
2.003	VVS Reporting and Payments	A "Free" video visitation session defined as a video visitation session not generating any revenue or compensation for Vendor. Approved video visitation sessions included on the free video visitation list shall not generate any revenue or compensation for Vendor and shall not be eligible for revenue share to County. Only those visitors or inmates designated by County to process free video visitation sessions shall be marked as "Free" in the VVS and designated as such in the VVS detail records. In the event Vendor collects any revenue or compensation, notwithstanding the source, from any third party related to a completed/scheduled video visitation session, such amounts shall be included in Gross Revenue and eligible for revenue share to County.	Read and Agree	
2.004	VVS Reporting and Payments	Required regulatory charges and taxes that are intended to be paid by the visitor or inmate and then remitted 100% by the billing party to the appropriate governmental agency.	Read and Agree	
2.005	VVS Reporting and Payments	If Vendor receives revenue or compensation, notwithstanding the source, from any third party related to a completed video visitation session between an inmate and a visitor, such revenue shall be included in Gross Revenue and revenue share shall be payable to County.	Read and Agree	
2.006	VVS Reporting and Payments	Any additional fees to be charged to inmates or visitors for video visitation sessions from the Facilities must be approved by County prior to implementation. County and Vendor shall mutually agree on the method of revenue share due to County associated with the additional charges/fees.	Read and Agree	

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2.007	VVS Reporting and Payments	County shall notify Vendor of any unapproved fees and/or charges associated with the VVS of which County becomes aware. Unapproved fees and/or charges are subject to liquidated damages as specified in Attachment 1 - Agreement Terms .	Read and Agree	
2.008	VVS Reporting and Payments	Should County and Vendor mutually agree that the charges/fees are to be discontinued, Vendor shall refund each visitor or inmate for the unapproved charges/fees from the date the charges/fees were implemented until the date the charges/fees were discontinued.	Read and Agree	
2.009	VVS Reporting and Payments	A video visitation session is deemed complete and considered part of Gross Revenue (as described above), when the video visitation session is scheduled and a connection is made by both parties.	Read and Agree	
2.010	VVS Reporting and Payments	Payments and reports for video visitation sessions are due to County on or before the 15th day of the month following the activity/session month.	Read and Agree	
2.011	VVS Reporting and Payments	Vendor shall provide monthly video visitation detail records, in CSV format, which shall include a detailed breakdown of activity for all video visitation sessions, including but not limited to:	Read and Agree	
2.012	VVS Reporting and Payments	Facility Name;	Read and Agree	
2.013	VVS Reporting and Payments	Facility Identification Number/Site Identification Number;	Read and Agree	
2.014	VVS Reporting and Payments	VVS Station Identifier;	Read and Agree	
2.015	VVS Reporting and Payments	VVS Station Location Name;	Read and Agree	
2.016	VVS Reporting and Payments	Onsite Video Visitation Sessions, Minutes (Per VVS Station);	Read and Agree	
2.017	VVS Reporting and Payments	Free Video Visitation Sessions, Minutes (Per VVS Station);	Read and Agree	
2.018	VVS Reporting and Payments	Facility to Facility Video Visitation Sessions, Minutes and Gross Revenue (Per VVS Station);	Read and Agree	
2.019	VVS Reporting and Payments	Remote Video Visitation Sessions, Minutes and Gross Revenue (Per VVS Station);	Read and Agree	
2.020	VVS Reporting and Payments	Revenue Share (Per VVS Station);	Read and Agree	
2.021	VVS Reporting and Payments	Total Video Visitation Sessions, Minutes Gross Revenue; and	Read and Agree	

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2.022	VVS Reporting and Payments	Traffic Period and Dates.	Read and Agree	
2.023	VVS Reporting and Payments	Vendor shall provide a sample video visitation detail record report (showing all raw fields available, including those specified above and any additional fields) to demonstrate how Vendor shall meet the above requirements. Fields not included shall be considered exceptions. The sample video visitation record report shall be included as Exhibit 9 in Vendor's proposal response as outlined in the Proposal Order .	Read and Agree	
2.024	VVS Reporting and Payments	Revenue share payments, usage detail reports, or reports not containing the required fields, received by County after the date specified above are subject to liquidated damages as specified in Attachment 1 - Agreement Terms .	Read and Agree	

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SUBSECTION 3 - TABLET REVENUE SHARE, PAYMENT AND REPORTING

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
3.001	Tablet Reporting and Payments	Gross Revenue generated by and through the proposed Tablet solution consists of all compensation, earning, gain, income, generated revenue, payment, proceeds or receipts paid to or received by Vendor in any way connected to the provision of Tablets pursuant to the RFP. Gross Revenue includes, by way of example and not limitation, all of the following: all per minute fees, application charges, equipment costs and any additional fees/charges generated by the accessibility of Tablets and all additional fees charged to the end-user or inmate and any other compensation received by Vendor.	Read and Agree	
3.002	Tablet Reporting and Payments	Vendor shall absorb all costs of providing Tablets including the provision of support, maintenance, necessary hardware, software, bandwidth, wiring, infrastructure, fee collection and accounting.	Read and Agree	
3.003	Tablet Reporting and Payments	Notwithstanding the foregoing, Gross Revenue does not include the following items:	Read and Agree	
3.004	Tablet Reporting and Payments	A "Free" transaction or application defined as a transaction or application not generating any revenue or compensation for Vendor. Approved Tablet transactions or applications shall not generate any revenue or compensation for Vendor and shall not be eligible for revenue share to County. Only those transactions or applications designated by County as "free" shall be marked as "Free" in the Tablet solution and designated as such in the Tablet detail records. In the event Vendor collects any revenue or compensation, notwithstanding the source, from any third party related to Tablet transactions or applications, such amounts shall be included in Gross Revenue and eligible for revenue share to County.	Read and Agree	
3.005	Tablet Reporting and Payments	Required regulatory charges and taxes that are intended to be paid by the end-user or inmate and then remitted 100% by the billing party to the appropriate governmental agency.	Read and Agree	
3.006	Tablet Reporting and Payments	If Vendor receives revenue or compensation, notwithstanding the source, from any third party related to Tablets, such revenue shall be included in Gross Revenue and Vendor shall pay a revenue share to County.	Read and Agree	
3.007	Tablet Reporting and Payments	Any additional fees to be charged to end-users or inmates for the use of Tablets or Tablet applications at the Facilities must be approved by County prior to implementation. County and Vendor shall mutually agree on the method for revenue share due County associated with the additional charges/fees.	Read and Agree	

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3.008	Tablet Reporting and Payments	County shall notify Vendor of any unapproved additional fees and/or charges associated with the use of Tablets of which County becomes aware. The unapproved fees and/or charges are subject to liquidated damages as specified in Attachment 1 - Agreement Terms .	Read and Agree	
3.009	Tablet Reporting and Payments	Should County and Vendor mutually agree that the charges/fees are to be discontinued, Vendor shall refund each end-user or inmate for the unapproved charges/fees from the date the charges/fees were implemented until the date the charges/fees were discontinued.	Read and Agree	
3.010	Tablet Reporting and Payments	Should County and Vendor mutually agree that the charges/fees will remain, County and Vendor shall mutually agree on a method for compensation.	Read and Agree	
3.011	Tablet Reporting and Payments	Payments and reports for Tablets are due to County on or before the 15th day of the month following the month of activity.	Read and Agree	
3.012	Tablet Reporting and Payments	Vendor shall provide monthly Tablet detail reports/records, CSV format, which shall include a detailed breakdown of the activity for all transaction types, including but not limited to, electronic messages, photos, attachments, videos, media, application usage, for each Tablet. Tablet detail records shall include, at a minimum, each of the following items for each Tablet and each transaction or application type:	Read and Agree	
3.013	Tablet Reporting and Payments	Facility Name;	Read and Agree	
3.014	Tablet Reporting and Payments	Facility Identification Number/Site Identification Number;	Read and Agree	
3.015	Tablet Reporting and Payments	Facility Address, Street, City, State, and Zip;	Read and Agree	
3.016	Tablet Reporting and Payments	Tablet Identifier (where applicable);	Read and Agree	
3.017	Tablet Reporting and Payments	Number to Transactions for Each Transaction Type (Per Tablet);	Read and Agree	
3.018	Tablet Reporting and Payments	Minutes of Usage for Each Application Type (Per Tablet);	Read and Agree	
3.019	Tablet Reporting and Payments	Gross Revenue for Each Transaction / Application (Per Tablet);	Read and Agree	
3.020	Tablet Reporting and Payments	Revenue Share Rate;	Read and Agree	
3.021	Tablet Reporting and Payments	Total Revenue Share (Per Tablet);	Read and Agree	
3.022	Tablet Reporting and Payments	Total Transactions/Applications, Minutes of Usage, Gross Revenue and Revenue Share; and	Read and Agree	
3.023	Tablet Reporting and Payments	Traffic Period and Dates.	Read and Agree	

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SUBSECTION 5 - FREE LOBBY TELEPHONE

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
5.001	Free Lobby Telephone	Vendor shall furnish, install and maintain one (1) free public telephone in the lobby and/or processing area at the Facility(s). The free public telephone(s) shall be furnished, installed and maintained by Vendor at no cost to County, and set-up to allow Free local and intralata calls.	Read and Agree	

SUBSECTION 6 - RATE REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
6.001	Rate Requirements	Vendor must agree to provide the required calling rates, video visitation rates, Tablet rates and all related fees specified in found in this Exhibit E, (Rates, Fees, and Revenue Share) and must be in compliance with California laws and applicable regulations.	Read and Agree	
6.002	Rate Requirements	Before any new rate increases or decreases are implemented for any of the inmate communication services required in this RFP, Vendor must submit a written request to receive approval from County. County will respond in writing to Vendor’s request. Unapproved adjustments implemented without the prior written approval from County are subject to liquidated damages as specified in Attachment 1 - Agreement Terms .	Read and Agree	
6.003	Rate Requirements	In the event Vendor increases the usage rates for any of the inmate communication services required in this RFP without the prior written approved of County, Vendor must issue refunds to all overcharged end-users, visitors or inmates within 5 business days; a list of the issued credits must be provided to County as documentation. County will not issue a refund of revenue share or cost recoupment for unapproved rate increases.	Read and Agree	
6.004	Rate Requirements	Vendor will implement any rate adjustments for any and all inmate communication services requested by County within 10 calendar days of said request, subject to regulatory approval, as applicable.	Read and Agree	

GENERAL CONDITIONS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

6.005	Rate Requirements	Vendor shall be capable of accommodating multiple rate structures to accommodate the types of inmates housed at the Facilities. Vendor shall be capable of assigning rates at the inmate, group of inmate telephones, visitation stations or Tablets and Facility levels.	Read and Agree	
6.006	Rate Requirements	Vendor's ITS shall rate all calls to U.S. Territories including but not limited to: Puerto Rico, U.S. Virgin Islands, Guam, American Samoa and Saipan/Mariana Islands as Domestic International which shall mirror Interstate rates. Calls to all other countries shall be rated as International. The calling rates for Interstate/Domestic International and International are specified in this Exhibit E, (Rates, Fees, and Revenue Share) .	Read and Agree	
6.007	Rate Requirements	Vendor shall calculate the raw duration of each inmate telephone call, video visitation session and Tablet usage (if applicable) in seconds based on the time the call is accepted, video visitation session is completed or Tablet usage begins and the time the call, session or usage is terminated by the ITS, VVS or Tablets respectively. For calls, video visitation sessions or Tablet usage where the duration is at least 10 seconds, the duration, in seconds, shall be rounded up to the next whole minute increment and shall be converted from rounded seconds to minutes before the rates are applied.	Read and Agree	
6.008	Rate Requirements	During the rating process, Vendor shall round the raw calculated amount to the nearest hundredth decimal place (up or down) using normal accounting practices.	Read and Agree	

USER BILLING AND PAYMENTS

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SUBSECTION 1 - PRE-PAID & DEBIT APPLICATIONS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
1.001	Pre-Paid / Debit Application	The pre-paid and/or debit application shall allow for pre-payment for a specific end-user, visitor, telephone number or an inmate.	Read and Agree	
1.002	Pre-Paid / Debit Application	County requires that Vendor issue refunds to end-users of any inmate communication services for any pre-paid funds remaining in any pre-paid account upon the end-user’s request whether the account is active or inactive. Should an account be deactivated by Vendor and the end-user requests to reactivate the account and utilize inmate communication services from inmates at the Facilities, the funds shall be made available to the end-user by Vendor. No fees shall be charged to the end-user for refunds or reactivation of funds associated with a pre-paid account.	Read and Agree	
1.003	Pre-Paid / Debit Application	Should Vendor adjust the rates in order to complete a call, Vendor may incur liquidated damages as specified in Attachment 1 - Agreement Terms . County shall notify Vendor of any approved adjustments in the rates of which County becomes aware.	Read and Agree	
1.004	Pre-Paid / Debit Application	Vendor shall not prevent the completion of a pre-paid collect call if the end-user’s pre-paid collect balance is less than the average cost of a call (regardless of call type) from the Facilities.	Read and Agree	
1.005	Pre-Paid / Debit Application	The pre-paid and/or debit application shall be internal to Vendor’s ITS, VVS or Tablet.	Read and Agree	
1.006	Pre-Paid / Debit Application	Vendor shall provide the inmate with the balance of the pre-paid or debit account at the time of the call or Tablet application.	Read and Agree	
1.007	Pre-Paid / Debit Application	The ITS and VVS shall provide the called party with the balance of their pre-paid collect account at the time of the call or scheduling of a video visitation session, as applicable.	Read and Agree	
1.008	Pre-Paid / Debit Application	The pre-paid and/or debit application shall allow international calls.	Read and Agree	
1.009	Pre-Paid / Debit Application	Vendor shall be capable of configuring pre-paid cards for use outside of the Facilities.	Read and Agree	
1.010	Pre-Paid / Debit Application	Vendor shall supply, at County's request, signage, brochures, flyers regarding the ITS, VVS and Tablets and/or Vendor's pre-paid and debit programs at no cost to County.	Read and Agree	

SUBSECTION 2 - PAYMENTS FOR VIDEO VISITATION SYSTEM SESSIONS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
2.001	Payments for VVS Sessions	Vendor shall refund all visitation fees if the video visitation session is dropped due to Vendor related issues.	Read and Agree	

USER BILLING AND PAYMENTS

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2.002	Payments for VVS Sessions	Vendor shall provide an option for an itemized receipt for all transactions, charges and fees for all video visitation sessions.	Read and Agree	

SUBSECTION 3 - TABLET CHARGES

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
3.001	Tablet Charges	To complete the reporting and revenue share process outlined in this Exhibit E, (General Conditions), Vendor shall, by the 15th day of the month following the traffic month, submit an inmate transaction fee invoice to County for payment by County. The invoice shall contain all transaction fees for Tablet applications and usage collected by County from the inmates for Tablet applications and usage associated with Vendor's Tablet solution at the Facilities for the previous calendar month. In no case shall County be independently responsible for payment of transaction fees not collected previously from inmates.	Read and Agree	

USER BILLING AND PAYMENTS

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SUBSECTION 4 - VENDOR RETENTION OF END-USER ACCOUNT INFORMATION

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
4.001	Vendor Retention of End-User Account Information	For the purpose of aiding in investigations Vendor must retain ITS, VVS, and Tablet account information pertaining to an end-user’s pre-paid collect, direct bill, and similar accounts for a period of 2 years after the expiration/termination of the Agreement. The information shall include, but not be limited to, the end-user’s billing name, address and telephone number.	Read and Agree	
4.002	Vendor Retention of End-User Account Information	County shall have access to such account information upon request, to the extent permissible by law.	Read and Agree	

CUSTOMER SERVICE

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

SUBSECTION 1 - MAINTENANCE

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
1.001	Maintenance	Vendor shall respond to repair requests from County by arriving at the site promptly after reasonable notice has been given on a 24-hours a day, 7-days a week, 365-days a year basis.	Read and Agree	
1.002	Maintenance	Repairs or replacement of nonworking or damaged equipment or software shall be started by a qualified technician within 4 hours following notification of a service request or system failure.	Read and Agree	
1.003	Maintenance	Vendor must exhibit to County a best effort approach to the completion of the repairs or replacement during the first 24-hours following notification of a problem.	Read and Agree	
1.004	Maintenance	County shall be notified of progress and/or delays in progress until the problems are resolved.	Read and Agree	
1.005	Maintenance	Vendor shall notify County any time a technician (other than a designated onsite technician) will be dispatched to the Facilities and prior to the technician’s arrival.	Read and Agree	
1.006	Maintenance	Vendor shall be responsible for resolving any reported repairs or replacements within 10 days following the date of notification of a service request or inmate communication service failure (“Cure Period”). Should Vendor fail to resolve the reported repair or replacement within the specified Cure Period, Vendor may be liable for liquidated damages as specified in Attachment 1 - Agreement Terms . Additionally, County may cancel the Agreement with Vendor if Vendor has not cured a service problem within the Cure Period.	Read and Agree	
1.007	Maintenance	Each party shall report to the other party any misuse, destruction, damage, or vandalism. Vendor will assume liability for any and all such damages.	Read and Agree	
1.008	Maintenance	All operation, maintenance and repair issues regarding the ITS, VVS or Tablet services shall be reported by Vendor to County promptly.	Read and Agree	
1.009	Maintenance	Vendor shall provide County with ITS, VVS and Tablet technology software upgrades as they become available. All upgrades must be provided to County at no additional cost.	Read and Agree	

SUBSECTION 2 - PREVENTATIVE MAINTENANCE

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT

CUSTOMER SERVICE

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2.001	Preventative Maintenance	Vendor shall perform a full preventative maintenance inspection every other month (at a minimum) at each of the Facilities, or at any time as directed by County, to include, but not be limited to, the VVS, Tablets, and related equipment and all Vendor installed equipment for the services required. The preventative maintenance inspections shall be performed by a qualified technician and shall be at no cost to County.	Read and Agree	
2.002	Preventative Maintenance	Vendor shall document the preventative maintenance process. Within 2 business days of each preventative maintenance inspection, Vendor shall provide County a log detailing the inspection of all offender communications and ancillary technology services related equipment, all repairs and/or replacements of nonworking or damaged equipment or software, and any other work performed. Vendor shall notify County any time a technician will be dispatched to the Facilities for preventative maintenance and prior to the technician's arrival. The repair log shall include, but not be limited to:	Read and Agree	
2.003	Preventative Maintenance	Facility Name;	Read and Agree	
2.004	Preventative Maintenance	Date of Preventative Maintenance Inspection;	Read and Agree	
2.005	Preventative Maintenance	Type of Service (VVS, Tablets, etc.);	Read and Agree	
2.006	Preventative Maintenance	Equipment Identifier (ID, Name or Location);	Read and Agree	
2.007	Preventative Maintenance	Vendor Ticket Number;	Read and Agree	
2.008	Preventative Maintenance	Work Performed; and	Read and Agree	
2.009	Preventative Maintenance	Resolution Date.	Read and Agree	
2.010	Preventative Maintenance	Vendor agrees to repair and/or replace any damaged, malfunctioning or defective Tablets upon notification from County. County will not be liable for the cost to repair and/or replace Tablets supplied by Vendor for use by the inmates.	Read and Agree	
2.011	Preventative Maintenance	County shall notify Vendor in a timely manner of any damaged, malfunctioning, or defective Tablets. Upon notification, Vendor shall be responsible for collecting the applicable Tablets (either through preventative maintenance inspections or by providing pre-paid return shipping labels) and replacement Tablets (if outside of surplus inventory) shall be sent to County via mail within 72 hours. County shall not be responsible for any costs associated with replacing the Tablets, including but not limited to, packaging, shipping, insurance.	Read and Agree	

CUSTOMER SERVICE

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2.012	Preventative Maintenance	Any replacement Tablets provided to County shall be delivered, implemented and configured according to the same parameters and security configurations as other Tablets provided under this Agreement. Any replacement Tablets delivered to County without the proper parameters and security configurations shall be considered a deviation from the Tablet security processes and procedures identified in this Exhibit E, (Tablet Requirements) and Vendor may be liable for liquidated damages as described in the Attachment 1 - Agreement Terms	Read and Agree	

GENERAL INSTALLATION REQUIREMENTS

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SUBSECTION 1 - STANDARDS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
1.001	Standards	Inmate communication services are to be provided and shall comply with all applicable Federal Communication and/or Public Service Commission regulations relating to inmate communication services in correctional facilities.	Read and Agree	
1.002	Standards	Vendor shall comply with all applicable laws, rules, regulations, and orders of any authorized agency, commission, unit of the federal government, or state, county, or municipal government.	Read and Agree	

SUBSECTION 2 - IMPLEMENTATION

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
2.001	Implementation	In its response to this RFP, Vendor shall submit an implementation plan for all services including ITS, VVS, Tablets and required additional technologies. The implementation plans shall include an installation schedule for each Facility for each required technology.	Read and Agree	
2.002	Implementation	Initial installations for the ITS must be completed within 30 days of the execution of the Agreement between County and the selected Vendor. Implementation plan(s) will become a part of the Agreement and must be followed. If the installation is not completed within the timeframe allowed in the agreed-upon implementation plan, Vendor may be liable for liquidated damages as specified in Attachment 1 - Agreement Terms .	Read and Agree	
2.003	Implementation	Initial installations for the Tablets and VVS must be completed within 90 days of the execution of the Agreement between County and the selected Vendor. Implementation plan(s) will become a part of the Agreement and must be followed. If the installation is not completed within the timeframe allowed in the agreed-upon implementation plan, Vendor may be liable for liquidated damages as specified in Attachment 1 - Agreement Terms .	Read and Agree	

SUBSECTION 3 - INTEGRATION REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
3.001	Integration Requirements	All inmate communication systems provided by Vendor shall be capable of interfacing with the current commissary and JMS providers for the provision of the required services. The JMS and commissary contact information is provided in this Exhibit E, (Facility Specifications) .	Read and Agree	

GENERAL INSTALLATION REQUIREMENTS

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3.002	Integration Requirements	It is Vendor's responsibility to contact the providers, establish a working business relationship and identify the requirements necessary to interface with the JMS and commissary to ensure Vendor must be able to meet the integration requirements listed below with the initial implementation.	Read and Agree	
3.003	Integration Requirements	Vendor shall establish an interface with County's JMS to allow inmate IDs to be automatically transferred from the JMS to the ITS. If so required by County, Vendor shall have the capability to set up single-PIN interfacing, to allow inmates to use the same PIN for all inmate communication services, including but not limited to VVS and Tablets.	Read and Agree	
3.004	Integration Requirements	Vendor shall establish an interface with County's commissary and/or JMS provider to allow inmates to transfer funds from their trust account for debit, remote video visitation sessions and Tablet services (inclusive of electronic messaging). The interface shall allow funds to be returned to the inmate's trust account. The interface shall be near/real time as directed by County.	Read and Agree	
3.005	Integration Requirements	County shall not be responsible for paying any amount associated with the required interfaces.	Read and Agree	

SUBSECTION 4 - TRANSITION REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
4.001	Transition Requirements	Upon expiration, termination, or cancellation of the Agreement, Vendor shall accept the direction of County to ensure all inmate communication services are smoothly transitioned. At a minimum, the following shall apply:	Read and Agree	
4.002	Transition Requirements	After expiration, cancellation or termination of the Agreement, Vendor shall provide ongoing remote access to all CDRs, call and visitation recordings, video recordings, Tablet account history, messages, education credits, documentation, reporting, and any other data contained in any of the web-based applications and or inmate communication systems interfaces. Remote access to all systems shall be provided for a minimum of 2 years after the expiration, termination or cancellation of the Agreement. In the event Vendor is unable to provide remote access, Vendor shall supply 2 workstations which shall become property of County to meet this requirement. The provision of remote access or workstations shall be at no cost to County.	Read and Agree	

GENERAL INSTALLATION REQUIREMENTS

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4.003	Transition Requirements	Vendor shall discontinue providing service or accepting new assignments under the terms of the Agreement, on the date specified by County. Vendor agrees to continue providing all services in accordance with the terms and conditions, requirements and specifications of the Agreement for a period not to exceed 90 calendar days after the expiration, termination or cancellation date of the Agreement. Revenue share/cost recoupment payments will be due and payable by Vendor to County at the percentage provided in the Agreement until inmate communication services are no longer handled by Vendor.	Read and Agree	
4.004	Transition Requirements	Vendor agrees to remove its equipment at the conclusion of the Agreement in a manner that will allow the reuse of wiring/cablings associated with all inmate communication services.	Read and Agree	

SUBSECTION 5 - GENERAL INSTALLATION REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
5.001	General Installation Requirements	Vendor shall be responsible for all costs associated with the installation of the inmate communication services including but not limited to ITS, VVS, and Tablets which shall include but not be limited to, the necessary labor, parts, materials, transportation, purchase of equipment, wiring, new electrical circuits, cables, installation, service, maintenance, voice network and transmission, data network, and day-to-day operation to maintain all proposed system components in good working order and in compliance with the equipment manufacturer’s specifications.	Read and Agree	
5.002	General Installation Requirements	Vendor shall install the quantity of inmate telephones, standard visitation telephones, video visitation stations, and Tablets detailed in this Exhibit E, (Facility Specifications).	Read and Agree	
5.003	General Installation Requirements	Vendor may propose a different number of inmate telephones, video visitation stations and Tablets. County reserves the right to reject Vendor's alternate proposal and require Vendor to install the numbers of inmate telephones, video visitation stations and Tablets specified in this Exhibit E, (Facility Specifications).	Read and Agree	

GENERAL INSTALLATION REQUIREMENTS

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5.003	General Installation Requirements	Vendor shall provide County with the number of ITS Workstations indicated in this Exhibit E, (Facility Specifications) . The Control Workstations shall work in real-time with the ITS, VVS, Tablets, and Kiosks to allow staff access to all communication services user applications for management, monitoring, and reporting tasks. The workstations shall each include a CD/DVD burner, two (2) flat screen monitors, speakers (built in or external), mouse, keyboard, data/audio burning software, laser printer and a licensed copy of Microsoft Office (or equivalent).	Read and Agree	
5.004	General Installation Requirements	Vendor shall provide the County the number of VVS Workstations specified in this Exhibit E, (Facility Specifications) . The VVS Monitoring Workstations shall work in real-time with the ITS, VVS, Tablets, and Kiosks to allow staff access to all communication services user applications for management, monitoring, and reporting tasks. The workstation shall each include a CD/DVD burner, two (2) flat screen monitors, one (1) monitoring TV (forty-six inches (46") or greater), built in speakers, mouse, keyboard, data/audio burning software, laser printer and a licensed copy of Microsoft Office (or equivalent).	Read and Agree	
5.004	General Installation Requirements	Vendor shall install a separate, dedicated network to accommodate all inmate communication services. Vendor's inmate communication services shall not be configured to reside on or use County's network.	Read and Agree	
5.005	General Installation Requirements	Vendor shall install/mount all inmate communication services equipment in accordance with County's requirements.	Read and Agree	
5.006	General Installation Requirements	Use of existing conduit, raceways, cable, wiring, switches, circuits, and terminals within the Facilities is at the risk of Vendor. Exposed wiring is not permitted. Ownership of any wiring or conduit installed under the Agreement by Vendor becomes County's property upon termination and/or expiration of the Agreement.	Read and Agree	
5.007	General Installation Requirements	Vendor agrees that if any cabling work is required as part of any installation, all new cables shall be used and marked clearly and legibly at both ends, and meet all applicable wiring standards for commercial buildings and must be approved by the Facilities maintenance personnel.	Read and Agree	
5.008	General Installation Requirements	Vendor shall be responsible for installing all new wiring, cabling and network circuits at no cost to County to support the provision of the outlined inmate communication services at no cost to County.	Read and Agree	

GENERAL INSTALLATION REQUIREMENTS

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5.009	General Installation Requirements	Vendor agrees to obtain County's written approval before making any physical changes to the Facilities, such as drilling into walls, floors, ceilings or any other portion of the Facilities. This includes existing, newly constructed and/or expanded Facilities.	Read and Agree	
5.010	General Installation Requirements	Vendor shall provide, install, maintain, replace and upgrade adequate surge and lightening protection equipment to protect all lines, circuits and equipment used for the inmate communication services.	Read and Agree	
5.011	General Installation Requirements	Vendor shall provide, install, maintain, replace and upgrade an Uninterruptible Power Supply (UPS) back-up power for the inmate communication services to ensure there is no loss of call, video or transaction processing and data storage in the event of a power failure.	Read and Agree	
5.012	General Installation Requirements	A separate power supply shall not be required for the individual inmate communication services components (e.g. phones, VVS kiosks). A power source will be made available by County for the inmate communication services.	Read and Agree	
5.013	General Installation Requirements	Installation of all cabling, telephones, video visitation stations, Tablets, and related equipment shall be accomplished during normal business hours at the Facilities or as otherwise specified by the Facilities.	Read and Agree	
5.014	General Installation Requirements	Vendor shall provide a minimum of 3 hours of back-up power to the ITS, VVS and Tablets through an Uninterruptible Power Supply (UPS).	Read and Agree	
5.015	General Installation Requirements	Vendor shall install, repair, and maintain all Vendor-provided equipment, including but not limited to, any wiring or cable work required from the demarcation throughout the Facilities. All Vendor-provided equipment, installation, maintenance, repair costs, and all costs or losses due to vandalism shall be the total responsibility of Vendor.	Read and Agree	
5.016	General Installation Requirements	Vendor shall clean-up and remove all trash and packaging materials resulting from work performed. Unless otherwise specified by County, no equipment, inventory or spare parts shall be stored by Vendor at the Facilities.	Read and Agree	
5.017	General Installation Requirements	Vendor shall correct any damage to County's property caused by maintenance or installation associated with the inmate communication services, including repairs to walls and ceilings.	Read and Agree	
5.018	General Installation Requirements	Vendor shall provide written documentation indicating that all circuits and network have been tested and all cables, pairs, fiber strands, blocks are legibly marked after the completion of each installation associated with the inmate communication services.	Read and Agree	
5.019	General Installation Requirements	For the initial installation, Vendor will work with County and the incumbent inmate communication services provider to ensure an orderly transition of services, responsibilities and continuity of the services required by County.	Read and Agree	

GENERAL INSTALLATION REQUIREMENTS

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5.020	General Installation Requirements	Vendor will work with the incumbent inmate communication services provider to transfer inmate data, such as attorney phone numbers and all numbers flagged as privileged, private or do not record, from the incumbent's ITS to Vendor's ITS. As a result, if the data is improperly transferred or configured by Vendor and an attorney call/visitation session is recorded, Vendor may be liable for liquidated damages as specified in Attachment 1 - Agreement Terms .	Read and Agree	

SUBSECTION 6 - SECURITY

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
6.001	Security	All Vendor employees shall obtain, at Vendor’s cost, the appropriate personnel background security clearance prior to arrival at the Facilities.	Read and Agree	
6.002	Security	All Vendor employees will comply with County’s policies and procedures.	Read and Agree	
6.003	Security	Entry to the Facilities is subject to the approval of Facility Administration.	Read and Agree	

GENERAL INSTALLATION REQUIREMENTS

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SUBSECTION 7 - TRAINING

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
7.001	Training	Vendor shall provide onsite training for each inmate communication service to County’s staff. Additional training (onsite or via the web) shall be provided to new staff at no cost to County. Training manuals shall be provided to County’s staff at all training meetings and will become the property of County. At County's request, Vendor shall provide a downloadable version of all user manuals and training materials.	Read and Agree	
7.002	Training	When requested by County, informational pamphlets shall be available to inmates and end-users and shall describe the applicable features and functionalities of each inmate communication service.	Read and Agree	
7.003	Training	Vendor will also provide full documentation for all inmate communication services features and documentation for any and all added technology features that result from this RFP and Agreement.	Read and Agree	

SUBSECTION 8 - UPGRADES AND PERFORMANCE PROCESS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
8.001	Upgrades and Performance Process	Vendor shall provide County with written notice, including detailed information, of any new service software upgrades or additional features to be added to either system, within 30 days of the introduction of the new software or features into the industry.	Read and Agree	

GENERAL INSTALLATION REQUIREMENTS

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8.002	Upgrades and Performance Process	Vendor shall provide County with inmate communication services software upgrades as they become available. All upgrades must be within 1 release of the newest operating system and provided to County at no additional cost.	Read and Agree	
8.003	Upgrades and Performance Process	Vendor shall adhere to the following performance process when upgrading the ITS, VVS and Tablet software, equipment, or performing any changes to either system at the Facilities. Any deviation from this process may result in liquidated damages incurred by Vendor as described in Attachment 1 - Agreement Terms .	Read and Agree	
8.004	Upgrades and Performance Process	Vendor shall perform extensive testing on all system changes or upgrades to any of the inmate communication services, prior to introducing them to County. At a minimum, this shall include the following:	Read and Agree	
8.005	Upgrades and Performance Process	Circuit/network testing;	Read and Agree	
8.006	Upgrades and Performance Process	Configuration/setting preservation and integrations;	Read and Agree	
8.007	Upgrades and Performance Process	ITS: call processing, debit/pre-paid availability, international calling and incoming/outgoing voicemail if applicable;	Read and Agree	
8.008	Upgrades and Performance Process	VVS: video visitation session quality and scheduling application;	Read and Agree	
8.009	Upgrades and Performance Process	Tablets: access to all transactions, applications and applicable purchase processes; and	Read and Agree	
8.010	Upgrades and Performance Process	Access to all inmate communication service user applications.	Read and Agree	
8.011	Upgrades and Performance Process	Vendor shall provide County with written details regarding any change to voice prompts, dialing or video visitation procedures or processes impacting inmates and end-users/visitors.	Read and Agree	
8.012	Upgrades and Performance Process	Vendor shall receive written permission from County, before scheduling or proceeding with any functionality changes to the inmate communication services at the Facilities, especially if the changes will cause an interruption in service.	Read and Agree	

GENERAL INSTALLATION REQUIREMENTS

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8.013	Upgrades and Performance Process	County, at its option, shall have a minimum of 2 weeks to notify inmates at the Facilities of any inmate communication services changes that affect the inmates or end-users/visitors.	Read and Agree	
8.014	Upgrades and Performance Process	Vendor shall work with the Facilities to schedule all changes and/or upgrades during a time when the inmate communication services are not being used regularly by the inmates. Vendor shall coordinate a convenient time and day with County to implement the changes or upgrades to avoid an interruption in service.	Read and Agree	
8.015	Upgrades and Performance Process	At the request of County, Vendor shall coordinate the presence of a technician at the Facilities on the day of implementation to place test calls, video visitation session and Tablet transactions and ensure all inmate communication services are functioning properly.	Read and Agree	
8.016	Upgrades and Performance Process	All said changes shall be made by Vendor at no cost to County.	Read and Agree	

ITS REQUIREMENTS

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SUBSECTION 1 - ITS SPECIFIC INSTALLATION REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
1.001	ITS Installation Requirements	All telephone equipment provided shall be fully operational at the time of the initial installation.	Read and Agree	
1.002	ITS Installation Requirements	The telephone sets shall be suitable for a correctional environment, stainless steel, sturdy, non-coin, vandal and tamper resistant; the cord length for the inmate and visitation telephones is specified in this Exhibit E, (Facility Specifications).	Read and Agree	
1.003	ITS Installation Requirements	Vendor shall install all new telephone equipment even if the selected Vendor is the incumbent inmate telephone service provider.	Read and Agree	
1.004	ITS Installation Requirements	The telephones must not contain any exterior removable parts.	Read and Agree	
1.005	ITS Installation Requirements	All telephone sets shall include volume control.	Read and Agree	
1.006	ITS Installation Requirements	Vendor shall place placards containing dialing instructions in English, Spanish, Russian and Punjabi and Braille on each telephone. Placards shall be replaced each time an inmate telephone set is replaced.	Read and Agree	
1.007	ITS Installation Requirements	If the installation of the additional telephones (inmate and visitation) is not completed within 30 days, Vendor may incur liquidated damages as described in Attachment 1 - Agreement Terms.	Read and Agree	
1.008	ITS Installation Requirements	County requires the ITS be fully installed and configured over fiber connectivity and shall not require the use of copper.	Read and Agree	
1.009	ITS Installation Requirements	Vendor shall comply with the Americans with Disabilities Act (ADA) requirements including, but not limited to, providing telephones which are accessible to persons in wheelchairs and providing devices that are compatible with Telephone Devices for the Deaf (TDD) and Video Relay Service (VRS).	Read and Agree	
1.010	ITS Installation Requirements	Vendor and/or Vendor's ADA compatible devices shall meet the following requirements:	Read and Agree	
1.011	ITS Installation Requirements	Vendor shall provide the number of TDD devices and mobile cart-mounted VRS units as specified in this Exhibit E, (Facility Specifications).	Read and Agree	
1.012	ITS Installation Requirements	County requires VRS units installed/mounted on mobile rolling carts with extension cords;	Read and Agree	
1.013	ITS Installation Requirements	In the event Vendors Tablets or VVS support VRS, Vendor shall provide access to VRS on both the standalone VRS units and on Tablets and/or VVS;	Read and Agree	

ITS REQUIREMENTS

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1.014	ITS Installation Requirements	Vendor shall assume all costs and responsibility for providing data and installing data ports and/or wireless connectivity required to support the VRS units;	Read and Agree	
1.015	ITS Installation Requirements	TDD units shall be compatible with the ITS and shall work on any inmate telephone at the Facilities. Vendor shall provide, at minimum, one (1) dedicated port in each of the pods at the Facility that can be configured for use with the TDD device and also used for standard inmate telephone calls. The County reserves the right to revise the port configuration on the phone(s) to add/remove compatibility with the TDD units at any time;	Read and Agree	
1.016	ITS Installation Requirements	TDD calls shall be subject to call control configuration in the ITS and shall be recorded and monitored. At a minimum, each TDD call shall be converted to text and attached to the call recording within the ITS and shall be retrievable via the ITS user application;	Read and Agree	
1.017	ITS Installation Requirements	At minimum, the video portion of VRS calls shall be recorded, stored, and available for playback via the ITS user application; and	Read and Agree	
1.018	ITS Installation Requirements	TDD calls shall be processed through a speed dial to the California Relay Service, at no cost to the inmate or called party.	Read and Agree	
1.019	ITS Installation Requirements	At no cost to County, Vendor shall install additional telephones (inmate and visitation), monitoring and recording equipment as needed, within 30 days of request. This includes newly constructed or expanded buildings and Facilities. If Vendor fails to provide and install the additional visitation units within 30 days of County's request, Vendor may be liable for liquidated damages as described in Attachment 1 - Agreement Terms .	Read and Agree	

SUBSECTION 2 - ITS AND USER APPLICATION SPECIFICATIONS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
2.001	ITS and User Application Specifications	The ITS shall be capable of providing all operational features and system requirements applicable to all calls placed through the ITS, including local, long distance, international calling and onsite visitation sessions.	Read and Agree	
2.002	ITS and User Application Specifications	The ITS shall be configured to process all or any combination of the following bill types, without limitation; direct-billed, free, pre-paid collect, pre-paid card, debit and/or speed dial.	Read and Agree	

ITS REQUIREMENTS

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2.003	ITS and User Application Specifications	Vendor shall provide a sufficient number of bandwidth ensure inmates are allowed to place calls 99.9% of the time. County reserves the right to require Vendor to revise its configuration to County's reasonable satisfaction to resolve any inmate complaints of reception degradation or unavailable service which arise as a result of Vendor's ITS configuration. Such changes shall be completed by Vendor at no cost to County.	Read and Agree	
2.004	ITS and User Application Specifications	At County's request, Vendor shall provide a report documenting the completion ratio on a monthly basis or other frequency designated by County.	Read and Agree	
2.005	ITS and User Application Specifications	The reception quality shall meet telecommunication industry standards and shall be at least equal to the quality available to the general public. Vendor shall accept County's reasonable decision regarding whether the reception quality is acceptable.	Read and Agree	
2.006	ITS and User Application Specifications	Call acceptance by the called party shall be accomplished for all calls through Dual-Tone Multi-Frequency (DTMF) confirmation ("positive acceptance"). Voice recognition is not an acceptable method for positive acceptance.	Read and Agree	
2.007	ITS and User Application Specifications	The ITS shall be capable of recognizing and distinguishing standard or irregular busy signals, standard or irregular ringing signals, answering machines, voicemail, cellular telephones, ring-back tones, chain dialing.	Read and Agree	
2.008	ITS and User Application Specifications	The ITS shall be configured to monitor the switch hook on the telephone sets. If the switch hook is pushed down or moved from its idle position, the call must be disconnected immediately and the call prompts must come on to prevent fraud or unauthorized dialing. Vendor must assume all responsibility for fraud or unauthorized dialing occurring as a result of the ITS failing to meet this requirement.	Read and Agree	
2.009	ITS and User Application Specifications	With each call, the ITS must provide an automated message to advise the called party that:	Read and Agree	
2.010	ITS and User Application Specifications	That the call is coming from a correctional facility.	Read and Agree	
2.011	ITS and User Application Specifications	The call is coming from a specific inmate.	Read and Agree	
2.012	ITS and User Application Specifications	The call may be monitored and recorded.	Read and Agree	
2.013	ITS and User Application Specifications	With each call, the ITS shall clearly identify the type of call being placed to the called party: direct-billed, pre-paid, free. This recording must be free of any charges.	Read and Agree	
2.014	ITS and User Application Specifications	The ITS shall be able to accommodate any of the following options for recording and playback of an inmate's name to the called party:	Read and Agree	

ITS REQUIREMENTS

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2.015	ITS and User Application Specifications	The inmate may record a name each time a call is placed. County requires no more than 2 seconds be allowed for the inmate to record a name; this setting shall be configurable in the ITS;	Read and Agree	
2.016	ITS and User Application Specifications	The inmate may record a name only once (with the first call attempted); the recorded name will be stored in the ITS and shall be played back with all subsequent call attempts. County requires no more than 2 seconds be allowed for the inmate to record a name; this setting shall be configurable in the ITS; or	Read and Agree	
2.017	ITS and User Application Specifications	No name is recorded. If County selects this option, the announcement to the called party should not include silence or an interruption where the name recording would normally be included.	Read and Agree	
2.018	ITS and User Application Specifications	For calls that are not completed, the ITS shall play a recorded message to the inmate detailing why the call was not completed. County reserves the right to request Vendor to modify/revise the recordings at any time during the Agreement at no cost to County and within 30 days of the request.	Read and Agree	
2.019	ITS and User Application Specifications	Following the dialing sequence, Vendor's ITS shall be configured to:	Read and Agree	
2.020	ITS and User Application Specifications	Allow inmates to remain muted while still being able to hear the call progress (ex: ringing on the line, voicemail pick-up).	Read and Agree	
2.021	ITS and User Application Specifications	In no event shall the inmate be allowed to communicate with the called party until the call is positively accepted.	Read and Agree	
2.022	ITS and User Application Specifications	Vendor shall provide County and its Designated Agent with remote access to its web-based ITS user application from any internet-connected device at no cost to County. The provision of remote access shall allow County and its authorized users the same features and functionalities, permitted by the user's access level, that are available on a Vendor-provided workstation.	Read and Agree	
2.023	ITS and User Application Specifications	The ITS user application shall allow the following search criteria and filters (without limitation) to be applied to the CDR queries. Vendor shall indicate any of the search criteria which are not currently available:	Read and Agree	
2.024	ITS and User Application Specifications	Inmate Name (First, Last);	Read and Agree	
2.025	ITS and User Application Specifications	Inmate Personal Identification Number;	Read and Agree	
2.026	ITS and User Application Specifications	Record Identifier;	Read and Agree	
2.027	ITS and User Application Specifications	Date Range (Start Date/Time and End Date/Tim);	Read and Agree	
2.028	ITS and User Application Specifications	Facility;	Read and Agree	
2.029	ITS and User Application Specifications	Called Number;	Read and Agree	

ITS REQUIREMENTS

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2.030	ITS and User Application Specifications	Originating Number;	Read and Agree	
2.031	ITS and User Application Specifications	Station Name;	Read and Agree	
2.032	ITS and User Application Specifications	Call Type;	Read and Agree	
2.033	ITS and User Application Specifications	Bill Type;	Read and Agree	
2.034	ITS and User Application Specifications	Duration;	Read and Agree	
2.035	ITS and User Application Specifications	Call Amount;	Read and Agree	
2.036	ITS and User Application Specifications	Flagged Calls;	Read and Agree	
2.037	ITS and User Application Specifications	Monitored Calls;	Read and Agree	
2.038	ITS and User Application Specifications	Recording Type;	Read and Agree	
2.039	ITS and User Application Specifications	Completion Type;	Read and Agree	
2.040	ITS and User Application Specifications	Termination Type;	Read and Agree	
2.041	ITS and User Application Specifications	Validation Result;	Read and Agree	
2.042	ITS and User Application Specifications	Pre-Paid Card Number;	Read and Agree	
2.043	ITS and User Application Specifications	Phone Group(s);	Read and Agree	
2.044	ITS and User Application Specifications	Visitation Phone(s); and	Read and Agree	
2.045	ITS and User Application Specifications	Custom Search.	Read and Agree	
2.046	ITS and User Application Specifications	The ITS user application shall allow CDR query results to be exported in a format selected by County (.csv, PDF, Microsoft Excel 2016 or greater). Vendor shall indicate which reports are not currently available. Vendor shall include screen shots of the application to demonstrate this feature. Screen shots shall be included as Exhibit 9 in Vendor's proposal response as outlined in the (Proposal Order) .	Read and Agree	
2.047	ITS and User Application Specifications	At a minimum, the ITS user application shall be equipped to generate the following standard reports in addition to the CDRs:	Read and Agree	

ITS REQUIREMENTS

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2.048	ITS and User Application Specifications	Call Statistics by Date Range;	Read and Agree	
2.049	ITS and User Application Specifications	Frequently Called Numbers;	Read and Agree	
2.050	ITS and User Application Specifications	Frequently Used Personal Identification Numbers;	Read and Agree	
2.051	ITS and User Application Specifications	Commonly Called Number;	Read and Agree	
2.052	ITS and User Application Specifications	Call Detail Report;	Read and Agree	
2.053	ITS and User Application Specifications	Gross Revenue Report by Date Range;	Read and Agree	
2.054	ITS and User Application Specifications	Facility Totals and Statistics;	Read and Agree	
2.055	ITS and User Application Specifications	Called Party/Number Accepting Report;	Read and Agree	
2.056	ITS and User Application Specifications	Fraud/Velocity Report;	Read and Agree	
2.057	ITS and User Application Specifications	Total Calls;	Read and Agree	
2.058	ITS and User Application Specifications	Personal Allowable Numbers (PAN) Report;	Read and Agree	
2.059	ITS and User Application Specifications	Pre-Paid Card Report;	Read and Agree	
2.060	ITS and User Application Specifications	Debit Usage Report;	Read and Agree	
2.061	ITS and User Application Specifications	Debit Balance and Funding Report;	Read and Agree	
2.062	ITS and User Application Specifications	Pre-Paid Card Balance Report;	Read and Agree	
2.063	ITS and User Application Specifications	Bill and Call Type Distribution;	Read and Agree	
2.064	ITS and User Application Specifications	Phone Usage;	Read and Agree	

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2.065	ITS and User Application Specifications	Reverse Look-Up;	Read and Agree	
2.066	ITS and User Application Specifications	User Audit Trail ; and	Read and Agree	
2.067	ITS and User Application Specifications	Voice Verification.	Read and Agree	
2.068	ITS and User Application Specifications	The ITS user application shall allow County to export the reports in a format selected by County (.csv, PDF, Microsoft Excel 2016 or greater). Vendor shall include screen shots of the application to demonstrate the export feature. Screen shots shall be included as Exhibit 9 in Vendor's proposal response as outlined in the (Proposal Order) .	Read and Agree	
2.069	ITS and User Application Specifications	Vendor shall provide County with the capability to search, query and export end-user pre-paid account information for investigative purposes. County shall be capable of validating account holder status, number of pre-paid deposits and associated amounts, generating reports identifying, at a minimum, associated telephone numbers, method of payment, inmates from which calls are accepted, the number of completed calls with an associated date and time, any pre-paid funding fees and other applied charges and taxes.	Read and Agree	
2.070	ITS and User Application Specifications	The ITS shall have the capability to customize reports in a form mutually agreed upon by County and Vendor.	Read and Agree	
2.071	ITS and User Application Specifications	Vendor's ITS user application shall at a minimum allow:	Read and Agree	
2.072	ITS and User Application Specifications	Report generation to include the reports listed above;	Read and Agree	
2.073	ITS and User Application Specifications	The creation, modification and deactivation of user accounts;	Read and Agree	
2.074	ITS and User Application Specifications	The creation, modification and deactivation of inmate accounts;	Read and Agree	
2.075	ITS and User Application Specifications	The creation and modification of telephone numbers in the ITS including entry of free and privileged telephone numbers without the assistance of Vendor;	Read and Agree	
2.076	ITS and User Application Specifications	Assignment of inmates or an inmate type to an agency, inmate telephone or a group of inmate telephones;	Read and Agree	
2.077	ITS and User Application Specifications	Locating and accessing a specific recording by utilizing a unique recording/call identifier;	Read and Agree	
2.078	ITS and User Application Specifications	Block/unblock telephone numbers without the assistance of Vendor;	Read and Agree	
2.079	ITS and User Application Specifications	Set-up and/or change the call duration specific to individual housing location(s) or telephone group(s) or by facility.	Read and Agree	

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2.080	ITS and User Application Specifications	Configure an alert that will detect and prohibit a call made to a restricted number, a call using a restricted Personal Identification Number, or a call made from a restricted telephone;	Read and Agree	
2.081	ITS and User Application Specifications	Program a specific speed dial code to selected telephone numbers as determined by County and at no cost to County and without the assistance of Vendor; and	Read and Agree	
2.082	ITS and User Application Specifications	Query the CDRs for inmate activities and calling patterns, including the provision of reverse look-up at no cost to County. The reverse look-up feature shall include, at a minimum, the end-user's name and billing address for all direct-billed and pre-paid calls.	Read and Agree	
2.083	ITS and User Application Specifications	The ITS shall have the capability to allow County to create, view and track service tickets associated with the ITS or Facilities.	Read and Agree	
2.084	ITS and User Application Specifications	Vendor shall ensure continuous diagnostics and supervision for call processing and call recording. Vendor shall be capable of performing remote diagnostics to the ITS to determine if a problem exists with the telephone, station port, channel, line.	Read and Agree	
2.085	ITS and User Application Specifications	The ITS must offer the called party an option to receive a rate quote during the call acceptance process.	Read and Agree	
2.086	ITS and User Application Specifications	The ITS shall be able to accommodate pro-bono calls to consulates for all countries which may be required for ICE detainees. This option, when requested by County, shall be provided at no cost to County. Vendor shall accept County's direction for how pro bono calling services are configured via the ITS.	Read and Agree	
2.087	ITS and User Application Specifications	Vendor shall be able to establish an informant line at no cost to County. Calls to the informant line shall be free and shall be routed via the ITS to a destination designated by County. Vendor shall accept County's direction for how the informant line is configured through the ITS.	Read and Agree	
2.088	ITS and User Application Specifications	Vendor shall work with County to implement a reporting line which complies with the Prison Rape Elimination Act (PREA) of 2003. Vendor shall accept County's direction for how the informant line is configured through the ITS. At a minimum, Vendor shall:	Read and Agree	
2.089	ITS and User Application Specifications	Route free calls via the ITS to a destination provided and designated by County which may be the same as that used for County informant line.	Read and Agree	
2.090	ITS and User Application Specifications	At no cost to County, provide a telephone line to County dedicated for PREA calls to which the calls will be routed as free.	Read and Agree	
2.091	ITS and User Application Specifications	Vendor shall have the capability to allow County to maintain the same telephone number currently in place at all Facilities and/or utilize any telephone number specified by County.	Read and Agree	

ITS REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify "Read and Agree" or "Read and Do Not Agree" in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with "Read and Do Not Agree" require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County's needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

2.092	ITS and User Application Specifications	In the event of a natural disaster or similar event (i.e. COVID-19), as deemed necessary by County, County may require Vendor to provide x-number of free calls. The calls shall be free to the inmate, end-user and County and shall be for a period determined by County. In the event County requests free calls, the parties shall evaluate the impact to the Gross Revenue, if any. All requests for written transactions shall be documented in writing and approved by County.	Read and Agree	
SUBSECTION 3 - ITS SECURITY FEATURES				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
3.001	ITS Security Features	The ITS shall prohibit:	Read and Agree	
3.002	ITS Security Features	Direct-dialed calls of any type;	Read and Agree	
3.003	ITS Security Features	Access to a live operator for any type of calls;	Read and Agree	
3.004	ITS Security Features	Access to "411" information services;	Read and Agree	
3.005	ITS Security Features	Access to 800, 866, 888, 877, 900, 911, and any other 800 or 900 type services; and	Read and Agree	
3.006	ITS Security Features	Access to multiple long distance carriers via 950, 800 and 10 10-XXX numbers.	Read and Agree	
3.007	ITS Security Features	The ITS shall prevent call collision or conference calling among telephone stations.	Read and Agree	
3.008	ITS Security Features	The ITS shall include security configurations to prevent fraud relative to automated phone trees (e.g. inmates pressing digits and getting to a live operator).	Read and Agree	
3.009	ITS Security Features	The ITS shall be able to shut down and/or disable an individual telephone or telephone group(s) quickly and selectively without affecting other telephones or telephone group(s). County must be able to shut down the ITS via a workstation, the ITS user application and/or by cut-off switches at several locations including, but not limited to:	Read and Agree	
3.010	ITS Security Features	At demarcation location;	Read and Agree	
3.011	ITS Security Features	Central control; and	Read and Agree	
3.012	ITS Security Features	By select housing units.	Read and Agree	
3.013	ITS Security Features	The ITS shall not accept any incoming calls. Vendor shall work with the LEC to ensure such control.	Read and Agree	
3.014	ITS Security Features	The ITS, upon detection of a three-way call, forwarded call, conference call shall be able to flag and/or terminate the call immediately. These calls shall be flagged in the CDRs as such.	Read and Agree	
3.015	ITS Security Features	The ITS shall allow the called party to block their telephone number during the call acceptance process.	Read and Agree	
3.016	ITS Security Features	As specified by County, the ITS shall have the capability to allow calls to specific numbers at specified times during the day.	Read and Agree	

ITS REQUIREMENTS

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3.017	ITS Security Features	The ITS shall be capable of limiting the length of a call, providing service at specified times of the day and allowing a maximum number of minutes or seconds per inmate, per month. The current call time limit for the Facilities is specified in this Exhibit E (Facility Specifications).	Read and Agree	

SUBSECTION 4 - PERSONAL IDENTIFICATION NUMBER APPLICATION

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
4.001	Personal Identification Number Application	The Personal Identification Number (PIN) application shall work with the ITS allowing inmates to use PINs to complete calls via the ITS and include all of the following features and functionalities:	Read and Agree	
4.002	Personal Identification Number Application	The capability to provide direct-billed, pre-paid and debit, free and speed dial calling utilizing a PIN;	Read and Agree	
4.003	Personal Identification Number Application	The capability to automatically transfer inmate PINs from the ITS to the VVS or Tablets;	Read and Agree	
4.004	Personal Identification Number Application	The capability to receive, accept and apply alphanumeric characters in an inmate's ID;	Read and Agree	
4.005	Personal Identification Number Application	The ITS shall be capable of accepting a bulk data import of existing PIN information from the incumbent Vendor; and	Read and Agree	
4.006	Personal Identification Number Application	The ITS shall be capable of accepting a manually entered PIN.	Read and Agree	
4.007	Personal Identification Number Application	Vendor's ITS shall have the capability to interface with the County's JMS (current or future) to allow for inmate IDs to be automatically transferred to the ITS. The JMS contact information is provided in this Exhibit E, (Facility Specifications). It is the Vendor's responsibility to contact the JMS providers, establish a working business relationship and identify the requirements necessary to interface with the JMS in order to meet the PIN requirements listed below with the initial implementation. The County shall not be responsible for paying any amount associated with the required interface.	Read and Agree	
4.008	Personal Identification Number Application	Vendor shall accommodate the County's requirement for the ITS to generate and store a 10-digit inmate PIN using the following method:	Read and Agree	
4.009	Personal Identification Number Application	JMS generates and sends to the ITS the inmate ID. The ITS stores the inmate ID and generates an additional unique identifier. The combination of the 8-digit inmate ID and 4-digit unique identifier will make up the full 12-digit PIN.	Read and Agree	
4.010	Personal Identification Number Application	The interface between the JMS and ITS shall 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).	Read and Agree	

ITS REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify "Read and Agree" or "Read and Do Not Agree" in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with "Read and Do Not Agree" require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County's needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

4.011	Personal Identification Number Application	PINs shall not be required for booking/intake phone(s). Inmates may make free local calls from booking phones.	Read and Agree	
4.012	Personal Identification Number Application	Once a PIN has been activated in the ITS, the inmate shall only be allowed to place calls from a designated Facility or group of inmate telephones located at the Facility .	Read and Agree	
4.013	Personal Identification Number Application	When an individual PIN is added or modified in the system, the ITS shall document the date/time and the user or system making the change.	Read and Agree	

SUBSECTION 5 - PERSONAL ALLOWED NUMBER LISTS (PANs)

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
5.001	PANs	The ITS shall have the capability to store a list of Personal Allowed Numbers (PAN) associated with each PIN.	Read and Agree	
5.002	PANs	The ITS shall allow authorized users to set a universal quantity of PANs at the inmate level or override the default quantity of PANs for an inmate.	Read and Agree	
5.003	PANs	The quantity of approved telephone numbers within a PAN shall be configurable.	Read and Agree	
5.004	PANs	PANs shall allow authorized users to set a universal quantity of approved telephone numbers for each PIN.	Read and Agree	
5.005	PANs	The ITS shall have the capability to track PAN changes based on a frequency required by County. The ITS shall have the capability to notify the user if a PAN change is requested to be made outside of the allowed timeframe (e.g. every 90 days).	Read and Agree	
5.006	PANs	The proposed ITS shall document all updates, modifications and/or details for a PAN (e.g. user name, modification made, time/date stamp).	Read and Agree	
5.007	PANs	ITS shall be capable of storing the following information (at a minimum) for each telephone number on the PAN; telephone number, called party name, address and relationship to inmate.	Read and Agree	
5.008	PANs	The PAN application shall include an auto-enroll feature to avoid manual entry of PANs.	Read and Agree	

SUBSECTION 6 - MONITORING, RECORDING AND RECORDS REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
6.001	Monitoring, Recording & Records	The ITS shall be capable of monitoring and recording all inmate calls and visitation sessions from any telephone within the Facilities unless there are restrictions that prohibit the recording and monitoring of certain calls and visitation sessions such as attorney-client privilege.	Read and Agree	

ITS REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify "Read and Agree" or "Read and Do Not Agree" in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with "Read and Do Not Agree" require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County's needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

6.002	Monitoring, Recording & Records	The ITS shall be able to exclude all restricted or privileged calls and visitation sessions and clearly designate non-recorded calls/visitation session within the ITS user application.	Read and Agree	
6.003	Monitoring, Recording & Records	Should a phone call to a restricted or privileged attorney number be recorded, Vendor may be liable for liquidated damages as specified in Attachment 1 - Agreement Terms . This applies to all restricted or privileged numbers entered into Vendor's system by bulk upload or transfer from the incumbent's system as well as any attorney number entered by a Vendor employed administrator.	Read and Agree	
6.004	Monitoring, Recording & Records	Should the recording be caused by a ITS system failure, Vendor may be liable for liquidated damages as specified in Attachment 1 - Agreement Terms .	Read and Agree	
6.005	Monitoring, Recording & Records	The ITS shall allow authorized users to listen in on recorded calls/visitation sessions as they are in progress (i.e. live monitoring) via the ITS user application.	Read and Agree	
6.006	Monitoring, Recording & Records	The ITS shall be capable of recording calls/visitation sessions in a manner allowing designated users to isolate the inmate or the end-user side of the recording for playback.	Read and Agree	
6.007	Monitoring, Recording & Records	The ITS shall provide simultaneous playback and continuous recording of calls and visitation sessions.	Read and Agree	
6.008	Monitoring, Recording & Records	The live monitoring feature shall display a list of calls in progress to allow County to scan through all calls in progress or to listen to a specific call. At minimum the default view shall sort calls in chronological order. Private calls, such as attorney calls, shall be indicated as such in the display window. For the purpose of call monitoring, County prefers that the ITS display the fields below. Vendor shall indicate any display fields not currently available.	Read and Agree	
6.009	Monitoring, Recording & Records	Call Start Time;	Read and Agree	
6.010	Monitoring, Recording & Records	Facility;	Read and Agree	
6.011	Monitoring, Recording & Records	Phone Location Name;	Read and Agree	
6.012	Monitoring, Recording & Records	Inmate Name;	Read and Agree	
6.013	Monitoring, Recording & Records	Inmate PIN;	Read and Agree	
6.014	Monitoring, Recording & Records	Called Number;	Read and Agree	

ITS REQUIREMENTS

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6.015	Monitoring, Recording & Records	Private/Attorney Call;	Read and Agree	
6.016	Monitoring, Recording & Records	Called City, State;	Read and Agree	
6.017	Monitoring, Recording & Records	Call Type;	Read and Agree	
6.018	Monitoring, Recording & Records	Bill Type;	Read and Agree	
6.019	Monitoring, Recording & Records	Cost;	Read and Agree	
6.020	Monitoring, Recording & Records	Call Status;	Read and Agree	
6.021	Monitoring, Recording & Records	Alert; and	Read and Agree	
6.022	Monitoring, Recording & Records	Duration.	Read and Agree	
6.023	Monitoring, Recording & Records	All CDRs, including all attempted and completed calls, shall be stored online for the life of the Agreement. A copy of all CDRs shall be stored by Vendor for a minimum period of 5 years following the expiration or termination of the Agreement and any renewal terms.	Read and Agree	
6.024	Monitoring, Recording & Records	All call recordings and visitation sessions shall be stored online for the life of the Agreement. A copy of all recordings shall be stored by Vendor for a period of 2 years following the expiration or termination of the Agreement and any renewal terms.	Read and Agree	
6.025	Monitoring, Recording & Records	Vendor shall be responsible for supplying all storage media (CDs/DVDs, USB drives) at no cost to County throughout the life of the Agreement and any renewal terms.	Read and Agree	
6.026	Monitoring, Recording & Records	For the term of the Agreement, County shall have access to all CDRs and call recordings from all workstations and remote access devices, as permitted by the user's access level.	Read and Agree	
6.027	Monitoring, Recording & Records	The ITS shall be capable of providing alerts for certain calling events and, at a minimum, allow designated users to receive or be forwarded a live call/visitation session to a specified destination.	Read and Agree	
6.028	Monitoring, Recording & Records	The ITS user application shall copy/export recordings with no loss in quality and shall be capable of placing an audio and visual date/time stamp with the recording.	Read and Agree	
6.029	Monitoring, Recording & Records	The ITS shall be capable of emailing and copying recorded calls and visitation sessions onto a CD/DVD or other storage medium in audio or MP3/data format with tamper free capabilities.	Read and Agree	

ITS REQUIREMENTS

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6.030	Monitoring, Recording & Records	The copying/burning application shall be internal to the ITS .	Read and Agree	
SUBSECTION 8 - INTERNAL VOICEMAIL MESSAGING				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
8.001	Internal Voicemail Messaging	In addition, Vendor shall provide internal voicemail to allow inmates to leave messages for County staff and for County staff to return a voicemail or send a voicemail message to an inmate, group of inmates or the entire Facility. There shall be no charge to County or the inmates for internal messaging. Internal messaging from inmates to staff or staff to inmates includes:	Read and Agree	
8.002	Internal Voicemail Messaging	Inmate Grievances;	Read and Agree	
8.003	Internal Voicemail Messaging	Medical/dental requests;	Read and Agree	
8.004	Internal Voicemail Messaging	Telephone issues/complaints; or	Read and Agree	
8.005	Internal Voicemail Messaging	Facility announcements/notices; or	Read and Agree	
8.006	Internal Voicemail Messaging	Or any other use as determined by County (i.e. haircuts, rate changes).	Read and Agree	
8.007	Internal Voicemail Messaging	Fees and revenue share for inbound and outbound voicemail messaging are specified in this Exhibit E, (Rates, Fees, and Revenue Share).	Read and Agree	
8.008	Internal Voicemail Messaging	The ITS shall record and store all voicemail messages in the ITS. All recordings shall be maintained as described in this Exhibit E, (ITS Requirements). Voicemail messaging shall preserve the call controls configured in the ITS.	Read and Agree	

VVS REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

SUBSECTION 1 - VVS SPECIFIC INSTALLATION REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
1.001	VVS Installation Requirements	VVS stations shall be suitable for a correctional environment, stainless steel, sturdy, vandal and tamper resistant with a shatter proof screen. VVS stations shall include the cord length requirements as those for telephone sets as described in this Exhibit E, (Facility Specifications). VVS stations shall:	Read and Agree	
1.002	VVS Installation Requirements	The VVS stations shall not include any removable parts.	Read and Agree	
1.003	VVS Installation Requirements	The VVS stations shall include volume control.	Read and Agree	
1.004	VVS Installation Requirements	Vendor shall install all new VVS equipment even if the selected Vendor is the incumbent Vendor.	Read and Agree	
1.005	VVS Installation Requirements	VVS stations shall include picture-in-picture viewing.	Read and Agree	
1.006	VVS Installation Requirements	Upon installation of the VVS, Vendor will be responsible for providing all labor, equipment, supplies, materials, software, configuration (hardware, software, networking and bandwidth), documentation, testing and training necessary for the completion of the installation.	Read and Agree	
1.007	VVS Installation Requirements	The VVS must provide high-quality audio and video while meeting the industry quality standards.	Read and Agree	
1.008	VVS Installation Requirements	Upon completion of the initial installation and any ongoing installations, Vendor shall provide County with a list of inmate and visitor video visitation stations, specifications, and location of	Read and Agree	
1.009	VVS Installation Requirements	Vendor shall place placards containing video visitation use instructions in English, Spanish, Russian and Punjabi on or near each station. Placards shall be replaced each time a VVS station is replaced.	Read and Agree	
1.010	VVS Installation Requirements	Video visitation rate use flyers and/or additional video visitation related information shall be provided by Vendor upon County’s request and at no cost.	Read and Agree	
1.011	VVS Installation Requirements	County requires that the VVS be able to support multiple simultaneous VVS sessions with no loss of audio or video quality. If the quality of the simultaneous VVS sessions is not at an acceptable level for the number of users, and the issue is persistent (occurring 5 or more times a week for 2 weeks), then County will notify Vendor who will be required to increase the bandwidth within 10 days of notification. Should Vendor fail to resolve the service quality issues within the specified Cure Period, Vendor may be liable for liquidated damages as specified in Attachment 1 - Agreement Terms. Additionally, County may cancel the Agreement with Vendor if Vendor has not cured a service problem within the Cure Period.	Read and Agree	

VVS REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

1.012	VVS Installation Requirements	In the event of a natural disaster or similar event (i.e. COVID-19), as deemed necessary by County, County may require Vendor to provide x-number of free video visitation sessions. The sessions shall be free to the inmate, end-user and County and shall be for a period determined by County. In the event County requests free sessions, the parties shall evaluate the impact to the Gross Revenue, if any. All requests for written transactions shall be documented in writing and approved by County.	Read and Agree	
1.013	VVS Installation Requirements	At no cost to County, Vendor shall install additional VVS stations (inmate and visitation), including monitoring and recording equipment as needed, within 30 days of request. This includes newly constructed or expanded Facilities. If Vendor fails to provide and install the additional visitation units within 30 days Vendor may be liable for liquidated damages as described in Attachment 1 - Agreement Terms .	Read and Agree	

SUBSECTION 2 - VIDEO VISITATION SERVICE				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
2.001	Video Visitation Service	The VVS shall consist of hardware, firmware and software designed to enable County to initiate, monitor, record, and retrieve video visitation sessions.	Read and Agree	
2.002	Video Visitation Service	The proposed VVS shall provide all operational features and system requirements applicable to all video visitation sessions placed through the VVS including inmate to general public, inmate to court, and inmate to attorney video visitation sessions.	Read and Agree	
2.003	Video Visitation Service	County requires the VVS to complete onsite video visitation sessions at no cost to the general public or inmate.	Read and Agree	
2.004	Video Visitation Service	Vendor shall provide internet test capability to remote video visitors.	Read and Agree	
2.005	Video Visitation Service	The VVS must be able to shut down and/or disable an individual video visitation station or group of video visitation stations quickly and selectively without affecting other video visitation stations.	Read and Agree	
2.006	Video Visitation Service	The VVS shall be capable of differentiating onsite and remote video visitation sessions. Further, the VVS shall be capable of limiting the length of a video visitation session providing service at certain times of the day/week/month and allowing a maximum number of video visitation sessions per inmate per week or month.	Read and Agree	
2.007	Video Visitation Service	Vendor shall provide County and its Designated Agent with remote access to its web-based VVS user application from any internet-connected device at no cost to County. The provision of remote access shall allow County and its authorized users the same features and functionalities, as permitted by the user’s access level, that are available on a Vendor-provided workstation.	Read and Agree	

VVS REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

2.008	Video Visitation Service	The VVS must provide a countdown clock timer on the inmate's video visitation station as well as the visitor's screen for both onsite and remote visits.	Read and Agree	
SUBSECTION 3 - VVS REGISTRATION AND SCHEDULING				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
3.001	VVS Registration and Scheduling	The VVS shall include a web-based scheduling application allowing visitors (public and professional) to register, schedule, fund and/or cancel standard and video visitation sessions using an internet browser and internet connection.	Read and Agree	
3.002	VVS Registration and Scheduling	The VVS shall allow authorized users at the Facility to approve visitors before video visitation sessions can be scheduled; the VVS shall only allow the scheduling of sessions for approved visitors.	Read and Agree	
3.003	VVS Registration and Scheduling	The VVS shall have the capability to allow smart phone scheduling.	Read and Agree	
3.004	VVS Registration and Scheduling	The VVS shall allow visitors to log in using a unique visitor ID or an email address and password.	Read and Agree	
3.005	VVS Registration and Scheduling	The VVS shall be capable of requiring the general public to acknowledge and agree to the terms and conditions associated with County's visitation policies as part of the registration process and with each scheduled visitation session.	Read and Agree	
3.006	VVS Registration and Scheduling	At a minimum, the VVS shall obtain and store the following information for the visitor as part of the registration process:	Read and Agree	
3.007	VVS Registration and Scheduling	First Name;	Read and Agree	
3.008	VVS Registration and Scheduling	Last Name;	Read and Agree	
3.009	VVS Registration and Scheduling	Email;	Read and Agree	
3.010	VVS Registration and Scheduling	Telephone Number / Cell Phone;	Read and Agree	
3.011	VVS Registration and Scheduling	Username; and	Read and Agree	
3.012	VVS Registration and Scheduling	Password.	Read and Agree	
3.013	VVS Registration and Scheduling	At a minimum, the VVS shall obtain and store the following information for the visitor as part of the scheduling process:	Read and Agree	
3.014	VVS Registration and Scheduling	First Name;	Read and Agree	

VVS REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

3.015	VVS Registration and Scheduling	Middle Name;	Read and Agree	
3.016	VVS Registration and Scheduling	Last Name;	Read and Agree	
3.017	VVS Registration and Scheduling	Credit Card;	Read and Agree	
3.018	VVS Registration and Scheduling	Email;	Read and Agree	
3.019	VVS Registration and Scheduling	Physical Address (Street Address, City, State, Zip);	Read and Agree	
3.020	VVS Registration and Scheduling	Telephone Number;	Read and Agree	
3.021	VVS Registration and Scheduling	Identification Type;	Read and Agree	
3.022	VVS Registration and Scheduling	ID Number;	Read and Agree	
3.023	VVS Registration and Scheduling	Username; and	Read and Agree	
3.024	VVS Registration and Scheduling	Password.	Read and Agree	
3.025	VVS Registration and Scheduling	The VVS shall have the capability to track all inmate housing unit assignments, movements, and releases. The VVS shall automatically cancel all sessions associated with an inmate if the inmate gets released.	Read and Agree	
3.026	VVS Registration and Scheduling	The VVS shall be capable of sending the general public an email or text notification confirming the scheduled or canceled visit.	Read and Agree	
3.027	VVS Registration and Scheduling	The VVS shall have the capability to display upcoming daily video visitation session information on one or multiple inmate video visitation stations (i.e. inmate name, time of visit).	Read and Agree	
3.028	VVS Registration and Scheduling	The VVS shall be capable of accommodating different sets of rules for onsite standard visitation, onsite video visitation and remote video visitation sessions.	Read and Agree	
3.029	VVS Registration and Scheduling	The VVS scheduling application shall be capable of limiting inmates to two (2) free 30-minute onsite video visits per inmate per week (2:00 AM PST Monday through 11:59 PM Sunday).	Read and Agree	

SUBSECTION 4 - VVS USER APPLICATION

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
4.001	VVS User Application	The VVS must provide specific information for tracking inmate and visitor activities and patterns by, at a minimum, the following criteria:	Read and Agree	
4.002	VVS User Application	Inmate ID number;	Read and Agree	
4.003	VVS User Application	Inmate name;	Read and Agree	

VVS REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

4.004	VVS User Application	Visitor name;	Read and Agree	
4.005	VVS User Application	Date and time of visit;	Read and Agree	
4.006	VVS User Application	Inmate video visitation station; and	Read and Agree	
4.007	VVS User Application	Daily, weekly and monthly visit statistics.	Read and Agree	
4.008	VVS User Application	The VVS shall have the capability to allow authorized County staff to create the following restrictions with customizable durations:	Read and Agree	
4.009	VVS User Application	Restrict a visitor from visiting certain inmate(s);	Read and Agree	
4.010	VVS User Application	Restrict an inmate from visiting ALL visitors;	Read and Agree	
4.011	VVS User Application	Restrict a visitor from visiting ALL inmates;	Read and Agree	
4.012	VVS User Application	Restrict an inmate from having remote video visits (onsite video visits only);	Read and Agree	
4.013	VVS User Application	Limit the number of onsite visits by inmate or by visitor;	Read and Agree	
4.014	VVS User Application	The VVS user application shall have the capability to support the following functions:	Read and Agree	
4.015	VVS User Application	Set user ID;	Read and Agree	
4.016	VVS User Application	Set/reset password;	Read and Agree	
4.017	VVS User Application	Capture the user's first, middle and last name;	Read and Agree	
4.018	VVS User Application	Manually terminate standard or video visitation sessions;	Read and Agree	
4.019	VVS User Application	Report status of all standard and video visitation sessions (online or idle);	Read and Agree	
4.020	VVS User Application	Stop, pause and restart any running visit;	Read and Agree	
4.021	VVS User Application	Allow County to enter comments or add notes to a visit;	Read and Agree	
4.022	VVS User Application	Allow for station reassignment during any running visit;	Read and Agree	
4.023	VVS User Application	Allow for visitation time extension during any running visit;	Read and Agree	
4.024	VVS User Application	Customize the number of visits per the monitoring screen and the page rotation duration;	Read and Agree	
4.025	VVS User Application	Designate a visitor as being an attorney (or other professional) type of visitor;	Read and Agree	
4.026	VVS User Application	Manually schedule standard or video visitation sessions for a particular inmate, station, and date and time, on behalf of visitor(s);	Read and Agree	
4.027	VVS User Application	Allow authorized users the ability to mandate specific visits, visitors and/or inmates to be recorded or non-recorded;	Read and Agree	
4.028	VVS User Application	Allow authorized users to download, share and/or view recordings; and	Read and Agree	

VVS REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

4.029	VVS User Application	Include an audit trail function and the capability to track users who have viewed and/or downloaded the recording files(s).	Read and Agree	
SUBSECTION 5 - VVS MONITORING AND RECORDING REQUIREMENTS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
5.001	VVS Monitoring and Recording Requirements	The VVS must permit County to fully record and monitor all standard and video visitation sessions from any standard or video visitation station within the Facilities unless there are restrictions that prohibit the recording and monitoring of certain sessions such as attorney-client restrictions.	Read and Agree	
5.002	VVS Monitoring and Recording Requirements	The VVS shall automatically start each video visitation session at the designated start time.	Read and Agree	
5.003	VVS Monitoring and Recording Requirements	The VVS shall allow County to determine if a visit is to be cancelled if the visitor does not check in on time or after a set amount of time, and if the visitation session will count against the inmate's visitation quota.	Read and Agree	
5.004	VVS Monitoring and Recording Requirements	The VVS shall automatically attempt to reconnect a video visitation session if connectivity is lost.	Read and Agree	
5.005	VVS Monitoring and Recording Requirements	The VVS shall include an alert system that will detect visitation sessions made by a particular inmate or visitor.	Read and Agree	
5.006	VVS Monitoring and Recording Requirements	Vendor is required to store, at minimum, the most recent 6 months’ video visitation recordings online to be available via Vendor's VVS user application for the life of the Agreement plus 2 years after the expiration or termination of the contract.	Read and Agree	
5.007	VVS Monitoring and Recording Requirements	Vendor is required to store, at minimum, the most recent 6 months’ video visitation recordings offline for the life of the Agreement plus 2 years after the expiration or termination of the contract.	Read and Agree	

TABLET REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

SUBSECTION 1 - TABLET SPECIFIC INSTALLATION REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
1.001	Tablet Installation Requirements	Tablets shall be suitable for a correctional environment, sturdy, vandal and tamper resistant and shall be enclosed in a durable, sealed case.	Read and Agree	
1.002	Tablet Installation Requirements	Tablets shall be configured to require the use of earbuds for sound transmission, but shall have the capability to allow County to enable the speakers at its discretion/as needed.	Read and Agree	
1.003	Tablet Installation Requirements	Vendor shall provide clear, see-through earbuds suitable for use in correctional settings with each Tablet. Vendor shall ensure earbuds designed in accordance with standard correctional security and environmental concerns, including suicide prevention.	Read and Agree	
1.004	Tablet Installation Requirements	At no cost to County, Vendor shall provide and install replacement charge cords (if applicable) and/or Tablet charging stations as needed per County's request, for the life of the Agreement.	Read and Agree	
1.005	Tablet Installation Requirements	Tablets shall be capable of restricting inmate usage to the specific housing units to which the inmate is assigned.	Read and Agree	
1.006	Tablet Installation Requirements	Vendor shall provide informational flyers/posters in both English, Spanish, Russian and Punjabi outlining all Tablet services/offerings, and the cost of those services to post at the Facilities at no cost to County.	Read and Agree	
1.007	Tablet Installation Requirements	Upon completion of the initial installation and any ongoing installations, Vendor shall provide County with a list of all Tablets, charging stations, equipment specifications and locations of each device.	Read and Agree	
1.008	Tablet Installation Requirements	Vendor shall provide County with the number of mobile charging stations as outlined in this Exhibit E, (Facility Specifications).	Read and Agree	
1.009	Tablet Installation Requirements	In the event of a natural disaster or similar event (i.e. COVID-19), as deemed necessary by County, County may require Vendor to provide x-number of free Tablet transactions. The transactions shall be free to the inmate, end-user and County and shall be for a period determined by County. In the event County requests free transactions, the parties shall evaluate the impact to the Gross Revenue, if any. All requests for written transactions shall be documented in writing and approved by County.	Read and Agree	
1.010	Tablet Installation Requirements	At no cost to County, Vendor shall install additional Tablets and related equipment as needed, within thirty 30 days of request. This includes newly constructed, repopulated or expanded buildings and Facilities. If Vendor fails to provide and install the additional tablets within 30 days of County's request, Vendor may be liable for liquidated damages as described in Attachment 1 - Agreement Terms.	Read and Agree	

SUBSECTION 2 - TABLET SPECIFICATIONS AND USER APPLICATION

TABLET REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
2.001	Tablet Specifications / User Application	Tablets shall be configured to only allow inmates access to the services and applications approved by County. Additional applications shall be mutually agreed upon by County and Vendor. Inmates shall be prohibited from having any access to any external applications. Tablets must communicate with pre-approved applications and networks only.	Read and Agree	
2.002	Tablet Specifications / User Application	Tablets shall be restricted to Vendor wireless access points only and shall be unable to connect to other wireless network access points.	Read and Agree	
2.003	Tablet Specifications / User Application	County requires an electronic solution for commissary ordering available on Tablets.	Read and Agree	
2.004	Tablet Specifications / User Application	Commissary ordering shall be provided at no cost to County or to the inmate. County will not be responsible for any costs associated with any interfaces required to implement commissary ordering on the Tablets.	Read and Agree	
2.005	Tablet Specifications / User Application	Vendor shall provide County and its Designated Agent with remote access to its web-based Tablet user application from any internet-connected device at no cost to County. The provision of remote access shall allow County and its authorized users the same features and functionalities, as permitted by the user’s access level, that are available on a Vendor-provided workstation.	Read and Agree	
2.006	Tablet Specifications / User Application	Vendor shall ensure that its Tablets provide ADA accommodation including, at a minimum, large font and louder audio capabilities.	Read and Agree	
2.007	Tablet Specifications / User Application	The following reports (at a minimum), shall be made available for each Facility as applicable for monitoring and investigative purposes. New reports, as requested by County, shall be developed and provided by Vendor at no cost to County:	Read and Agree	
2.008	Tablet Specifications / User Application	Transactions by inmate;	Read and Agree	
2.009	Tablet Specifications / User Application	Application usage by inmate;	Read and Agree	
2.010	Tablet Specifications / User Application	Totals by inmate;	Read and Agree	
2.011	Tablet Specifications / User Application	Totals by Tablet; and	Read and Agree	
2.012	Tablet Specifications / User Application	Daily, weekly and monthly statistics.	Read and Agree	
2.013	Tablet Specifications / User Application	Vendor’s user application for the Tablet solution shall provide the capability to export the reports in a mutually agreed upon format agreed to by County and Vendor.	Read and Agree	
2.014	Tablet Specifications / User Application	The reports shall be available to County from all control workstations and remote access devices, as permitted by the user’s access level.	Read and Agree	

TABLET REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

2.015	Tablet Specifications	CONTRACTOR shall have the capability to disable and/or shut off services to a single Tablet or group of Tablets based on the user level and password, and not interrupt other Tablets.	Read and Agree	
2.016	Tablet Specifications	Tablets supplied by CONTRACTOR shall support a shared-use model. CONTRACTOR shall install Tablets at the Facilities using a ratio of 1:1 (one Tablet for every one (1) inmate).	Read and Agree	
2.017	Tablet Specifications / User Application	Tablets shall be provided to County pre-loaded with County approved applications offering a variety of games, music and entertainment, as well as Free applications / services and and a comprehensive Learning Management System (LMS).	Read and Agree	
2.018	Tablet Specifications / User Application	Tablets shall be provided to the County pre-loaded with the comprehensive Learning Management System (LMS). The comprehensive educational programs and materials shall include, but not be limited to:	Read and Agree	
2.019	Tablet Specifications / User Application	Life skills (i.e. family reunification, father/motherhood);	Read and Agree	
2.020	Tablet Specifications / User Application	Cognitive behavior (i.e. anger management, substance abuse, and employment);	Read and Agree	
2.021	Tablet Specifications / User Application	Re-entry planning (i.e. employment, job search/applications, resume building);	Read and Agree	
2.022	Tablet Specifications / User Application	Educational materials to support County’s literacy, education, and vocational technical efforts;	Read and Agree	
2.023	Tablet Specifications / User Application	High school GED prep courses, adult basic education (ABE) courses, and literacy and remedial reading (LRR) courses; and	Read and Agree	
2.024	Tablet Specifications / User Application	Interactive exercises which match common core standards in math, science, history, English language, and economics;	Read and Agree	
2.025	Tablet Specifications / User Application	Religious Materials (including podcasts and religious services, the Bible and the Koran);	Read and Agree	
2.026	Tablet Specifications / User Application	Tablets provided by Contractor shall be configured to provide certain free services to the offender population at no charge. Such free services shall include:	Read and Agree	
2.027	Tablet Specifications / User Application	Clock;	Read and Agree	
2.028	Tablet Specifications / User Application	Calendar;	Read and Agree	
2.029	Tablet Specifications / User Application	Dictionary;	Read and Agree	
2.030	Tablet Specifications / User Application	Calculator;	Read and Agree	
2.031	Tablet Specifications / User Application	Facility document/content manager (for County to upload flyers, handbook, videos, etc.);	Read and Agree	

TABLET REQUIREMENTS

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2.032	Tablet Specifications / User Application	Viewer (PDF, MP4);	Read and Agree	
2.033	Tablet Specifications / User Application	Religious programming;	Read and Agree	
2.034	Tablet Specifications / User Application	Digital library (free access titles);	Read and Agree	
2.035	Tablet Specifications / User Application	Video Relay Service calls;	Read and Agree	
2.036	Tablet Specifications / User Application	Electronic submission of Inmate Requests/Grievances;	Read and Agree	
2.037	Tablet Specifications / User Application	Electronic submission of Medical requests/Grievances;	Read and Agree	
2.038	Tablet Specifications / User Application	Facility-to-inmate messages/notices/bulletins;	Read and Agree	
2.039	Tablet Specifications / User Application	Commissary purchases;	Read and Agree	
2.040	Tablet Specifications / User Application	Debit purchases;	Read and Agree	
2.041	Tablet Specifications / User Application	Trust/commissary account balance look-up; and	Read and Agree	
2.042	Tablet Specifications / User Application	Offender handbook.	Read and Agree	

SUBSECTION 3 - TABLET SECURITY

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
3.001	Tablet Security	Tablets shall be configured to ensure correctional-grade security, including but not limited to preventing inmates from accessing the operating system and prohibiting inmates from modifying permissions on the Tablets.	Read and Agree	

TABLET REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

3.002	Tablet Security	Tablets shall be pre-configured with antivirus software/programs to detect, neutralize and eradicate malicious software/programs.	Read and Do Not Agree	All anti-virus protection is done on the server, not the tablet itself. There is no direct application software on the tablets, and the tablets are configured to only talk to our servers. Our tablet server proxy inspects all traffic passed over the inmate tablet network, including HTTPS traffic. Access to the outside internet is whitelist only, with a default selection of “deny all.” Inbound connectivity is not allowed, except for limited VPN-secured traffic originating from designated IP addresses. ICSolutions is proposing the most secure, corrections-grade inmate tablet solution in the industry. A third-party penetration-testing company was engaged to perform a technical security assessment on the wireless Android tablet. The assessment included attempting both hardware- and software-based attacks from an inmate or external collaborator. As part of testing, “ethical hackers” configured the wireless tablet in conjunction with tablet engineers to simulate an actual deployment, including the secure networking components.
3.003	Tablet Security	Updates to the Tablets for virus protection, application updates/upgrades, or patches shall be pushed to the Vendor’s Tablets wirelessly. Vendor shall not require syncing to other hardware equipment to push Tablet updates.	Read and Agree	
3.004	Tablet Security	County shall have the capability to suspend inmate access to the Tablets and/or any other communications and ancillary technology services provided by Vendor, as a whole or selectively based on the service provided and per County’s policies and procedures regarding appropriate use.	Read and Do Not Agree	All anti-virus protection is done on the server, not the tablet itself. There is no direct application software on the tablets, and the tablets are configured to only talk
3.005	Tablet Security	Vendor shall be solely responsible for the security of Tablets provided to the inmates at County’s Facilities. Vendor shall closely monitor the Tablet systems and inventory of Tablets at the Facilities and is responsible for preventing and managing incidents, breaches, incursions, or system disruptions.	Read and Agree	

TABLET REQUIREMENTS

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3.006	Tablet Security	County shall be informed within 2 hours of identification of any and all security incidents that affect Vendor’s Tablet services.	Read and Do Not Agree	ICSolutions will provide notification within 24 hours of a validated security incident related to the tablet services we provide.
3.007	Tablet Security	Should a Tablet security incident occur, Vendor shall identify, mitigate, perform a root-cause analysis, and fully test any/all software patches designed to prevent a recurrence. Vendor must exhibit to County a best effort approach to the address the Tablet security incident during the first 48-hours following identification of an issue. Vendor shall be responsible for providing County with a written action plan, detailing the steps taken to address and remedy the Tablet security incident. Any and all costs associated with Vendor’s course of action shall be solely Vendor’s responsibility.	Read and Agree	
3.008	Tablet Security	For any severe tablet security incident which extends beyond 5 days from initial identification without resolution, Vendor shall provide County detailed resolution plans in writing clearly identifying the steps Vendor will take to efficiently resolve the tablet security incident. Vendor’s documented plan shall be submitted no more than 14 days following initial identification, shall be subject to review and approval by County prior to implementation and shall include, but not be limited to, the following:	Read and Agree	
3.009	Tablet Security	Full description of the security measures implemented by Vendor and how it protects Vendor’s tablets from similar breach attempts in the future;	Read and Agree	
3.010	Tablet Security	Explanation of Vendor’s proposed process for identifying and correcting compromised and/or non-compromised Tablets;	Read and Agree	
3.011	Tablet Security	Specification of Vendor-provided resources to include exact quantities of personnel assisting and how Vendor proposes to allocate these resources, if required;	Read and Agree	
3.012	Tablet Security	Identification of a detailed timeline associated with the proposed plan for resolution;	Read and Agree	
3.013	Tablet Security	Description of Vendor’s proposed process for extracting compromised Tablets from the Facilities, if required, without County’s involvement other than providing escorts; and	Read and Agree	
3.014	Tablet Security	Description of on-going maintenance support to ensure Tablet availability and accessibility for inmates, including continuous reporting to verify Tablet operational statistics and to identify non-performing equipment.	Read and Agree	
3.015	Tablet Security	Within 10 days following the mitigation of any identified tablet security incident, Vendor shall provide County a full report containing all aspects of the security issue, which shall include, but is not limited to, the following:	Read and Agree	
3.016	Tablet Security	Complete description of the issue;	Read and Agree	
3.017	Tablet Security	Explanation of how the issue was discovered;	Read and Agree	

TABLET REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

3.018	Tablet Security	Quantity and names of Facilities and inmates impacted;	Read and Agree	
3.019	Tablet Security	Quantity of Tablets involved;	Read and Agree	
3.020	Tablet Security	Inmates (including Inmate Names and ID numbers) and/or users involved;	Read and Agree	
3.021	Tablet Security	Explanation of how the issue was mitigated in the immediate term;	Read and Agree	
3.022	Tablet Security	Description of how the issue will be prevented going forward;	Read and Agree	
3.023	Tablet Security	If a software patch/upgrade is created to prevent recurrence, description of the patch and the testing protocol to ensure the patch operates successfully; and	Read and Agree	
3.024	Tablet Security	Any next steps required.	Read and Agree	
3.025	Tablet Security	Vendor shall provide County access to the security keys utilized on the Tablets to allow County to extract all data off of the Tablets for investigative purposes as may be required and without the Vendor’s assistance. Vendor shall be responsible for initial and ongoing training of authorized County personnel regarding use of the security keys.	Read and Agree	
3.026	Tablet Security	Vendor shall adhere to the Tablet security processes and procedures identified herein. Any deviation from this process may result in liquidated damages incurred by Vendor as described in Attachment 1 - Agreement Terms .	Read and Agree	

SUBSECTION 4 - ELECTRONIC MESSAGING VIA TABLETS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	VENDOR COMMENT
4.001	Electronic Messaging	Electronic messaging shall be an approved application on Tablets and shall provide inmates and end-users the capability to send and receive electronic messages at the rates specified in this Exhibit E, (Rates, Fees, and Revenue Share) .	Read and Agree	
4.002	Electronic Messaging	Electronic messaging shall be incoming and/or outgoing as determined by County.	Read and Agree	
4.003	Electronic Messaging	Vendor shall ensure that its electronic messaging application does not allow inmates to communicate with other inmates.	Read and Agree	
4.004	Electronic Messaging	Vendor’s electronic messaging application shall not allow inmates to keep and/or store draft messages.	Read and Agree	
4.005	Electronic Messaging	The electronic messaging application shall have security features in place to ensure that inmates can only send electronic messages to end-users who have already been approved by County.	Read and Agree	
4.006	Electronic Messaging	Vendor’s application shall allow for electronic messages to be sent from authorized County staff to the inmates whether a single inmate, a group of inmates or to all inmates as designated by County.	Read and Agree	

TABLET REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

4.007	Electronic Messaging	All electronic messages between inmates and Facility staff shall be at no cost to the inmate or County.	Read and Agree	
4.008	Electronic Messaging	Should inmate attempt to send an electronic message to a non-approved end-user, the application shall display a message to the inmate indicating that the end-user is not approved and the message shall not be sent.	Read and Agree	
4.009	Electronic Messaging	Should an end-user attempt to send an electronic message to an inmate, but the end-user has not been approved to interact with the inmate or if the end-user has lost the privilege to interact with the inmate, the message shall be rejected with a message to the end-user saying that due to lack of permissions, the message is rejected.	Read and Agree	
4.010	Electronic Messaging	Vendor’s electronic messaging shall have the capability to globally block end-users by domain (ex: .gov, .org, .edu).	Read and Agree	
4.011	Electronic Messaging	Authorized County users shall, at minimum, be able to review and approve/reject any outgoing or incoming all electronic messages in accordance with County’s censorship’s rules and regulations before the electronic message is made available to the end-user or inmate. Vendor shall ensure no electronic message can be viewed by the inmates prior to approval by authorized County Facility staff.	Read and Agree	
4.012	Electronic Messaging	Should County reject an electronic message, Vendor’s electronic messaging application shall transmit a notification message to the end-user indicating that the electronic message has	Read and Agree	
4.013	Electronic Messaging	Vendor’s electronic messaging application shall allow authorized County users to select the reason for censoring the electronic message. Censoring reasons shall be specified by County.	Read and Agree	
4.014	Electronic Messaging	Vendor's electronic messaging application shall have the capability to flag certain keywords for investigative review; County shall have the capability to specify keywords and phrases to be added to the security scanning feature, which shall be searchable. Vendor’s application shall include a default dictionary which shall have the capability to allow County to add or expand the content.	Read and Agree	
4.015	Electronic Messaging	County reserves the right to allow or reject end-users/inmates ability to include attachments to an electronic message such as short videos, e-cards, or photos.	Read and Agree	
4.016	Electronic Messaging	County reserves the right to specify the allowed number of characters to be transmitted in any incoming and outgoing electronic message; this shall be configurable based on County’s request.	Read and Agree	
4.017	Electronic Messaging	Vendor's electronic messaging application shall store all electronic messages (and any applicable content), in a searchable format, for the life of the Agreement plus 2 years after expiration or termination of the Agreement. Should County request an electronic message(s) for investigative purposes, Vendor will provide the electronic messages within 7 days of the request. Lost or otherwise unavailable electronic messages may make Vendor liable for liquidated damages as specified in Attachment 1 - Agreement Terms .	Read and Agree	

TABLET REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify “Read and Agree” or “Read and Do Not Agree” in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with “Read and Do Not Agree” require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County’s needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

4.018	Electronic Messaging	County requires Vendor store electronic messages and any attached content <u>online</u> for the duration of the Agreement and for 2 years thereafter.	Read and Agree	

ADDITIONAL TECHNOLOGY REQUIREMENTS

This section of the RFP requires a response from Vendor. Vendor shall indicate whether Vendor will comply with the requirement, as written. Vendor shall specify "Read and Agree" or "Read and Do Not Agree" in the VENDOR RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Vendor. Items answered with "Read and Do Not Agree" require a statement from Vendor in the VENDOR COMMENT space as to why the requirement cannot be met and an explanation of how Vendor proposes to meet County's needs without the required item. All statements where Vendor responded with "Read and Do Not Agree" will be evaluated in accordance with Main RFP (Proposal Evaluation Process) and (Evaluation Criteria).

SUBSECTION 1 - OFFSITE INMATE MAIL PROCESSING SOLUTION

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	VENDOR RESPONSE	COMMENTS
1.001	Mail Processing Solution	Vendor shall provide its Offsite Inmate Mail Processing solution for processing physical inmate mail offsite at Vendor's mail processing center and converting it into electronic documents that can be delivered to and viewed by inmates on the Tablets with no requirement of Facility staff labor or exposure risk.	Read and Agree	
1.002	Mail Processing Solution	All inmate postal mail shall be sent offsite to Vendor's processing center to be scanned and converted into high-definition, color, digital files.	Read and Agree	
1.003	Mail Processing Solution	All digitized files shall be filtered electronically in accordance with County's security settings.	Read and Agree	
1.004	Mail Processing Solution	Vendor's digital mail services shall have the capability for the County to view, reject and manage all scanned mail, and allow for County pre-approval before mail is delivered to inmates.	Read and Agree	
1.005	Mail Processing Solution	Approved mail should be automatically delivered to the inmates via Tablets.	Read and Agree	
1.006	Mail Processing Solution	Vendor shall follow County's direction in communicating instances where postal mail arrives at Vendor's processing center and is found to contain contraband or dangerous substances.	Read and Agree	

SUBSECTION 2 - OPTIONAL TECHNOLOGY (AS DETERMINED BY THE County)

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION		
2.001	Optional Technology	For the purposes of the RFP this section intentionally left blank. Optional technology requirements will be added at County's direction for any Agreement resulting from this RFP.	N/A	N/A

RATES, FEES AND REVENUE SHARE					
This section includes 2 Options. Option #1 - Vendor shall comply with County's required rates for ITS, VVS, Tablets and any additional/optional technologies. Vendor shall specify its ITS, VVS, and Tablet revenue share rate. Option #2 (Alternative Proposal) - Vendor shall comply with County's required rates for ITS and may choose to include alternative rates, fees and revenue share with its offer. Where Vendor proposes different rates or fees than the Required rates and fees in Option #1, Vendor must propose a revenue share/cost reimbursement which differs from what was offered for Option #1. County requires vendor supply a Minimum Annual Guarantee as well as an Upfront Supplemental Payment (One-time) or Annual Bonus Payment in addition to revenue share percentage or fixed annual payment proposed for Option #1 or #2 ITS Revenue Share, and prefers they be in the form of upfront payments issued at contract anniversary versus regular monthly commissions. Vendor is required to include a response in each of the highlighted fields provided. Vendor shall include a response of "N/A" in any fields requiring a response that are not applicable to Vendor's proposed services.					
OPTION #1 - REQUIRED RATES & FEES			OPTION #2 - ALTERNATIVE PROPOSAL		
SUBSECTION 1 - ITS RATES, FEES AND REVENUE SHARE					
REQUIRED CALLING RATES			REQUIRED CALLING RATES		
Destination/Bill Type	Per Minute Rate	Avg Cost/Call: 15 Minutes	Destination/Bill Type	Per Minute Rate	Avg Cost/Call: 15 Minutes
Local			Local		
Collect/Direct Bill	\$0.07	\$1.05	Collect/Direct Bill	\$0.07	\$1.05
Pre-Paid Collect	\$0.07	\$1.05	Pre-Paid Collect	\$0.07	\$1.05
Pre-Paid Card/Debit	\$0.07	\$1.05	Pre-Paid Card/Debit	\$0.07	\$1.05
Intralata/Intrastate			Intralata/Intrastate		
Collect/Direct Bill	\$0.07	\$1.05	Collect/Direct Bill	\$0.07	\$1.05
Pre-Paid Collect	\$0.07	\$1.05	Pre-Paid Collect	\$0.07	\$1.05
Pre-Paid Card/Debit	\$0.07	\$1.05	Pre-Paid Card/Debit	\$0.07	\$1.05
Interlata/Intrastate			Interlata/Intrastate		
Collect/Direct Bill	\$0.07	\$1.05	Collect/Direct Bill	\$0.07	\$1.05
Pre-Paid Collect	\$0.07	\$1.05	Pre-Paid Collect	\$0.07	\$1.05
Pre-Paid Card/Debit	\$0.07	\$1.05	Pre-Paid Card/Debit	\$0.07	\$1.05
Interstate and Domestic International			Interstate and Domestic International		
Collect/Direct Bill	\$0.07	\$1.05	Collect/Direct Bill	\$0.07	\$1.05
Pre-Paid Collect	\$0.07	\$1.05	Pre-Paid Collect	\$0.07	\$1.05
Pre-Paid Card/Debit	\$0.07	\$1.05	Pre-Paid Card/Debit	\$0.07	\$1.05
International			International		
Collect/Direct Bill	N/A	N/A	Collect/Direct Bill	N/A	N/A
Pre-Paid Collect	\$0.07 + Cost*	\$3.60	Pre-Paid Collect	\$0.07 + Cost*	\$3.60
Pre-Paid Card/Debit	\$0.07 + Cost*	\$3.60	Pre-Paid Card/Debit	\$0.07 + Cost*	\$3.60
Free Lobby Telephone			Free Lobby Telephone		
Local/Intrastate Only	Free	Free	Local/Intrastate Only	Free	Free
Voice Mail			Voice Mail		
Inbound Only	\$0.25 per message	30 seconds	Inbound Only	\$0.25 per message	30 seconds
ITS REQUIRED FEES			ITS REQUIRED FEES		
Vendor shall specify the amount of the third party fee paid by the end-user to fund a pre-paid account using the third party. All other ITS fees are set for compliance with the FCC and California Public Utilities Commission (CPUC) regulations on inmate calling services. Vendor must be able to clearly established the call as intrastate or international at the time of charge in order for the below Interstate/Intl. calling fees to apply.					
Fee Type	Amount/Frequency		Fee Type	Amount/Frequency	
	Intrastate/Jurisd. Mixed Calls	Interstate/Intl. Calls		Intrastate/Jurisd. Mixed Calls	Interstate/Intl. Calls
Automated Payment Fees	Prohibited	N/A	Automated Payment Fees	Prohibited	N/A
Live Agent Fees	Prohibited	N/A	Live Agent Fees	Prohibited	N/A
Paper Bill/Statement Fees	Prohibited	N/A	Paper Bill/Statement Fees	Prohibited	N/A
Single-Call Fees	Prohibited	exact fees, with no markup, up to \$6.95 per transaction	Single-Call Fees	Prohibited	exact fees, with no markup, up to \$6.95 per transaction
Government-Mandated Taxes and Fees	Pass through Only		Government-Mandated Taxes and Fees	Pass through Only	
Other Ancillary Service Fees	Prohibited	N/A	Other Ancillary Service Fees	Prohibited	N/A
Third Party Financial Transaction Fees:	Exact fees with no markup, excluding credit card charges, up to \$6.95.	Exact fees with no markup, including credit card charges, up to \$6.95.	Third Party Financial Transaction Fees:	Exact fees with no markup, excluding credit card charges, up to \$6.95.	Exact fees with no markup, including credit card charges, up to \$6.95.
Third Party Western Union	\$5.50	charged by Western Union	Third Party Western Union	\$5.50	charged by Western Union
Third Party Money Gram	N/A	N/A	Third Party Money Gram	N/A	N/A
ITS REVENUE SHARE			ITS REVENUE SHARE		
Vendor shall enter its offer on Option #1 ITS Revenue Share as a percentage of revenue. County requires vendor supply a Minimum Annual Guarantee as well as an Upfront Supplemental Payment (One-time) or Annual Bonus Payment and prefers to receive these in the form of annual upfront payments versus regular monthly commissions.			Vendor may enter its offer on Option #2 ITS Revenue Share as a percentage of revenue or included a Fixed Annual Cost Reimbursement amount. County requires vendor supply a Minimum Annual Guarantee as well as an Upfront Supplemental Payment (One-time) or Annual Bonus Payment in addition to revenue share percentage or fixed annual payment, and prefers to receive these in the form of annual upfront payments versus regular monthly commissions.		
Category	Rate	Details	Category	Rate	Details
Revenue Share (%) ITS	20%	based on Total Gross Revenue	Revenue Share ITS	\$21,000.00	Fixed Annual Cost Reimbursement
Revenue Share (%) Voicemail	20%	based on Total Gross Revenue	Revenue Share Voicemail	20%	based on Total Gross Revenue
Supplemental Payment (One-time) or Annual Bonus Payment (\$)	\$10,000.00	one-time payment	Supplemental Payment (One-time) or Annual Bonus Payment (\$)	\$10,000.00	one-time payment
Minimum Annual Guarantee (\$)	\$77,000.00	for all services	Minimum Annual Guarantee (\$)	\$77,000.00	for all services
SUBSECTION 2 - VVS RATES AND REVENUE SHARE					
Vendor shall comply with the required per minute rate and per visit amount for Remote and Excessive Onsite Video Visitation Visits.			Vendor shall specify its proposed alternative per minute rate or per visit rate for Remote and Excessive Onsite Video Visitation.		
VVS RATES			ALTERNATIVE VVS RATES		
Category	Per Minute Rate	Per Visit Rate	Category	Per Minute Rate	Per Visit Rate
30-Minute Remote Video Visit	\$0.17	\$5.00	30-Minute Remote Video Visit	\$0.10	\$3.00
Two (2) Free 30-Minute Onsite Video Visits	No Charge Allowed	N/A	Two (2) Free 30-Minute Onsite Video Visits	No Charge Allowed	N/A
Excess Onsite Visits:	\$0.17	\$5.00	Excess Onsite Visits:	\$0.10	\$3.00
All Other Fees:	No Allowed		All Other Fees:	No Allowed	
VVS REVENUE SHARE			VVS REVENUE SHARE		
Vendor shall enter its offer on Option #1 VVS Revenue Share as a percentage of paid visit revenue.			Vendor may enter its offer on Option #2 VVS Revenue Share as a percentage of paid visit revenue or included a fixed annual Cost Reimbursement amount.		
Category	Rate	Details	Category	Rate	Details
Paid Video Visits (%)	50%	based on Total Gross Revenue	Paid Video Visits (%) or Fixed Annual Cost Reimbursement (\$)	50%	based on Total Gross Revenue
SUBSECTION 3 - TABLET RATES AND REVENUE SHARE					
Vendor shall comply with the required messaging rates. Vendor shall specify the rates associated with entertainment content, usage or any other rates associated with Tablets. Vendor shall indicate if media is purchased by the minute, application and/or subscription and give the charge for each.			Vendor shall specify its proposed alternative rates associated with electronic messaging, entertainment content, usage or any other rates associated with Tablets. Vendor shall indicate if media is purchased by the minute, application and/or subscription and give the charge for each.		
TABLET RATES			ALTERNATIVE TABLET RATES		
Category	Fee/Rate (\$)	Fee Unit	Category	Fee/Rate (\$)	Fee Unit
Educational	No Charge allowed	No Charge Allowed	Educational	No Charge allowed	No Charge Allowed
Electronic Messages	\$0.25	Per Message	Electronic Messages	\$0.25	Per Message
Photos	\$0.25	Per Photo	Photos	\$0.25	Per Photo
Video Messages	\$0.35	Per Message (30 seconds)	Video Messages	\$0.35	Per Message (30 seconds)
Entertainment Media - Games	\$0.05	Per Minute	Entertainment Media - Games	\$0.05	Per Minute
Entertainment Media - Movies	\$0.05	Per Minute	Entertainment Media - Movies	\$0.05	Per Minute
Entertainment Media - Music	\$0.05	Per Minute	Entertainment Media - Music	\$0.05	Per Minute
Entertainment Media - Streaming	\$0.05	Per Minute	Entertainment Media - Streaming	\$0.05	Per Minute
(Vendor to specify per minute usage or other rate type)	N/A	N/A	(Vendor to specify per minute usage or other rate type)	N/A	N/A
(Vendor to specify per minute usage or other rate type)	N/A	N/A	(Vendor to specify per minute usage or other rate type)	N/A	N/A
TABLET REVENUE SHARE			TABLET REVENUE SHARE		
Vendor shall enter its offer on Option #1 Tablet Revenue Share as a percentage or all paid/revenue-generating Tablet services, excluding (if applicable) any revenue generated through Vendor's calling application and/or Video Visitation application on Tablets.			Vendor may enter its offer on Option #2 Tablet Revenue Share as a percentage of all paid/revenue-generating Tablet services or included a Fixed Annual Cost Reimbursement amount, excluding (if applicable) any revenue generated through Vendor's calling application and/or Video Visitation application on Tablets		
Category	Rate	Details	Category	Rate	Details
Electronic Messages & Photos (%)	20%	based on Total Gross Revenue	Electronic Messages & Photos	20%	based on Total Gross Revenue
Video Messages (%)	20%	based on Total Gross Revenue	Video Messages	20%	based on Total Gross Revenue
Purchases/Usage (%)	20%	based on Total Gross Revenue	Purchases/Usage	20%	based on Total Gross Revenue
Other (Vendor to Specify)	N/A	N/A	Other (Vendor to Specify)	N/A	N/A
SUBSECTION 4 - ADDITIONAL (REQUIRED) TECHNOLOGY					
Category	Rates Fees, Charges, Costs	Details	Category	Rates Fees, Charges, Costs	Details
Offsite Inmate Mail Processing Solution	No Cost	ICSolutions will retain all revenue for electronic messages & photos if offsite mail scanning is deployed	Offsite Inmate Mail Processing Solution	No Cost	ICSolutions will retain all revenue for electronic messages & photos if offsite mail scanning is deployed
SUBSECTION 5 - OPTIONAL TECHNOLOGY					
Vendor shall indicate rates/fees associated with all offered Additional Technology. Insert additional rows as needed for Fees in this section.					
Type/Description	Rates Fees, Charges, Costs	Other Details	Type/Description	Rates Fees, Charges, Costs	Other Details
Call Transcription	Reduce ITS commission by 7 percentage points (to 13%)	Includes entire Argus Investigative Suite	Call Transcription	Reduce ITS Cost Reimbursement by \$7,500.00 per year (to \$13,500.00)	Includes entire Argus Investigative Suite
Cell phone detection	\$8,500.00	per unit	Cell phone detection	\$8,500.00	per unit
Keyword Search	\$0.00	Included at No Cost	Keyword Search	\$0.00	Included at No Cost
Voice Biometrics	\$0.00	Included at No Cost	Voice Biometrics	\$0.00	Included at No Cost
Automated Facility Information System (AFIS)	Offered at No Cost to County	Included at No Cost	Automated Facility Information System (AFIS)	Offered at No Cost to County	Included at No Cost
Debit Release Cards:	Offered at No Cost to County	Included at No Cost	Debit Release Cards:	Offered at No Cost to County	Included at No Cost
Card Activation Fee	FREE	See Vendor Technical Proposal - Exhibit F (Core Technologies) for additional terms & conditions related to these fees	Card Activation Fee	FREE	See Vendor Technical Proposal - Exhibit F (Core Technologies) for additional terms & conditions related to these fees
Support Calls Fee	FREE		Support Calls Fee	FREE	
PIN Change Fee	FREE		PIN Change Fee	FREE	
Point of Sale (POS) Transactions (PIN & Cash Back Option with POS purchase	FREE		Point of Sale (POS) Transactions (PIN & Cash Back Option with POS purchase	FREE	
POS Declines	FREE		POS Declines	FREE	
Card to Bank ACH Transfer****	FREE		Card to Bank ACH Transfer****	FREE	
Cash Out at any Principal MasterCard	FREE		Cash Out at any Principal MasterCard	FREE	
Monthly Maintenance Fee*	\$3.95		Monthly Maintenance Fee*	\$3.95	
ATM Account Inquiry Fee	\$1.50		ATM Account Inquiry Fee	\$1.50	
Inactivity Fee**	\$3.95		Inactivity Fee**	\$3.95	
Domestic ATM Fees***	\$2.95		Domestic ATM Fees***	\$2.95	
ATM Decline for Non-Sufficient Funds Fee	\$2.95		ATM Decline for Non-Sufficient Funds Fee	\$2.95	
International ATM Fees***	\$3.95		International ATM Fees***	\$3.95	
ATM Decline International Fee	\$3.95		ATM Decline International Fee	\$3.95	
Replacement of lost or stolen card	\$0.00		Replacement of lost or stolen card	\$0.00	
Visit Now tablet-based video calling	\$0.25 per minute	20% commission to County	Visit Now tablet-based video calling	\$0.25 per minute	20% commission to County
N/A		N/A	N/A		N/A

ICSolutions Note: Both options also include our Keep Families Connected program, available only from ICSolutions.

The Keep Families Connected Program: Keeping inmates connected to their families during incarceration is a key factor in reducing recidivism and maintaining security in a correctional facility. Consistent with the goal of offering affordable calling, our offer includes the provision of two (2) free calls per week for every inmate, for the duration of the contract term including all exercised renewal periods.

In its evaluation of our financial offer, we urge the County to consider the significant value of this free calling program. This program, coupled with the complementary call we offer to each new call recipient, will reduce the financial burden even beyond the affordable calling rate options we have proposed

*ICSolutions Note: For international calls, "Cost based" means ICSolutions' underlying carrier cost based on an average rate per minute per destination calculated quarterly pursuant to FCC 47 CFR § 64.6030 (e).

ICSolutions Notes: Option 2 includes a Fixed Annual Cost Reimbursement for ITS revenue. For all other services, we have proposed commission percentages; we believe this revenue sharing method, coupled with our Minimum Annual Guarantee, offers the County the greatest potential for maximizing its revenue after deployment of the new tablet and video visitation services. However, we would be happy to revise these rates to Fixed Annual Cost Reimbursements, as well, if preferred by the County. In both options, the MAG is based upon the projected ADP of 334 inmates after opening of the Leinberger Detention Center.



Vendor Technical Proposal

VENDOR TECHNICAL PROPOSAL

ICSolutions appreciates the opportunity to submit this Proposal to provide Inmate Phone, Video Visitation, and Tablet Services for Yolo County, California. ICSolutions has offered innovative, cutting-edge communications technology to correctional facilities since 2002. ICSolutions is also a wholly owned subsidiary of the Keefe Group, which has served the correctional industry since 1975.

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

Experience in Inmate Communications

ICSolutions currently provides our ENFORCER calling system and outstanding customer service to more than 500 individual facilities, making up more than 275 agencies that serve approximately 350,000 inmates across the United States. Agencies using THE ENFORCER range in size from small city, county, and regional facilities, to ten (10) large state DOCs housing as many as 42,000+ inmates. ICSolutions also supplies our inmate phone services under a 15-year contract with the nation's largest correctional agency, **the Federal Bureau of Prisons (FBOP), housing 140,000 inmates**. The FBOP sets the strictest standards in the nation for inmate calling services. Before, during, and after the FBOP's installation, THE ENFORCER has been subjected to many rounds of thorough testing to ensure its features operate to spec and its security is beyond reproach.

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

Ethics & Accountability

All products and services described in this proposal will be entirely managed by ICSolutions. ICSolutions has a 99% contract renewal rate and has never terminated a contract early or lost a contract due to failure to perform services as agreed. We have never lost a single call recording or call detail record. And we have an outstanding reputation for accurate, on-time commission payments and excellent local service. We are also proud to note that 100% of ICSolutions' clients are with us because, in a competitive evaluation of the marketplace, they chose ICSolutions' products and services from among their many options.

Like all Keefe companies, ICSolutions operates with impeccable standards. This includes how we treat our employees, our business ethics, and especially how we serve our customers. Unlike our competitors, ICSolutions' reputation has never been blemished with security data breaches, illegal recording of



ICSolutions By The Numbers The ENFORCER®

500+ Correctional Facilities Served
28,500+ Inmate Telephones Deployed
350,000 Inmates Served
45+ Customers with 1,000+ Inmates

attorney calls, illegal use of call recipient cell phone location technology, multiple class action lawsuits, and fines by regulatory agencies.

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

Complete Financial Transparency

ICSolutions is proud of our history of pricing and revenue transparency. THE ENFORCER platform enables authorized facility staff to view the price charged for each call, including a breakdown of every applicable tax. And the County can run reports any time to view a real-time accounting of all revenue generated by ICSolutions' services. ICSolutions maintains complete transparency regarding pricing and revenue, because we have nothing to hide.

As you will see in our financial offer, ICSolutions offers affordable rates for phone calling, video visitation, and tablet services, while also guaranteeing consistent revenue for the County. ICSolutions has long been a proponent of fair and affordable pricing, recognizing and promoting the benefit of the increased inmate communication that results in a strengthened inmate/family bond.

Free Calling for Inmates *Available Only from ICSolutions!*

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

Included Technology & Services

ICSolutions' offer includes all of the following at no cost to Yolo County:

THE ENFORCER® Inmate Communications Platform

- ✓ A single, unified inmate telecommunications platform hosting inmate calling, video visitation, and all investigative tools and information
- ✓ Housed in our Atlanta data center and backed up at our data center in San Antonio
- ✓ All required phones per Exhibit E, including inmate phones, cart-mounted, cordless, visitation, and free release and lobby telephones
- ✓ All required TDD and VRS equipment per Exhibit E
- ✓ All required ITS and VVS workstations, per Exhibit E
- ✓ All required VVS registration & scheduling kiosks, per Exhibit E
- ✓ **Up to 40 inmate kiosks** with 17" screens, enabled for:
 - o Onsite video visitation
 - o Remote video visitation, with required bandwidth provided by ICSolutions
 - o Inmate phone calling
 - o Resident Portal inmate visitation viewing & management
 - o Document viewing – inmate rules, handbook, PREA information, etc.
 - o Access to scanned postal mail (if mail scanning is deployed)
- ✓ 25 public kiosks with 17" screens to enable onsite video visitation
- ✓ Consolidated user management of phone & video services via a single GUI (*single login*)
- ✓ Universal public Web portal to support Prepaid Account funding and visitation scheduling

- ✓ Online storage of all call recordings and call data for the entire contract duration
- ✓ Long-term recording storage of visitation sessions
- ✓ Unlimited ENFORCER user licenses
- ✓ JMS and KCN commissary / banking interfaces to enable:
 - o DIRECTLINK TRUST Inmate Debit Calling *Available Only from ICSolutions!*
 - o Automated inmate ID/PINs
 - o Electronic commissary ordering
- ✓ Inmate voicemail messaging

THE VISITOR™ Visitation Management Module

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

THE ENFORCER® Investigative & Voice Biometrics Suite

- ✓ THE WORD DETECTOR keyword search toolset
- ✓ THE ANALYZER link analysis / data mining tools
- ✓ THE VERIFIER pre-call inmate voice verification
 - o Features automatic voice enrollment – *saving the facility the step of enrolling the entire inmate population's voices manually upon deployment!*
- ✓ THE IMPOSTER in-call continuous voice biometrics

THE ENFORCER® IVR Suite

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

THE BRIDGE 8™ Inmate Tablets

- ✓ Tablets with 8" screens – **one for each inmate**
- ✓ Inmate email messaging, photo sharing, and eCards
- ✓ Video messaging
- ✓ Educational content, including **FREE and UNLIMITED access to Edovo Core**
 - o Full library, GED prep, behavioral therapy, vocational training, and more
 - o Enables the Agency to upload its own content
 - o Supports continued learning after release, at no cost to the County or the user
- ✓ Inmate Calling app – enables secure inmate calling through ICSolutions' ENFORCER
- ✓ Access to scanned postal mail (if mail scanning is deployed)
- ✓ Religious materials
- ✓ Job search
- ✓ Grievance reporting + appointment request
- ✓ Commissary ordering + balance checking
- ✓ Entertainment content

Turnkey Installation & Onsite Support

- ✓ Turnkey installation encompassing all necessary hardware, software, & network infrastructure
- ✓ Full-time Project Manager during installation
- ✓ Full-time Account Manager throughout the contract term
- ✓ Initial and ongoing training for all Agency users
- ✓ Local technicians to provide backup regular onsite maintenance & emergency service

- ✓ 24 x 7 x 365 live, U.S.-based service for Agency staff and public users
- ✓ All-inclusive warranty, support, and repair/replace maintenance package

The above technology and services are described in detail the RFP responses that follow this summary. Some key elements of our proposed solution are described in the sections below.

THE ENFORCER® Calling Platform

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

THE VISITOR™ Video Visitation Solution

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

Expanded Access to Video Visitation

ICSolutions understands that expanding inmate access to video visitation is important to Yolo County. As such, ICSolutions offers not only our premium kiosk-based visitation, but also **on-demand video calling on the tablets**, if desired by the County. For security purposes, the tablet must be docked in a wall-mounted station to enable video calling.

This feature greatly expands the number of devices available to inmates for video services.

Best-in-Class Tablets & FREE Upgrades

ICSolutions' BRIDGE 8 tablet solution features a large suite of free and premium content applications, including inmate calling, email/text messaging, photo sharing, commissary ordering, grievance reporting, and more!

In addition, ICSolutions' offer includes FREE and UNLIMITED use of the Edovo Core premium educational platform. Edovo Core has a **full library, GED courses, vocational training, cognitive behavioral therapy, and more**. Additionally, Edovo enables the County to upload its own educational content. This educational platform transforms the environment of a correctional facility by enabling inmates to quietly focus on exploring an educational or self-improvement topic of interest at their own pace. Edovo Go allows learners to **continue their education once released** – at no cost to them! And with the Edovo

Insight portal, staff can manage course content and learner profiles, run analytics, and investigate individual learners' activity. Examples of available education content include:

- Cognitive Behavioral Therapy & Mental Health
- GED, HiSET & TASC
- Job Skills & Personal Finance
- College Materials
- Religion & Spirituality
- Health Topics
- Reading & Literacy
- Parenting
- Legal Topics
- Personal Development
- Language Learning
- Writing Courses
- Mathematics & Economics
- Science

The content library is constantly updated as new content becomes available.

Investigative Tools

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

ICSolutions-Keefe Integrations

As a member of the Keefe Group of companies, ICSolutions has already built a unique integration between the ENFORCER inmate phone/video visitation system and the Keefe commissary and banking systems to provide for several automated services:

- ✓ Electronic Commissary Ordering
- ✓ Electronic Balance Inquiry
- ✓ Automated Funding Alerts
- ✓ DIRECTLINK TRUST Inmate Debit Calling

Because we are a member of the Keefe Group of companies, ICSolutions will provide you with a **fully integrated solution encompassing your commissary/banking systems and inmate communications**. Inmates will be able to pay for phone calls and inmate-initiated visits using funds *directly* from their trust accounts – a service only available from ICSolutions! Any trust funds remaining at release can be distributed using a KCN / Access Corrections Secure Release debit card.

Friends and family will be able to deposit funds *directly* to an inmate's KCN trust account, eliminating any need to pay a separate phone account funding fee! And all funding and calling information is tracked and compared in THE ANALYZER, our data mining and link analysis tool that identifies relationships among multiple inmates, account funders, visitors, and/or call recipients.

Furthermore, when ICSolutions and Keefe are both in place, correctional facilities often experience **increased revenues** due to our integrated solutions, and **improved service** as a result of the oversight of account personnel from both product groups. Working in tandem from our shared local office in Fontana, California, Keefe and ICSolutions are uniquely capable of providing the most efficient, affordable, and data-rich solution available for Yolo County!

Commissary Ordering

The ICSolutions / KCN interface enables inmates to place commissary orders using any inmate tablet or video visitation kiosk. This allows inmates to place commissary orders more often.

Balance Inquiry

Using any inmate tablet or video visitation kiosk, inmates can also check their Trust Account balances.

Automated Funding Alerts

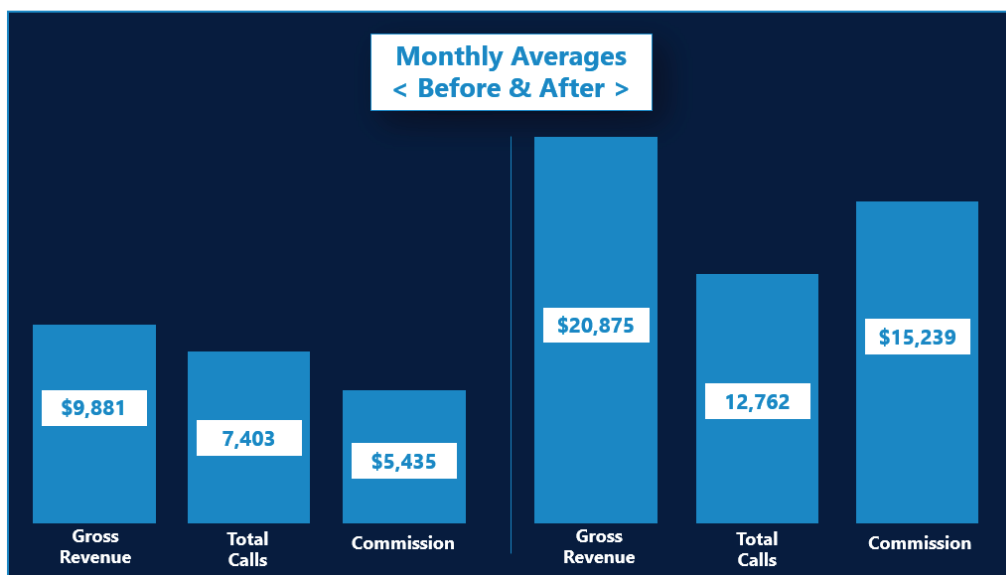
Automated funding alerts can provide an automated message to an inmate any time new funds are posted to his or her account. The inmate will hear any new funding messages each time he or she picks up an inmate phone and enters their Inmate ID / Phone PIN. This service is helpful to inmates in keeping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

DIRECTLINK TRUST Inmate Debit Calling

A key feature of our calling solution for Yolo County is DIRECTLINK TRUST Inmate Debit calling. DIRECTLINK TRUST Inmate Debit is a superior inmate calling product that enables inmates to pay the exact cost for each phone call at the time the call is completed, using funds in their Trust Account. There is never a need to open a separate phone account or transfer funds back and forth between accounts. There is also no delay in accessing inmate funds for calling; as soon as the funds are available in the inmate's Trust Account, they can be used to place Debit phone calls. This instant access generates **more inmate communication and significantly more revenue**. Furthermore, there is no need to manage a separate refund process upon release.

DIRECTLINK TRUST Inmate Debit can be a key factor in promoting more inmate communication and generating greater commission revenue in facilities that use ICSolutions and KCN. In Belmont County, Ohio, for example, after taking over service from Securus, we *reduced the average call price by 68.7%* and *still more than doubled the County's monthly revenue!*

Case Study: Belmont County, Ohio



**Before & After ICSolutions Took Over Service:
The Impact of Reduced Prices & DIRECTLINK TRUST Inmate Debit Calling**

Optional Mail Scanning

ICSolutions' offer includes optional onsite or offsite scanning of postal mail, if desired. With our offsite solution in place, the Yolo County Detention Center will no longer be burdened by the daily tasks and risks associated with receiving postal mail – eliminating mail-based contraband and **saving you considerable staff time and manpower.**

Timely Project Installation

At ICSolutions, we pride ourselves on fast, efficient installations to get our customers up and running with state-of-the-art services and products in record time. ICSolutions' expertise has been proven time and again by our many successful installation projects. We have installed THE ENFORCER calling platform and its complementary communications products at the Federal Bureau of Prisons; several state Departments of Corrections; and hundreds of County, regional, and city correctional facilities across the U.S. These installations have required a complex and sophisticated project management and implementation effort, which the ICSolutions team has honed over nearly two decades of successful installations.

ICSolutions follows best practices developed by the Project Management Institute (PMI), which has set the standards for project management since the 1960s – helping to ensure timely, orderly installations that are completed successfully and with minimal effort from our facility clients.

ICSolutions' Expertise in Action

For example, to provide service to the Arizona DOC, we were required to install THE ENFORCER calling platform, including all software and equipment, for 23 facilities housing more than 44,000 incarcerated persons **within 30 days of contract signing.**

To ensure that we could meet the customer's requirements, we assigned dedicated project managers by region to monitor and control every aspect of the installation process at each site. Our Network Services team expedited the procurement of T1s, point-to-point circuits, and data circuits. Our Operations and Project Management teams met daily to review milestones and monitor progress. We also met three times each week with the DOC to identify and circumvent any potential roadblocks.

As a result, we successfully turned up services to all 44,000+ inmates within 30 days of contract signing – **ultimately cutting over all 23 sites in just two days.**



**Arizona DOC Installed
In Just 30 Days!**

- **44,000+ inmates**
- **23 facilities**
- **Cutover in TWO DAYS**
- **Overall 30-day installation**

Our track record demonstrates our ability to guarantee the most efficient, streamlined installation possible for Yolo County.

Local Account Manager & Primary Contact

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

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

Thank You

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

Please turn to the next page to review our point-by-point responses to the RFP requirements.

EXHIBIT F

Core Technologies

3. CORE TECHNOLOGIES – INMATE COMMUNICATION SERVICES

3.1 Standards

- 3.1.1. Inmate telephone, video visitation, and tablet services are to be provided and shall comply with all applicable Federal Communication Commission (FCC) or other regulatory requirements relating to inmate communication services in correctional facilities.

ICSolutions Response:

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

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

- 3.1.2. Vendor shall ensure that the inmate communication services it offers meet the mandatory requirements found in **Exhibit E – Mandatory Requirements**

ICSolutions Response:

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

3.2 Deliverables & Reporting

3.2.1. Revenue Share, Payment, and Reporting

- 3.2.1.1. Specific mandatory Revenue Share, Payment, and Reporting requirements are outlined in **Exhibit E, (General Conditions)**.

ICSolutions Response:

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

3.2.2. Rate Requirements

- 3.2.2.1. Specific mandatory rate requirements are outlined in **Exhibit E, Section, (General Conditions)**.

- 3.2.2.2. Vendor must agree to provide the required calling rates, video visitation rates, Tablet rates and all related fees specified in **Exhibit E, (Rates, Fees, and Revenue Share)** and must be in compliance with California laws and applicable regulations.

ICSolutions Response:

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

3.2.3. **Reconciliation**

- 3.2.3.1. From the Effective Date of the Agreement and for a period of 2 years after the termination of the Agreement, upon 10 business day's written notice, County shall have the right to examine and/or reconcile Vendor's information (records, data, revenue share records) pertaining to any and all services provided under the Agreement.
- 3.2.3.2. County requires Vendor to maintain accurate, complete and reconcilable records, in electronic format, detailing the Gross Revenues from which revenue share payments can be determined. The records shall include all CDRs, EMI billing files, pre-paid card sales and associated invoices, debit usage reports and associated invoices and revenue share reports during the term of the Agreement.
- 3.2.3.3. County reserves the right to delegate such examination and/or reconciliation of records to its Designated Agent or another third party of County's sole choice.

ICSolutions Response:

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

ICSolutions will always cooperate with any audit requests. ICSolutions maintains all books, records, and documents in accordance with generally accepted accounting practices that reflect all gross revenues generated. The County, or your designated representative, will have access to examine all books, documents, papers, and records as it relates to ICSolutions' contract with the County.

In addition, the rated call records and the ability to generate system summary reports will always be available from the system workstation. **This provides the Facility with the tools to verify commissions at any time.** For example, the Revenue Breakdown report can be printed at any time to summarize call history for a specified date range. Other sample reports are provided in [EXHIBIT 9: SYSTEM REPORT & FILE SAMPLES](#).

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INMATE CALLING ICSolutions		Revenue Report Site: Seaport Start Time = 2011-02-01 End = 2011-03-01 00:00:00				
Charge Type	Tariff Type	Calls	Talk Secs	Billed Mins	Revenue	Percent
Collect	Local	0	0	0	0.00	
	Intra Cell	0	0	0	0.00	
	Intra LATA	2	1962	33	5.70	
	Intrastate	0	0	0	0.00	
	Interstate	0	0	0	0.00	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		2	1962	33	5.70	45.2
Prepaid collect	Local	0	0	0	0.00	
	Intra Cell	0	0	0	0.00	
	Intra LATA	4	1590	28	4.20	
	Intrastate	0	0	0	0.00	
	Interstate	0	0	0	0.00	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		4	1590	28	4.20	33.3
Debit	Local	0	0	0	0.00	
	Intra Cell	0	0	0	0.00	
	Intra LATA	2	1013	18	2.70	
	Intrastate	0	0	0	0.00	
	Interstate	0	0	0	0.00	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		2	1013	18	2.70	21.4
Debit card	Local	0	0	0	0.00	
	Intra Cell	0	0	0	0.00	
	Intra LATA	0	0	0	0.00	
	Intrastate	0	0	0	0.00	
	Interstate	0	0	0	0.00	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		0	0	0	0.00	0.0
Total		8	4565	79	12.60	100.0

Revenue Report Sample

In addition, ICSolutions will provide monthly reports so that payments or invoices can be verified against the data through THE ENFORCER.

ICSolutions' in-house procedures have controls to ensure commissions are accurate. Our system requires that all accounts balance for each facility, including the pre-paid, usage, and revenue accounts. If an account is not balanced, we cannot close our books for the month. The Controller reviews all the account reconciliations as part of the month-end process.

3.2.4. **User Billing and Payments**

- 3.2.4.1. Specific mandatory requirements related to Pre-paid/Debit Application, End-User Payment Options, and Vendor Retention of End-user Account Information are outline in **Exhibit E, (User Billing & Payments)**.
- 3.2.4.2. Vendor shall specify the revenue share in **Exhibit E, (Rates, Fees, and Revenue Share)**.

ICSolutions Response:

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

3.3 **Equipment and Installation Requirements**

- 3.3.1. Mandatory Equipment and Installation requirements applicable to all systems are outlined in Exhibit E, **Section G (General Installation Requirements)**.
- 3.3.2. Vendor shall submit a preliminary implementation plan which shall include a proposed installation schedule for the Facilities for ITS, VVS and Tablets and attach as **Vendor Exhibit 1 - Implementation Plan** as outlined in **Subsection C. Required Submittals, Order & Format** in Section 2.A. of this Main RFP.

ICSolutions Response:

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

For our preliminary implementation plan, please refer to **EXHIBIT 1: IMPLEMENTATION PLAN**.

3.3.3. **ITS**

- 3.3.3.1. Specific mandatory ITS Equipment and Installation requirements are outlined in **Exhibit E, (ITS Requirements)**.
- 3.3.3.2. Vendor shall supply details of Vendor's proposed, ITS which shall include, but not be limited to system version (if Vendor uses multiple ITS versions and/or releases), technical specifications, software applications, hardware architecture and networking capabilities.
- 3.3.3.3. Vendor shall include a description, as well as images, of the inmate and visitation telephone sets, TDD and/or video relay service units, and cart/portable sets proposed for installation at the Facilities.

ICSolutions Response:

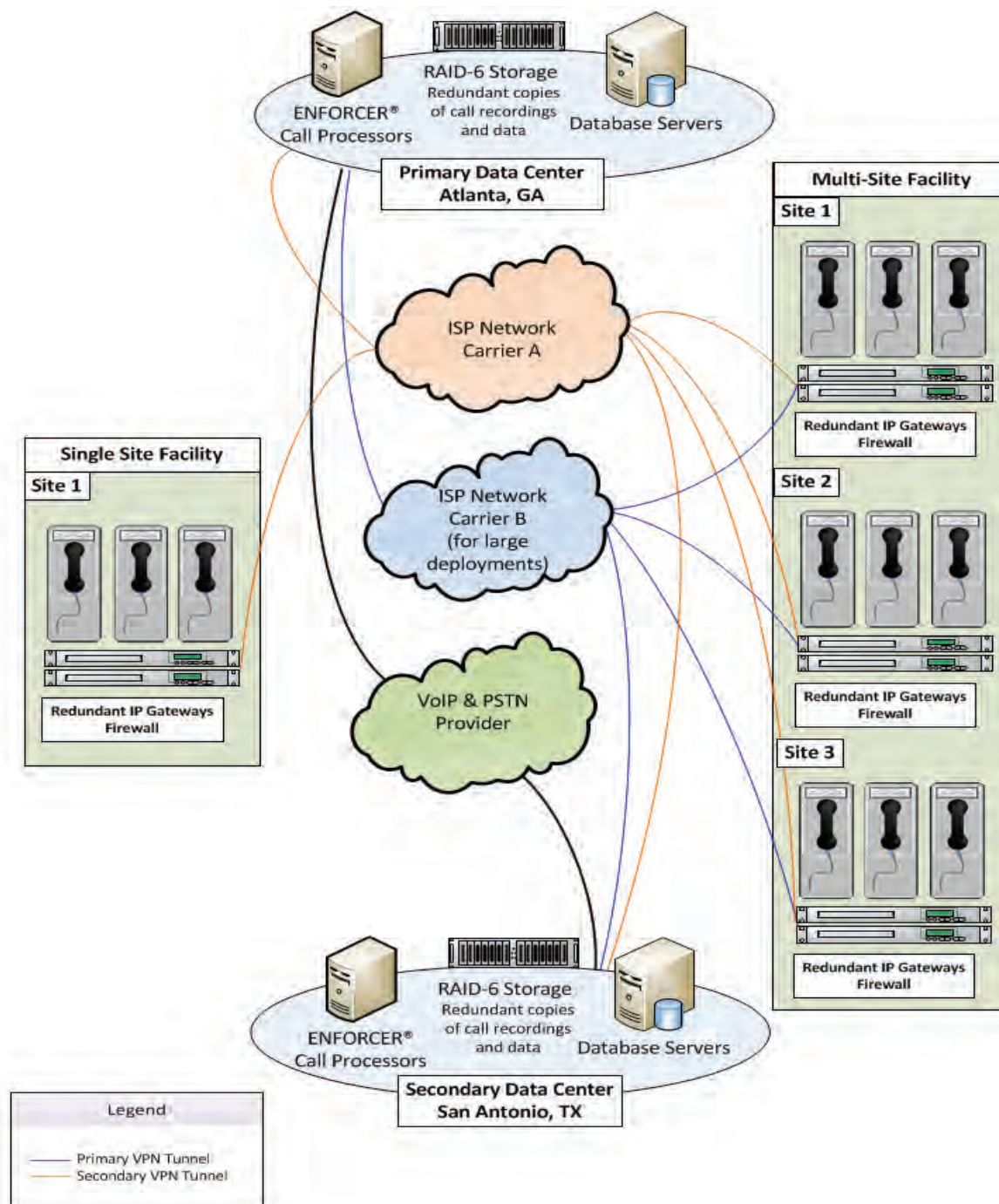
ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions will provide the most advanced version of our centralized ENFORCER platform housed at the primary data center in Atlanta. THE ENFORCER is a browser-based application that allows control, monitoring, searching, and reporting of all inmate calls to any authorized user through a simple, point-and-click GUI (Graphical User Interface). THE ENFORCER offers the richest set of features available in the industry today, all at no cost to the Agency.

With the centralized solution, all data sessions are hosted and records/recordings are stored in the Atlanta data center. A data center in our national headquarters and engineering center in San Antonio is used for geographically separate failover call processing and redundant data/recording storage. With this configuration, we can provide the Agency with a guaranteed 99.999% system uptime minimum. The current version of THE ENFORCER is 12.0.

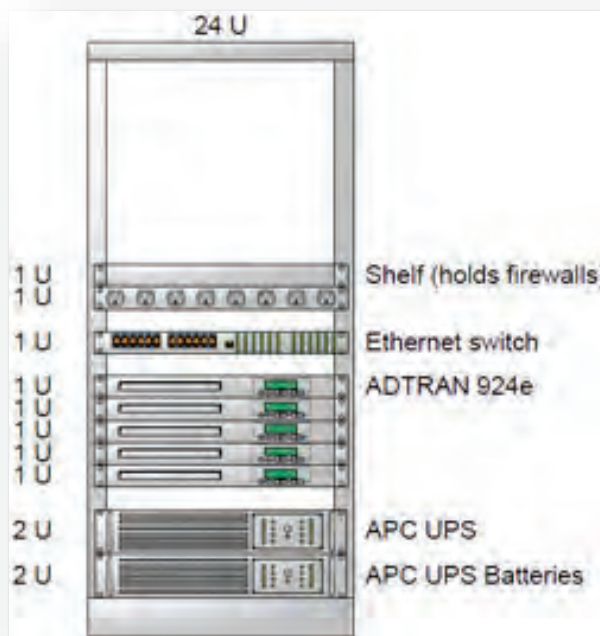
Because our primary and secondary sites are more than 900 miles apart, even a catastrophic event in one location would not affect the performance of the other. If the primary site in Atlanta experiences a catastrophic event, all call processing would seamlessly transfer to our San Antonio data center, resulting in zero downtime and continuous call processing and recording. Failover call processing occurs at the Data Center in San Antonio – providing geographically separate call processing that ensures **99.999% uptime** for your Inmate Telephone System, while protecting the Agency from potential data loss.

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



Centralized Network Architecture

The on-site phone room equipment consists of ADTRAN IP Gateways and Uninterruptable Power Supply (UPS) units. This equipment is installed in a standard 19" Equipment Rack. As there are no servers installed at the facility, this equipment configuration only requires one standard 20AMP power outlet. Additionally, this hardware is temperature tolerant and operates flawlessly in environments ranging from 35 -110 degrees Fahrenheit.



On-site Equipment in a Rack

ICSolutions has described the ITS equipment below. ICSolutions has provided specification sheets for key equipment in **EXHIBIT 10: EQUIPMENT SPECIFICATION SHEETS**.

On-Site Equipment	
Wintel Inmate phones: The inmate phones are factory-sealed, constructed of heavy gauge steel, with shockproof keypads, a shatterproof Lexan handset, and no removable parts. All handset cords have customizable cord lengths, will be armored and have a poly-coated steel lanyard, which can withstand a minimum 1000 foot-pounds of pull power. Tamper-preventive security screws will be used on all telephones to guard against potential vandalism. Phones are also hearing aid compatible and equipped with external volume control and a built-in confidencer to minimize background noise.	
Visitation Phones: THE ENFORCER offers the ability to record and monitor any facility's visitation booths just as if they were inmate phones. Visitation booths will be assigned a station ID to enable access to the conversations and recordings using the same search tools that are used for locating inmate phone conversations for review. The phones used will be Wintel 7429VST on the visitor side and the Wintel 7005SS on the inmate side, or a functional equivalent.	
Ultratec Minicom TDD/TTY Phones: ICSolutions offers the Ultratec Minicom TDD/TTY. The unit is compact, lightweight, portable and easy to use. Loaded with advanced capabilities, the Ultratec Minicom is the most sophisticated non-printing TTY available.	

On-Site Equipment	
VRS Video Phones: The VRS is a stand-alone service, independent from the ITS, that supports a secure connection between the inmate, the relay center, and the consumer. The same restrictions that apply to inmate phone calls will apply to calls placed on the video phones. The Video Relay Service (VRS) is a federally funded program that is provided at no cost to the inmate or to the called party. Video Phones will be equipped with a 21-inch monitor and can operate on a PC or Android tablet that is connected to the internet.	
TMG Mechanical Cut-Off Switches: Mechanical cut-off switches may be provided as an alternative to phone shut down using the system workstation. These manual overrides or "kill switches" are used to quickly turn the telephones on/off on demand. Multi-phone kill switches will be installed at each control center or as specified by the facility.	
Uninterruptible Power Source (UPS): THE ENFORCER system equipped with a 2.2 KVA rated UPS which provides continuous power during short duration commercial power outages and will permit "graceful" shut down of system operations and calling functionality for longer power outages. When power is restored, the system automatically restarts with no need for on-site intervention.	
ADTRAN IP Gateways: The ADTRAN IP Gateway delivers voice over a stream of data, applying standard data-encryption methods used to implement a VPN. The router converts and encapsulates the voice data into IP packets. These devices connect to the analog inmate phones and convert the calls to VoIP before routing over the ICSolutions' secure, private network. This product reduces the amount of onsite re-wiring and, as a result, speeds up the installation process, reducing disruption to Agency staff. It also allows ICSolutions to offer the convenience of VoIP calling while retaining the voice quality of traditional copper phone lines.	
Workstations: ICSolutions provides workstations at no cost to the Agency. All system functions can be performed from any internet-enabled computer, by any approved user who presents the proper user ID and password during Administrator login. Each workstation will be equipped with a CDR-W drive or DVD+R drive, color monitor, high speed printer, keyboard, mouse and UPS power and surge protection.	

3.3.4. VVS

- 3.3.4.1. Specific mandatory VVS Equipment and Installation requirements are outlined in **Exhibit E, (VVS Requirements)**.
- 3.3.4.2. Vendor shall supply details of Vendor's proposed VVS that shall include, but not be limited to hardware components, operating system, default applications, power options, proposed cabling, and bandwidth parameters.
- 3.3.4.3. Vendor shall include a diagram demonstrating the proposed VVS solution.
- 3.3.4.4. Vendor shall include a description, as well as images, of the proposed video visitation stations (inmate, visitor and mobile) proposed for installation at the Facilities.

ICSolutions Response:

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

ICSolutions is pleased to offer THE VISITOR, a completely TCP/IP based system, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a **single sign-on** to THE ENFORCER for ultimate convenience. The proposed solution is completely turn-key, and as such, ICSolutions will provide all necessary labor, equipment, materials, software, installation, configuration, upgrades, documentation, testing and training associated with THE VISITOR video visitation system (VVS).

THE VISITOR system is a multi-functional tool that supports not only video visitation, but can also serve as a **comprehensive visitation management tool to streamline all visitations**, including all your traditional visitation needs such as contact, face-to-face or across-the-glass visits that continue after the implementation of video visitation. In addition, THE VISITOR can interface with any third-party system to allow streamlined processes for inmate information, sick request, commissary ordering, inmate email, media content delivery systems, etc., ensuring that it will meet or exceed the facility's needs.

A Single, Unified Platform for All Voice & Video Communication

ICSolutions would like to highlight that THE VISITOR is a completely integrated solution that hosts all telephone and video visitation services in one system, THE ENFORCER! Benefits of this all-in-one solution include:

- Facility staff use **one set of login credentials to access all inmate calling, video visitation**, and voicemail information
- **Investigative tools** – such as THE ANALYZER link analysis – apply to all inmate calling, voicemail, and video visitation sessions
- Inmates use a **single inmate ID/PIN** to access inmate calling, voicemail, and video visitation services, as well as self-service functions such as commissary ordering and visitation management
- Public users fund a **single FAMILY FIRST PREPAID Account** to pay for any combination of inmate calling, voicemail, and remote video visitation – minimizing funding fees and providing the simplest possible user experience
- When Keefe's commissary and banking systems are in place, we can offer **DIRECTLINK TRUST Inmate Debit** calling, whereby inmates can directly access funds in their trust accounts to place debit calls, with no delay caused by transferring funds to a separate phone account.

System Architecture

THE VISITOR is an advanced TCP/IP-based video visitation system that is built right into THE ENFORCER, offering a streamlined inmate telecommunication system where all video visitation rules, administrative tools, data, and recordings are accessible online using a single sign-on to THE ENFORCER for ultimate convenience. The video visitation equipment includes the following:

Multi-functional Video Processing & Recording Servers – THE VISITOR combines high-tech hardware, a Linux-based operating system and a PostgreSQL enterprise-class database capable of handling high-volume deployments. Video processing and recording are handled on the Enterprise-grade servers configured with Intel Six Core Xeon processors, coupled with the Red Hat Enterprise Linux operating system. The PostgreSQL database also runs on SuperMicro and/or Dell hardware, and the video processor and recording storage servers are configured with Enterprise-grade SAS drives and redundant gigabit network ports to deliver 99.999% system uptime.

The components for managing automated video processing, video monitoring, digital video recording, intelligent data collection, and investigative processing are deployed on the fault-tolerant Enterprise-grade servers. These same servers also store the video recordings. Once inmate and visitor log in, the visitation processing server verifies proper connection by checking whether the visit is consistent with the video visitation rules and, upon confirmation, connects the visit at the scheduled start time.

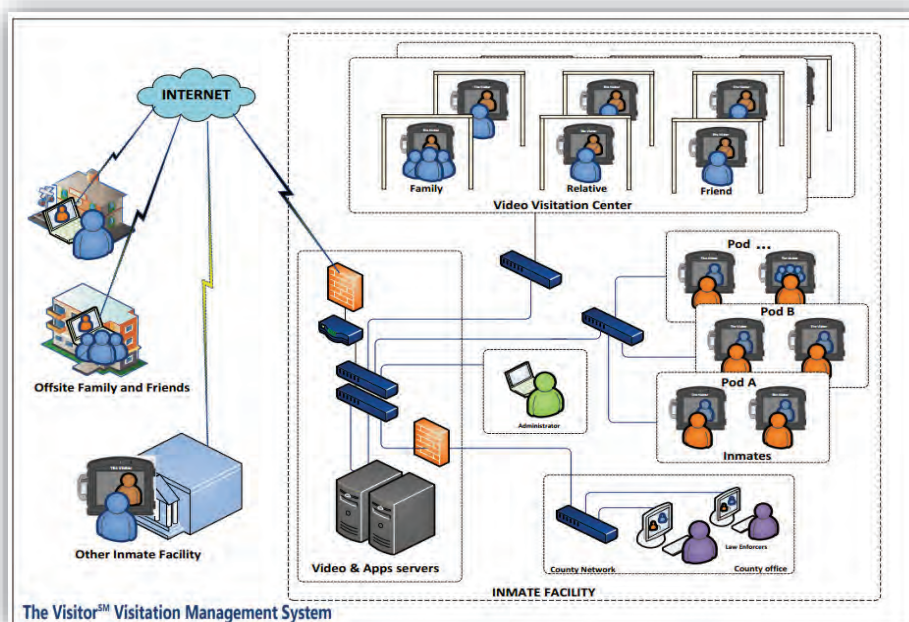
For the premise-based video processing and recording storage, ICSolutions installs a rack-mountable, multi-functional server configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard. Visitation recordings are stored on two separate arrays for redundancy. If the server should ever fail, the arrays can be removed from the server and used in other compatible servers to recover the recordings. The servers provided by ICSolutions comprise the same storage solution that already provides storage to large statewide Departments of Corrections in the United States. This system is in use, performs flawlessly, is easy to maintain and repair, and is easily scalable and expandable without having to be taken offline.

Firewall

ICSolutions provides the Juniper Networks NetScreen-5GT firewall on-site for ultimate security. The NetScreen-5GT appliance is a feature-rich, enterprise-class, network security solution that integrates multiple security functions, such as Stateful and Deep Inspection firewall, IPSec VPN, denial of service protection, antivirus, and Web filtering. For application-level protection, the NetScreen-5GT appliance supports embedded virus scanning to help eliminate virus threats from the network.

Network Architecture

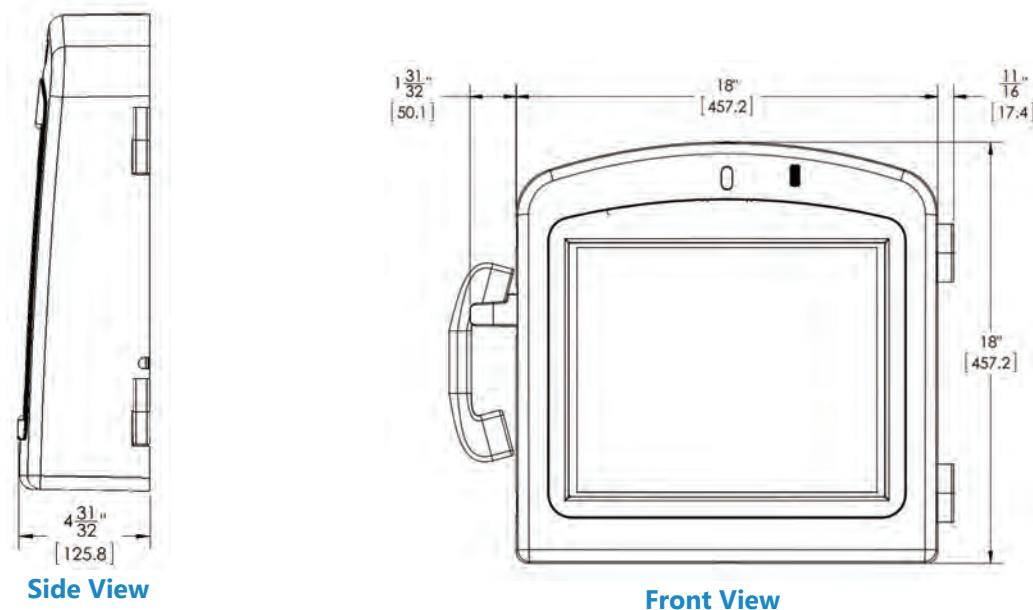
THE VISITOR is a completely TCP/IP based system, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a single sign-on to THE ENFORCER for ultimate convenience. ICSolutions deploys a private, dedicated network that is totally isolated from and will never traverse the Agency's network. Because THE VISITOR is a module embedded in THE ENFORCER, less hardware is necessary to support video visitation. The following is a typical network design (including hardware) supporting THE VISITOR Video Visitation System.



Video Kiosks & Server Equipment

ICSolutions will provide multi-functional 17-inch terminals to serve as the video visitation system stations for inmates and visitors. THE V17 is a corrections grade, IP-based station equipped with a hardened touch screen monitor, high-definition camera, and Linux-based operating system. Unless required otherwise, the inmate station is deployed with a 24" cord and the visitor station with a 36" cord. Made of high-impact armored housing materials, a steel lanyard and security-grade handset, the video phone is manufactured to withstand abuse and designed to provide a safe and secure device for inmate pods and cellblocks. For locations that require mobility, the video stations can be attached to a cart for ultimate controlled portability.

vPhone Multi-Purpose Video Phone – Model V17:



THE VISITOR operates in standard, environmentally controlled detention areas. The onsite VVS equipment is installed in a standard 19" Equipment Rack or 4-foot-tall Equipment Cabinet, depending on the storage space configuration. The equipment is designed to operate in environments of normal indoor humidity, dust, and temperature. The operating temperature should be between 32 and 122 degrees Fahrenheit, and the storage temperature can be between -4 and 176 degrees Fahrenheit. Relative humidity must be between 10% and 95%. ICSolutions prefers to use a dedicated 20-amp circuit for the VVS equipment. THE VISITOR video codec records at 30 frames per second, and the average size of a 30-minute video visitation session is approximately 200 megabytes. Additionally, we will require at least 70 watts per video visitation monitor.

Visitor Registration & Scheduling Terminals

THE VISITOR video visitation solution comes with a Visitor Registration & Scheduling Terminal for each facility's Lobby. This terminal enables visitors to register and schedule visits on-site. In addition, customers wanting to register or schedule visits can do so off site from **any web-enabled device**, such as a home computer, tablet, smart phone, etc. The terminal is ruggedized and 18" x 17.4" x 4.97" (HxWxD) in size.

Monitoring Workstation

Authorized users can monitor visits live on the 24" panel of the Monitoring Workstation. In addition, authorized users can disconnect a visit with 1 click, instantly disconnecting visits that are violating jail policy. Up to twenty visits are viewable simultaneously. The officer can also select a particular visit for larger viewing area or to send Officer Messages to inmates and visitors.

Administrative Functions: Control Workstation or Remote Access

Authorized staff users can choose to use the Control Workstations provided for THE ENFORCER their administration functions on a daily basis. Alternatively, as a module of the entirely web-based THE ENFORCER, authorized users may access THE VISITOR remotely at any time to view recordings, run reports, review historical recorded visits, and more! Any approved remote users can access the platform from any internet-capable computer by launching a secure session (https) to the applicable system URL.

From either the Control Workstation or a remote, web-connected computer, authorized users can perform a multitude of video visitation tasks, including but not limited to:

- Access inmate as well as visitor records
- Access visitation history records
- Schedule new visits
- Create pre-populated messages for visitations
- Cancel scheduled visits
- Generate reports, including scheduling automatic report generation
- Access the visitation schedule
- Download recordings for replay

3.3.5. Tablets

- 3.3.5.1. Specific mandatory Tablet Equipment and System requirements are outlined in - **Exhibit E, (Tablet Requirements)**
- 3.3.5.2. Vendor shall describe in detail its proposed Tablet solution, including security for the corrections industry, tablet size and weight, screen size and resolution, storage and memory capacity, buttons/functions, battery specifications, playback hours per charge, and charging options.
- 3.3.5.3. Vendor shall include a diagram demonstrating the Tablet solution, which also includes how security is demonstrated for third-party applications.
- 3.3.5.4. Vendor shall include a list of accessories (keyboard, earbuds, etc.), if any, that are available for use with the proposed Tablets to be sold via commissary at the County's discretion. Include a brief description and the cost associated with each Tablet accessory.
- 3.3.5.5. Vendor shall specify the type of casing provided with the Tablets
- 3.3.5.6. Vendor shall specify if the speakers on the Tablets can be disabled/enabled at by County without the requirement of Vendor's involvement.
- 3.3.5.7. Vendor shall indicate how Tablets work for hearing impaired inmates.

ICSolutions Response:

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

THE BRIDGE 8 wireless tablets were created exclusively for the corrections environment. The tablets allow mobile communication and features for inmates on while still providing the safety and security protocols required in a corrections environment. The tablet allows ICSolutions to offer inmate access to secure phone calling, inmate services, music and media content, facility and informational documents, and

educational content, as well as other communication products such as email. Our solution provides monitoring, reporting, and security protocols and more.

THE BRIDGE 8 features an 8" multi-touch screen with LED backlight, 1280 x 800 pixel resolution, 2GB memory, 32GB Flash Memory, 3.7v 8000 mAh rechargeable li-polymer battery, and a front-facing 5MP camera. Functions include on/off button, volume +/- button, USB 2.0 port, headphone jack, external mic, and dual speakers. The tablets will operate for 7 hours before requiring a charge. The tablet weight 1.7 pounds, has rugged external housing and was drop-tested to meet military-grade 810G (MIL-STD-810G) standards. The device size is 246mm x 151mm x 22.5mm (approximately 9.7" x 6"), with an 8" screen. The tablets feature a bezel bumper to protect against impact and purposeful discoloration. The clear back cover discourages inmates from trying to hide contraband inside the device.

Speakers on the Tablets can be disabled/enabled at County's discretion using the administrative interface. One pair of earbuds will be supplied for each tablet. Additional earbuds will be available for purchase. Earbuds are clear and designed in accordance with standard correctional security and environmental concerns. Replacement earbuds can be purchased for \$5.00 each.

Hearing impaired inmates can take advantage of the Purple VRS app on THE BRIDGE 8 tablets, and closed captioning on movies. Additional accessibility features include screen magnification for visually impaired inmates, as well as the availability of Talk Back on designated apps. THE BRIDGE 8 tablets also offer audio books, which may be utilized by visually impaired inmates.

Charging Options

The primary charging solution for THE BRIDGE wireless tablets is lockable magnetic charging cabinet enclosures which provide both magnetic charging and storage of the tablets. The magnetic tip on the charger connects to the magnetic charging port on the tablet when placed in the cabinet. Tablet charging cabinets are secured to walls and inmates cannot remove them. The charging cabinet comes in two options, which accommodate either nine or fifteen tablets. The enclosures are custom designed for the corrections market – reducing hard edges, eliminating exposed hinges, and increasing strength of the steel. The compact design minimizes the space required to keep devices charged and running.



Providing charging solutions is vital to the success of our wireless tablet deployments. Magnetic charging is the preferred method of charging tablets because it eliminates the need for barrel-type charging ports that are highly susceptible to breakage. A key benefit to magnetic charging over barrel and USB chargers is that it doesn't require the tip of the charger to be inserted into the tablet to charge. This eliminates one of the top causes of breakage of the tablets, internal components broken due to rough handling of the charging port.

Alternatively, we can offer dual charging stations which provide capacitive charging for the tablets. The tablet is battery powered via inductive, wall-mounted charging shelves to avoid introducing live electrical current in inmate accessible areas. Tablet charging stations are secured to walls, and inmates cannot remove them. Each charging station holds two tablets.



Another option for charging is our mobile charging carts. These provide a safe and efficient method of charging and storing tablets while adding the convenience of easily moving them to different areas of the facility. The enclosures are custom designed for the corrections market – reducing hard edges, eliminating exposed hinges, and increasing steel strength.

- Cart dimensions: 25" w x 15" d x 46" h
- Charges as many as 40 devices simultaneously
- Earth Leakage Circuit Breaker (ELCB) protects against electric shock
- Keys for the front lock and a security triangle key for access to control panel
- Wireless charging trays
- On/off button and LED charge indicators
- All-steel construction with curved edges for safety
- Locking wheels with 360-degree swivel
- Integrated cooling fans for airflow
- Plug-and-Play functionality: Can be plugged in to an existing 110-120V wall outlet.
- All-steel chassis
- Plastic charging trays are secured with security screws.

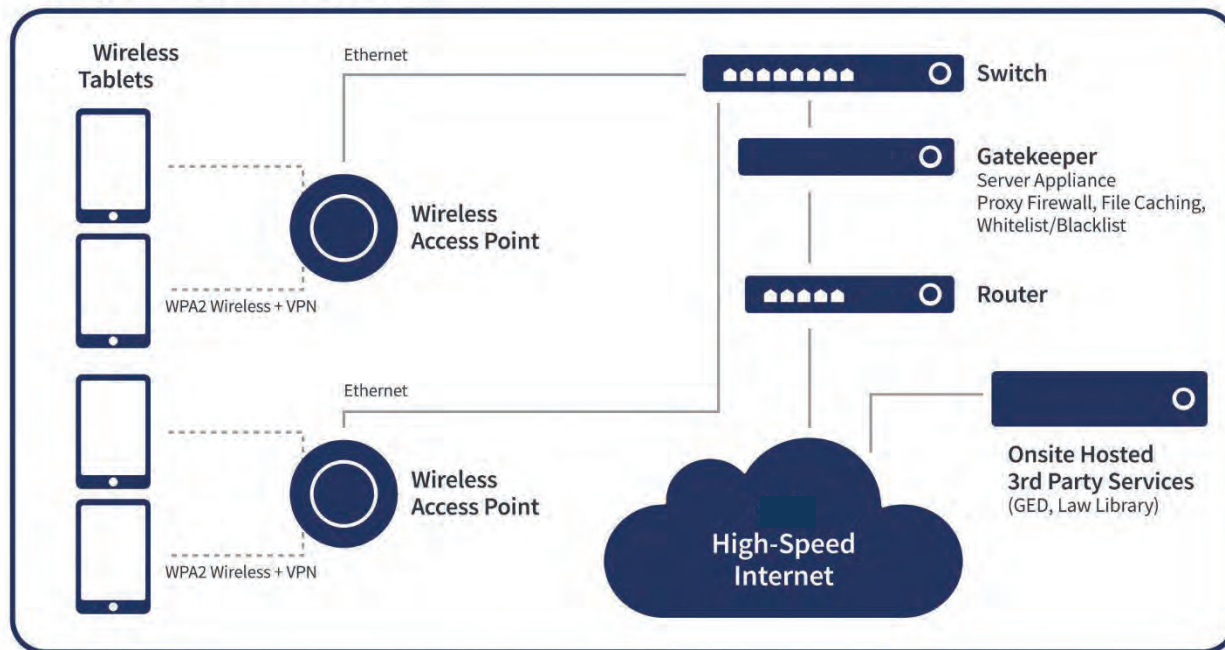


The charging cart is custom designed for the corrections market – reducing hard edges, eliminating exposed hinges, and increasing strength of the steel compared to “off-the-shelf” solutions. Facility staff can control access using the locking front door or by rolling the cart out of the housing unit. The front door can be removed for unrestricted access to charging.

Network Security

ICSolutions’ secure, independent wireless tablet network will be completely isolated from the County’s servers. All tablet communications route over an encrypted VPN running on a highly secure, invisible wireless WPA2 network. Additionally, our network architecture routes all communication through a Gateway server appliance, which is both a firewall (to limit connections to a designated list of facility-controlled devices and controlled-destination URLs) and a proxy server (to ensure no direct connection to the internet). The following is a high-level diagram demonstrating our tablets solution.

Sample Jail Facility



3.4 Technology Features & User Applications

3.4.1. ITS

- 3.4.1.1. Mandatory ITS and User Application Specifications are outlined in **Exhibit E, (ITS Requirements)**.
- 3.4.1.2. Vendor shall specify if the number of free calls is assigned globally or if the can be assigned to the inmate.

ICSolutions Response:

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

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

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

A global free calling status is set by selecting the 'Free call' call type on the Global Number Table entry for the number in THE ENFORCER. This ensures *all* calls to that phone number are processed at no cost. Once set in the database, the free call function operates automatically with no facility personnel intervention required.

Free Calls for Individual Inmates

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

The Keep Families Connected™ Program *Only from ICSolutions!*

Keeping inmates connected to their families during incarceration is a key factor in reducing recidivism and maintaining security in a correctional facility. Consistent with the goal of offering affordable calling, our offer includes the provision of two (2) free calls per week for every inmate, for the duration of the contract term including all exercised renewal periods.

In its evaluation of our proposed pricing, we urge the County to consider the significant value of this free communications program. This program, coupled with the complementary call we offer to each new call recipient, will reduce the financial burden even beyond the affordable rate options we have proposed.

- 3.4.1.3. Vendor shall provide information on any security configurations available within prevent fraud relative to automated phone trees (e.g. inmates pressing digits and getting to a live operator)

ICSolutions Response:

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

THE ENFORCER monitors all calls and prohibits inmate fraud at every step of the call process.

- **Continuous System Monitoring:** ICSolutions proactively monitors system data by looking for fluctuations in call traffic and failed attempts that could indicate fraud. THE ENFORCER monitors each call connection for any inmate attempts to bypass the system controls. If an inmate presses keys on the keypad following call connection, the system detects this activity and terminates the call. Any call terminated for this reason is marked accordingly in the call detail record.
- **No Chain Dialing or Hook-switch Flashing:** Inmates are not permitted to obtain secondary dial tone or to "chain dial" at any time. Any attempts to manipulate the inmate phone or hook-switch in order to bypass system controls will result in immediate call disconnection, forcing the inmate to begin a new call with all call controls in full effect.
- **No Extra Digits Dialed:** THE ENFORCER is configured to disable the inmate phone keypad once the call is connected to the destination number. The system does not enable the inmate or the called party from dialing extra digits after the call has been accepted.

- **No Three-Way Calls:** THE ENFORCER automatically detects attempts by destination parties to connect, or forward, calls to a third party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation.

3.4.1.4. Vendor shall provide detailed information on the frequency Vendor performs diagnostics and troubleshooting processes which shall include failure reports, history and other steps taken to document and remedy any issues.

ICSolutions Response:

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

THE ENFORCER is designed to **constantly and automatically** monitor the system 24/7 to ensure that it is fully operational. Technical Support Center (TSC) personnel can conduct an array of non-intrusive remote diagnostic tests when a problem is detected, quickly pinpointing the cause and thereby expediting resolution. When an alarm is triggered within the ITS that requires attention, the ICSolutions' Jira trouble ticketing system will be used to enter ticket-specific data and to automatically update the facility with repair progress via email or fax. Upon request, historical trouble reporting data can be provided in report format for facility review. Please refer to [EXHIBIT 4: MAINTENANCE POLICIES / PROCEDURES](#) for more information about Remote Diagnostics.

3.4.1.5. Vendor must indicate how the TDD works with the proposed ITS.

ICSolutions Response:

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

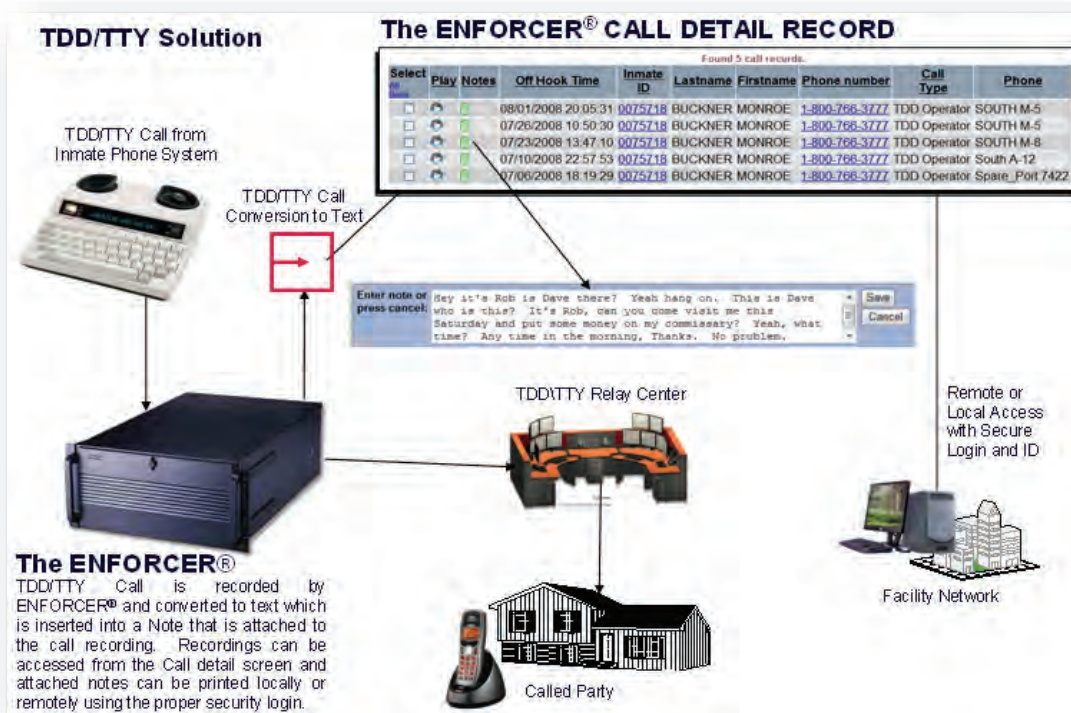
ICSolutions proposes the Ultratec Minicom IV TDD/TTY, or a functional equivalent. The unit is compact, lightweight, portable and easy to use. It has an easy-touch keyboard with a bright, tilted 20-character display for hours of comfortable use. Minicom IV includes a printer port to connect an external printer.



- Turbo Code® and Auto ID™
- Convenient GA/SK keys
- Printer port to connect to your external printer
- 20-character display
- 43-key, 4-row keyboard
- Rechargeable batteries and AC adapter included
- Baudot code (45.5/50 baud rate)

Please see the manufacturer's specification sheet provided in [EXHIBIT 10: EQUIPMENT SPECIFICATION SHEETS](#).

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



3.4.1.6. Vendor shall specify how TDD calls can be recorded and monitored via the ITS.

ICSolutions Response:

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

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

3.4.1.7. Vendor shall describe how TDD calls are billed (if applicable).

ICSolutions Response:

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

TDD calls are connected as a toll-free call to the state-contracted Relay Center, and as such are connected by ICSolutions at no cost to the inmate or the called party. Based on individual state policy, the state-contracted Relay Center may assess a charge to the called party.

3.4.1.8. Vendor shall detail how call controls configured in the ITS are preserved for calls the TDD (e.g. blocked telephone numbers).

ICSolutions Response:

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

THE ENFORCER can be configured to require the inmate to enter their Inmate ID/PIN and the destination number, using the TDD device keyboard, prior to establishing the data connection to the Relay Center. THE ENFORCER will capture the entered information and will validate this information against the inmate's call restrictions (including PANs, blocked number lists, time of day restrictions, etc.) before establishing the connection to the Relay Center.

ICSolutions registers the caller ID of each facility with the appropriate Relay Center with instructions to restrict communications to the specific dialed number that is delivered as part of the set-up connection. As such, ICSolutions can ensure that all call restrictions applicable to that inmate or called number are preserved and enforced for inmates using the deaf relay service, just as they would apply to inmates placing standard voice calls.

3.4.1.9. Vendor shall provide details relative to the proposed VRS solution for the

ICSolutions Response:

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

ICSolutions is pleased to offer – at no cost to the County – a videophone device, coupled with Purple Communications Video Relay Services (VRS). The VRS is a stand-alone service, independent from the ITS, that supports a secure connection between the inmate, the relay center, and the consumer. The same restrictions that apply to inmate phone calls will apply to calls placed on the video phones. The Video Relay Service (VRS) is a federally funded program that is provided at no cost to the inmate or to the called party. The Video Phones are equipped with a 21-inch monitor and can operate on a PC or Android tablet that is connected to the internet.



The VRS devices can be attached to mobile carts if desired. In addition, THE BRIDGE 8 tablets offered in this proposal include a Purple VRS application. Purple Communications is dedicated to delivering the highest-quality and most innovative communication services to meet the unique needs of the deaf and hearing impaired. Purple Communications has been serving the deaf and hearing impaired since 1982. And, ICSolutions has installed the Purple Communications solution at 20 client facilities.

3.4.1.10. Vendor shall indicate whether VRS calls/sessions can be recorded and monitored and if recordings are accessed for playback via the ITS.

ICSolutions Response:

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

VRS calls can be recorded through THE ENFORCER, with no separate software required. Because the VRS is fully integrated with THE ENFORCER, all recorded VRS calls are available for search and playback through the CALL DETAIL RECORDS screen of THE ENFORCER user interface.

- 3.4.1.11. Vendor shall indicate whether VRS is provided as stand-alone equipment /application on the proposed Tablets and/or VVS.

ICSolutions Response:

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

VRS can be provided through stand-alone equipment or through THE BRIDGE 8 tablets.

- 3.4.1.12. Vendor shall detail how controls configured in the ITS, VVS or Tablets are preserved for VRS calls/inmates (e.g. inmate access to VRS calls, branding, blocked telephone numbers).

ICSolutions Response:

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

The same restrictions that apply to inmate phone calls will apply to VRS calls. Inmates will be required to enter their unique PIN number to place a call. Each PIN is associated with a specific set of calling privileges, including whether VRS calls are allowed.

- 3.4.2. **VVS**
- 3.4.2.1. Mandatory VVS features, functionalities, and user applications are found in **Exhibit E, (VVS**
- 3.4.2.2. Vendor shall detail any unique or distinctive features regarding the proposed the capability for the inmate to initiate video visitation sessions.
- 3.4.2.3. Vendor shall indicate if the proposed VVS has the capability for the inmate and/or visitor background to be blurred out.
- 3.4.2.4. If Vendor does not have the capability to blur out the background of video provide information on Vendor's research and development progress.

ICSolutions Response:

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

Unique & Distinctive Features

Inmate-Initiated Visit Requests & Scheduling

Using THE VISITOR'S INMATE OUTREACH feature, inmates will be able to send a scheduling request to approved visitors, or schedule and pay for (if necessary) visits themselves. These inmate self-service options will save facility staff time and reduce inmate questions by empowering the inmate to participate in the visitation scheduling process.

Using the VISIT REQUEST option, an inmate can request that an approved visitor schedule a visit. THE VISITOR will email the request to the visitor with a link for them to schedule the visit. If the visitor schedules a remote video visit with the inmate, the visitor will pay for the visit at the time of scheduling using funds in their Prepaid Account. Prior to the scheduled visitation time, if either the visitor or the inmate cancels the visit in accordance with the facility's cancellation policies and procedures, the visitor will receive a refund of any remote visitation cost to their Prepaid Account.

The **SCHEDULE** option will allow the inmate to select the date and time for a visit and, if the visit will be remote, to pay for the visit from his or her Debit calling account. Based on the visitation options available at a specific facility, the inmate first selects the type of visit they want to schedule – Onsite Video, Contact, or Offsite Video (remote).

For free visits – **ONSITE VIDEO** and **CONTACT** visit types – the inmate will confirm they wish to schedule the visit, and then **THE VISITOR** will instantly analyze the visit request against its rules set to ensure adherence to all facility rules and policies. If the visit cannot be completed due to noncompliance with the rules, the inmate will be notified of the reason.

For inmate-initiated scheduling of an **OFFSITE VIDEO** visit, the cost of the visit will be displayed before the confirmation step, and the inmate will be asked to acknowledge this cost before confirming the visit. Once the inmate confirms that he or she wishes to utilize their Debit Account funds to schedule the visit, the required funds will be reserved. Then the system will analyze the visit request against its rules set. If the paid **OFFSITE VIDEO** visit cannot be completed due to noncompliance, the inmate will be notified of the reason, and the reserved Debit Account funds will be immediately released. If the visit is allowed, the inmate will see a message confirming the scheduled date, time, visitor, and visitation location/type.

The system will email the visitor with information about the scheduled visit, along with a link in case the visitor needs to cancel. Prior to the scheduled visitation time, if either the visitor or the inmate cancels the visit in accordance with the facility's cancellation policies and procedures, the inmate will receive a refund of any remote visitation cost to their Debit Account.

Background Blurring

ICSolutions has recently developed a Background Blurring feature. When the inmate logs into the video visitation session and comes into view of the camera, the camera will focus on the inmate's face and simultaneously blur the rest of the area in the camera's field of view from being transmitted. This means that, although the whole image that is captured by the camera – including background elements such as inmates and/or housing areas, only the inmate's face will be transmitted to the visitor. Background elements will not be visible to the visiting party. **This feature is in use at the Wisconsin DOC.**

Single Sign-On

Security clearance to gain access to video visitation data, recordings, video monitoring and reporting is managed through **one log in ID and password** per user being assigned a series of account privileges in **THE ENFORCER** system, as well as **THE VISITOR** module. When the browser-based GUI is launched, the user must log in to the system with a valid username and password. Each username is established with a pre-configured set of privileges in the graphical user interface (GUI). These privileges range from being able to create or modify inmate data to being able to display reports, play back recordings, etc.

Remote Access

Authorized users can access **THE VISITOR** remotely through **THE ENFORCER** platform. **Data queries, reports, and recording playback are all available through LAN, WAN, or VPN connection to the system.** **THE VISITOR** module offers unlimited secure, **remote access from any computer with internet access**, allowing authorized users to log in to **THE VISITOR** any time from any location. Our remote access allows users to perform the same functions they can on-site, including viewing call records, generating reports, monitoring live calls, playing recorded calls, exporting call records, and more. Remote access does not impair system functionality in any way and provides uninhibited access, while maintaining security and

reliability. Users may also perform administrative functions, run reports and analyze call data on a **smart phone or tablet, as well as computer.**

THE VISITOR is accessible via a secure browser-based graphical user interface (GUI). Investigators or any approved remote users can access the platform from any internet-capable computer by launching a secure SSL session (https) to the applicable system URL, which will forward the computer IP address to the perimeter firewall. ICSolutions will register the Agency domain on this perimeter firewall thereby allowing all approved agency users, with a valid username and password, to access the web-based GUI with an SSL-enabled browser.

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

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

THE VISITOR system is configured to have its administrative functions, visitation data, and recordings to be accessible to all authorized users remotely from any point or location. The live monitoring function requires the use of a free downloadable Windows-based application, which ICSolutions provides and installs for all users directed by the Agency.

3.4.3. **Tablets**

- 3.4.3.1. Mandatory Tablet features, functionalities, and user applications are found **(Tablet Requirements).**
- 3.4.3.2. Vendor shall detail any unique or distinctive features regarding the proposed Tablets, including all available options for inmates to access the Tablets (e.g. shared model).

ICSolutions Response:

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

All tablet investigative features and functionalities are built directly into THE BRIDGE tablet interface, and no additional third party or external technologies are needed in order to provide full investigative capabilities. THE BRIDGE 8 tablet includes secure access by authorized personnel, law library availability for inmates, complete and covert monitoring capabilities for investigators, a robust reporting module, full audit trails, and more!

THE BRIDGE 8 tablet solution operates using a "shared tablet" model. The applications which reside on the individual tablet are accessed by the inmates when they login to the tablet using their unique facility designated PIN. Once the inmate has signed into the tablet system the application profile content menu is

shown. Inmates will only be able to access content in their assigned profile. ICSolutions will work with the facility to create profiles and the applications that will reside in the profile.

Unique Feature: Our tablet also features the ability to take an inmate's photo at login for audit and investigative purposes only! This unique feature allows authorized County personnel the ability to verify that the inmate using the tablet is the inmate whose profile is being utilized. These photos can only be reviewed by facility staff with specific permissions, and the camera cannot be accessed by the inmate for any other picture taking or recording.

Available Tablet Applications	
Inmate Calling	With ICSolutions Inmate Calling, inmates can place calls to friends and family using the touch screen inputs. The calling app will connect directly to THE ENFORCER ITS via the secure wireless network.
E-Messaging	THE BRIDGE's Messaging App is more than just a secure e-messaging application. Messages to and from approved contacts allow inmates a simple, affordable communication method—and your investigators a whole new channel of evidence. A wide range of facility review and approval options are included.
Video Messaging	ICSolutions can offer an inbound Video Messaging solution that is currently in use in a successful test deployment at the Kansas Department of Corrections. To send a Video Message, the user selects Share Video from the list of services available to the inmate. He or she then has the option to send a video from their device's Camera Roll or to record a new video, which they can preview before sending. Before sending the video, the user will see the per-message price and the remaining balance in their account. Once sent by the user, the video message will be placed in a queue for staff review. The officer can load the full video with sound and can play, pause, or speed up the video for quicker review. The message is not delivered to the inmate until it has been approved. While viewing an approved video message, the inmate has controls to enable viewing the video full screen, pausing, and rewinding.
Video Calling	As an option, ICSolutions can turn on Visit Now on-demand video calling, if desired by the County. This solution enables on-demand video calling whenever a tablet is docked into a wall-mounted station. Enabling this service provides substantially expanded inmate access to video services.
Photo Gallery	With the Photo Gallery App, friends and family can easily share photos with inmates from any standard PC or mobile device with web access. All photos can be monitored for inappropriate/offensive content before posting.
Documents & Facility Info	The DOCUMENT APP provides the Facility a way to organize and digitally distribute facility documents to inmates. Authorized facility staff can easily upload an unlimited number of PDF files to the Document App. Facilities often share rules and regulations, handbooks, PREA material, general instructions, or notifications as well as educational information (such as PDF books) through our easy-to-use interface. Files can be organized using naming conventions and a choice of numerous icons to help guide the inmate in finding what they need.
Inmate Grievance	The INMATE GRIEVANCE APP offers a fully integrated and comprehensive paperless electronic grievance system which automates and simplifies this task for facility staff. The wireless tablets have a built-in tracking and monitoring capability which allows for better management. The electronic request and response system creates a digital record of every transaction with timestamps and an audit trail that is designed for judicial review. This system archives all the exchanges. They can be searched, and reports can be created based on type, time, and status. Staff can read and investigate inmate requests from any web-enabled device.

Inmate Request	Our INMATE REQUEST APP offers a fully integrated and automated electronic system which simplifies inmate requests for facility staff. The Request App provides a new level of operational efficiency by digitizing clerical processes – allowing staff to remain focused on safety and security. This is a customizable solution where staff can create custom forms and other content designed specifically for the Facility. We can review your existing forms, convert them to paperless digital forms, and ensure they are routed to the correct facility staff. The Request tool can also be used for Commissary Ordering or Medical.
Commissary	ICSolutions provides an interface for inmates to select and order items to be filled directly by the commissary vendor through a secure browser-based portal.
Law Library	Through the touchscreen interface, ICSolutions can provide inmates access to law library resources anywhere there is connectivity. Our tablet solution has integrations with most Law Library vendors and will work directly with the contracted provider on your behalf. We have existing relationships with the following Law Library vendors: LexisNexis, Casemaker, Fastcase, Westlaw and Legal Research Associates.
Account Info	ICSolutions supports an interface between the wireless tablet and your inmate account management system that will allow inmates to check banking information. With our ACCOUNT INFO APP inmates have access to their trust account information regarding fund balances.
Contacts	Inmates can use the CONTACTS APP to see the list of approved contacts who have accepted an invitation to communicate via message, phone. An inmate can choose to block a contact from communicating with them. Friends and Family can also choose to block communications from a specific inmate.
Education	ICSolutions can deliver a wide range of resources to help inmates learn, grow, and succeed upon release. ICSolutions is pleased to offer our No Cost Basic Education Package which includes Khan Academy's resources, along with our exclusive Job Search and Readiness offering, as well as the Edovo Core suite. Khan Academy: We are pleased to offer Khan Academy's free resources including quizzes, videos, and articles. Khan Academy, through the ICSolutions Bridge tablet, offers practice exercises, instructional videos, and a personalized learning dashboard to empower learners to study at their own pace. Khan Academy has thousands of courses, in a variety of compelling formats, offering a wide range of academic subjects, including math, science, computer programming, history, economics, and more. More than 18 million people learn on Khan Academy each month in 36 languages. USDOL Job Search and Readiness: CareerOneStop content, sponsored by the U.S. Department of Labor, offers an online, secure version of all CareerOneStop website content and tools, with all external links and maps disabled, via a secure website at ReEntry.CareerOneStop.org. CareerOneStop provides a full range of career, training, and job search resources. Edovo Core: Inmates will have free and unlimited access to the Edovo educational platform. Edovo curates and includes the broadest range of content in the corrections environment, with thousands of hours of material covering everything from literacy to college course work. Edovo has a full library of GED courses, vocational training, cognitive behavioral therapy, and more. This educational platform transforms the environment of a corrections facility by enabling inmates to quietly focus on exploring an educational or self-improvement topic of interest at their own pace. The content library is constantly updated as new content becomes available.
E-Books	The proposed E-BOOKS SERVICE is a library-like service that provides inmates access to our growing catalog of fiction and non-fiction eBooks. Inmates can search categories

	such as science fiction, drama, mystery, action, adventure, and much more! With the proposed usage model, inmates are not owed any eBooks upon their release. The Bridge E-READER APP is a designed specifically for the corrections market. The app was designed without any external links or ads for additional security. App development is strictly controlled and there are no backdoor routes to tablet settings or profile setting fields that could be used to pass unsecure messages to other inmates. The app experience will continue to be updated and improved upon based upon inmate and facility feedback.
Audiobooks	A library of approved audiobooks
Podcast	A library of approved episodic audio files
Movies/Video On-Demand	The MOVIES/VIDEO ON-DEMAND APP is a custom application designed specifically for the corrections market. The app delivers secure inmate access to movies and television shows with over 200 approved titles. The app is designed with security as a top priority. While inmates can watch movies and television shows, the app is locked down—preventing inmates from navigating to unwanted websites. Inmates can purchase access to the Movies App through the shared tablet usage model proposed. Features include: • 200+ popular commercial-free titles • Over 500 movie subtitle tracks are available in English, Spanish, French, Chinese and Korean • Select titles with Spanish-language audio • Netflix-like user experience • No commercials • R-Rated content is edited to be “Airplane appropriate” • Content stored locally to eliminate external bandwidth concerns • Catalog is refreshed regularly (partial library rotation occurs every 90-120 days)
Music Videos	A collection of music videos curated for the corrections environment
Streaming Music	Inmates can access a Streaming Music Service. The Bridge tablet is partnered with leading industry music companies to create streaming music services and song catalogues like no other in the industry.
Games Center	Games are offered specifically to keep inmates entertained and occupied. All games are non-violent and thoroughly tested to ensure that they are not only appropriate for inmates and fun to play, but they adhere to strict security policies regarding app development. Inmates have access to over 40 games such as: Angry Birds, LEGO Star Wars, Cut the Rope, Chess, Candy Crush Saga, Bejeweled Blitz, and Mahjong Deluxe HD. The Bridge games are specifically chosen for the corrections market. With security in mind, the games are provided without external links.
News & Sports Content	The Bridge tablet provides access for inmates to a variety of informational, self-improvement, and entertainment RSS feeds. Inmates have no direct access to the internet. Our network architecture routes all communication through a Gateway server appliance, which is both a firewall (to limit connections to a designated and controlled devices and destination URLs) and a proxy server (to ensure no direct connection to the internet). This allows us to disable all commenting and search functions. The facility has complete control over which RSS feeds are accessible by inmates.
Help	A collection of Help and FAQ materials
Dictionary	Merriam-Webster or Oxford Spanish-English translator
Calculator	Basic function calculator

Electronic Messaging

THE BRIDGE system offers secure, two-way electronic messaging between inmates and public users, as well as one-way photo sharing from friends and family (F&F) to inmates. The messaging solution satisfies all functionality and security requirements described in [EXHIBIT E, TABLET REQUIREMENTS](#).

The inmate will not be able to send a message to a F&F that has not accepted a contact request. The F&F would not show up as an active contact (which they need to be to send a message). If the F&F is suspended by the facility, the inmate will not be able to send a message to that F&F and will get notified that the user is suspended.

In addition, end users who are not approved or lost privileges will be rejected with a message to the end-user providing a reason such due to lack of permissions, the message is rejected. The Agency can customize the content of the message.

The Messaging App allows for manual blacklisting of individual email addresses in cases where recipient contact needs to be blocked. The messaging block can be set to automatically end at a designated time. Authorized users can block an individual email address by adding it to the blacklist. By using regular expressions, the system can block all addresses at a single domain.

If facility staff denies a message from the end user, then the end user receives a notification. The Agency can customize the content of the message. When the notification is denied for investigative reasons, the family or friend member will only notification provided will be "Denied: Other", the inmate will not receive a message for intelligence reasons and preserve the ongoing investigation.

Word Scan

The Messaging app includes a word-scan security feature. It identifies specific words as "Red" or "Yellow" for scan filtering. When a "Red" word is detected in a message, the message is flagged and held in a queue for officer review. "Yellow" word detection flags the message but allows it to be delivered. The facility user can then view the "Yellow" messages and if needed they can block future messages from the inmate or visitor.

The platform allows authorized users to add or remove words from the system at any time, such as local slang or local gang-related terminology. This feature can also identify messages with critical words such as "suicide," "escape," or "death." You can also easily remove words that may be causing false positives and are not relevant in current criminal language.

The feature provides tremendously increased efficiency in staff monitoring of messaging. Automated messaging can reduce monitoring time by 80% or more.

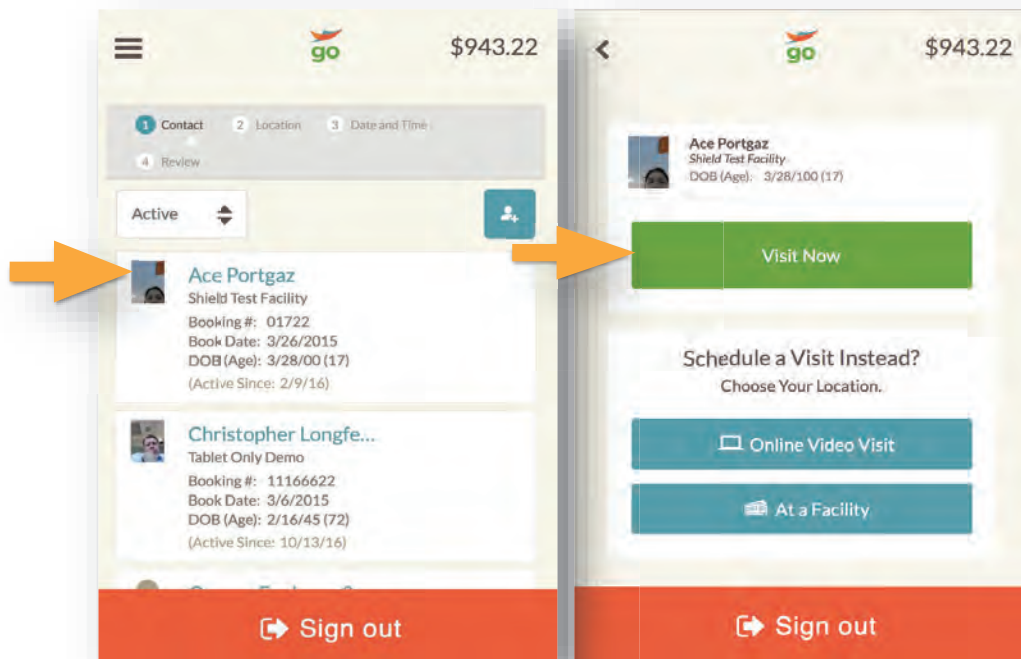
The system allows facilities to identify red and yellow flagged terms which are shown with an overlay highlight in the reviewer's view of the message. Various, customizable denial reasons are available. The original message text and presentation is not altered.

Visit Now—Optional Video Calling

ICSolutions can offer Visit Now, which allows inmates to see which of their pre-approved visitors are available for a visit, and initiate a video call to those individuals in real time. Friends, family, and professionals can also see if an inmate is available, initiate an immediate video visit, or schedule one for

later. Facility staff are not required for initiating a visit. Visitation restrictions and allowed day/time schedules are still configured by Agency staff.

In order to utilize the Visit Now feature, visitors simply download the Friends and Family Visit Now app. The visitor will only be able to have Visit Now for accepted/verified inmate contacts, and only if there are units available for video visitation. The Visit Now button will ring all available video visitation units in the housing unit of that specific inmate. The inmate can utilize any available visitation unit and the visit will start immediately once the inmate enters his PIN.



For security purposes, Visit Now requires that a tablet be securely docked into a wall-mounted stationed before a video call can be connected. There is no cost to enable the Visit Now feature on the provided tablets, and it will create **substantially more inmate access to video services**. This service also generates additional revenue for the County.

3.4.3.3. Vendor shall describe how data associated with usage on the Tablets is stored.

ICSolutions Response:

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

All data is stored in redundant, offsite data centers and accessible to authorized facility staff through the web-based GUI at any time, using any standard web browser. Data is stored on dedicated mirrored hard drives with two backup RAID 5 servers providing further redundancy, ensuring the reliability of long-term storage and accessibility. Each data center has a complete copy of all tablet data and is capable of fully running the system in the event of failure of the other data center.

From the GUI, authorized users have instant access to tablet data. Tablet details can be reviewed and searched, providing a wealth of information for audits, data analysis, and criminal investigations. Reports can be viewed interactively on-line and printed or exported. Usage reports include:

- Device Usage Audit: defines activities performed for selected tablets
- Device User Audit: shows which inmates have logged on and used the selected tablets
- Inmate Detailed Audit: shows tablet ID and location, inmate ID, applications used, time spent on applications, total duration, inmate photo taken at login, etc.
- Tablet Summary: provides statistics including total usage, paid usage, free usage, promotional usage, messages, top ten websites, dorm totals, top five users in a dorm

- 3.4.3.4. Vendor shall describe the education learning management system proposed for the Tablets.
- Describe the education model Vendor uses to deliver education to inmates on the Tablets (i.e. self-guided/exploratory vs. progress/completion- oriented).
- 3.4.3.4.2 Provide a list of all available education topics, courses, types of media used (i.e. videos, written material), list of third-party content providers, and options available to inmates for accessing/engaging in education and learning.
- 3.4.3.4.3. Describe how inmates earn credits through the education application.
- 3.4.3.4.4. Specify the capability to support college courses, high school equivalency courses, GED preparation and testing, personal development content (i.e. life skills, job readiness, computer skills, financial literacy, etc.), mental health and substance abuse recovery/treatment programs.
- 3.4.3.4.5. Specify the capability/options for content creation and capability to host the County's current education programs or materials.
- 3.4.3.4.6. Detail the process for converting available content to the Tablets.
- 3.4.3.4.7. Vendor shall explain its capability to transition educational progress for County offenders from the existing platform to Vendor's proposed learning management system.

ICSolutions Response:

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

ICSolutions can deliver a wide range of resources to help inmates learn, grow, and succeed upon release. ICSolutions is pleased to offer our No Cost Basic Education Package which includes robust educational content from Edovo and Khan Academy's resources, along with our exclusive Job Search and Readiness offering – featuring inmate access to the USDOL's CareerOneStop content.

Khan Academy

Khan Academy's free resources include quizzes, videos, articles, practice exercises, instructional videos, and a personalized learning dashboard to empower learners to study at their own pace. Khan Academy has thousands of courses, in a variety of compelling formats. Their programs offer a wide range of academic subjects, including math, science, computer programming, history, economics, and more. Their math missions guide learners from addition/subtraction to calculus using state-of-the-art, adaptive technology that identifies strengths and learning gaps.

More than 18 million people learn on Khan Academy each month in 36 languages. Khan Academy can offer free personalized SAT practice in partnership with the College Board and free personalized LSAT prep in collaboration with the Law School Admission Council. Khan Academy offers specialized content through partners such as NASA, MIT, and the Museum of Modern Art.

USDOL Job Search and Readiness

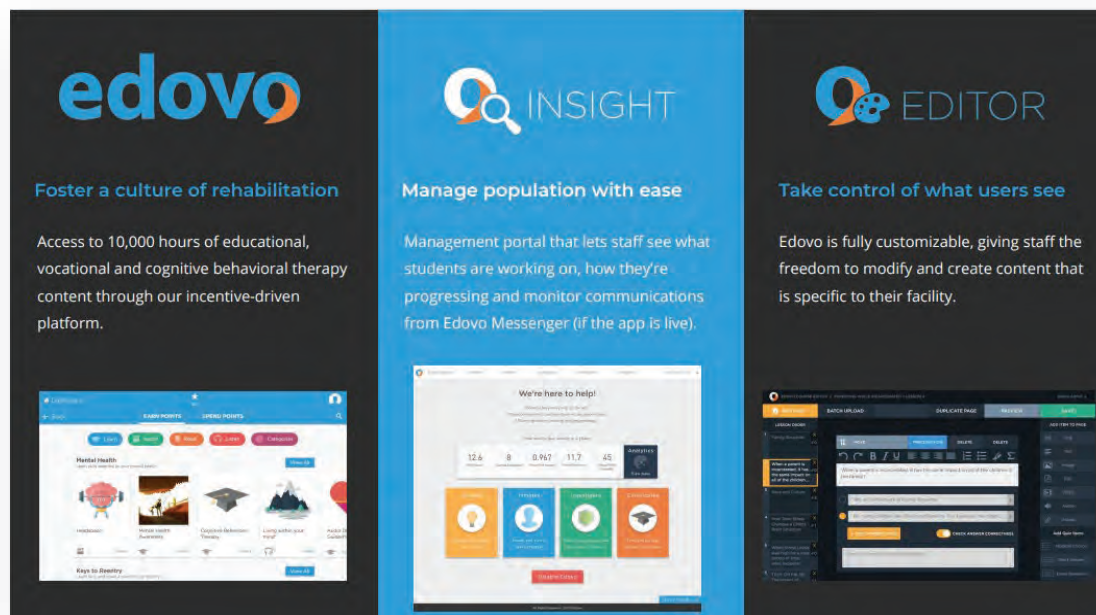
CareerOneStop content, sponsored by the U.S. Department of Labor, is included with our No Cost Basic Education Package. CareerOneStop offers an online, secure version of all CareerOneStop website content and tools, with all external links and maps disabled, via a secure website at ReEntry.CareerOneStop.org. CareerOneStop provides a full range of career, training, and job search resources.

Our goal is to bring educational and employment opportunities to inmates, build their hard and soft job skill sets, and reduce recidivism. Aside from training opportunities, the ETA performs career assessments and matches, offers resume writing assistance, informs inmates of a position's average salary, and lets them know about job matches in their area, and more. Additional resources can be easily printed for those who work with incarcerated individuals and are available in PDF formats.

Edovo Educational Content

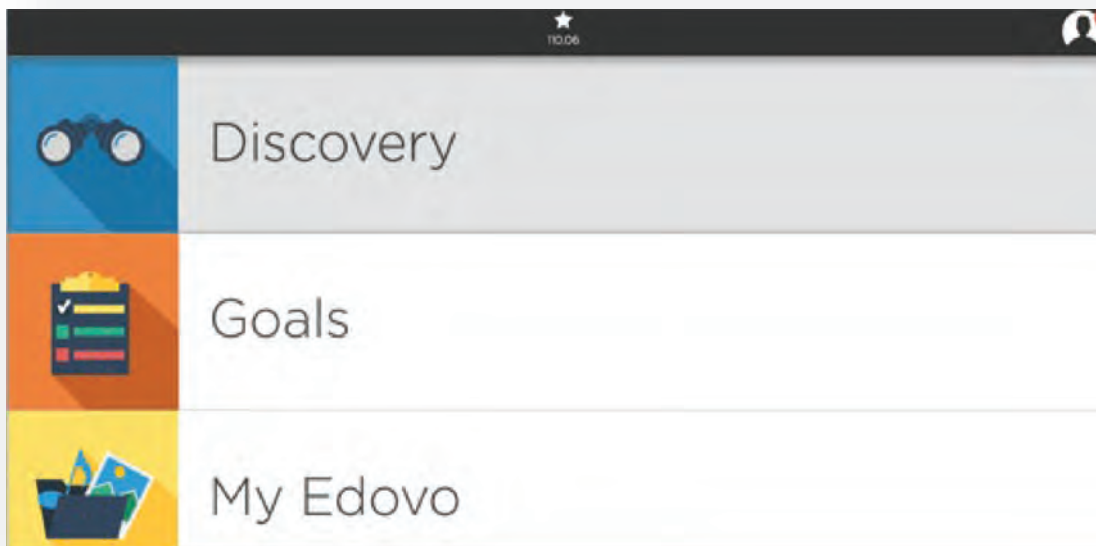
With THE BRIDGE tablets, inmates will have **free and unlimited access to the Edovo educational platform**. Edovo curates and includes the broadest range of content in the corrections environment, with thousands of hours of material covering everything from literacy to college course work. Edovo understands that the educational needs of the corrections environment are unique, with varying backgrounds and comprehension levels. Many users require financial literacy, reading comprehension, health information, and cognitive behavior control skills – all of which are provided in the Edovo suite.

Edovo has a full library, GED courses, vocational training, cognitive behavioral therapy, and more. This educational platform transforms the environment of a corrections facility by enabling inmates to quietly focus on exploring an educational or self-improvement topic of interest at their own pace. The content library is constantly updated as new content becomes available.



Edovo's educational platform features various levels of comprehension that are tailored to beginner, intermediate, and advanced engagements, depending upon the offender's educational background. Offenders are asked questions throughout the courses they complete to help them stay involved and ensure that they remember the concepts they learn.

Once logged in, learners are presented with the Edovo Core Dashboard:



Edovo Core Dashboard

Key Functionalities

- **Discovery** – helps learners explore our breadth of content and uncover how to navigate and where to find something interesting to the learner
- **Information** – stores all content specific to your facility
- **Goals** – organizes commonly explored topics for ease of use
- **My Edovo** – includes transcripts & certificates and general personal tracking so learners don't lose their place
- **Edovo Go** – enables learners to continue education once released

In the Discovery tab, users can search for topics of interest and select a Course Card to access the lessons encompassed within that course.



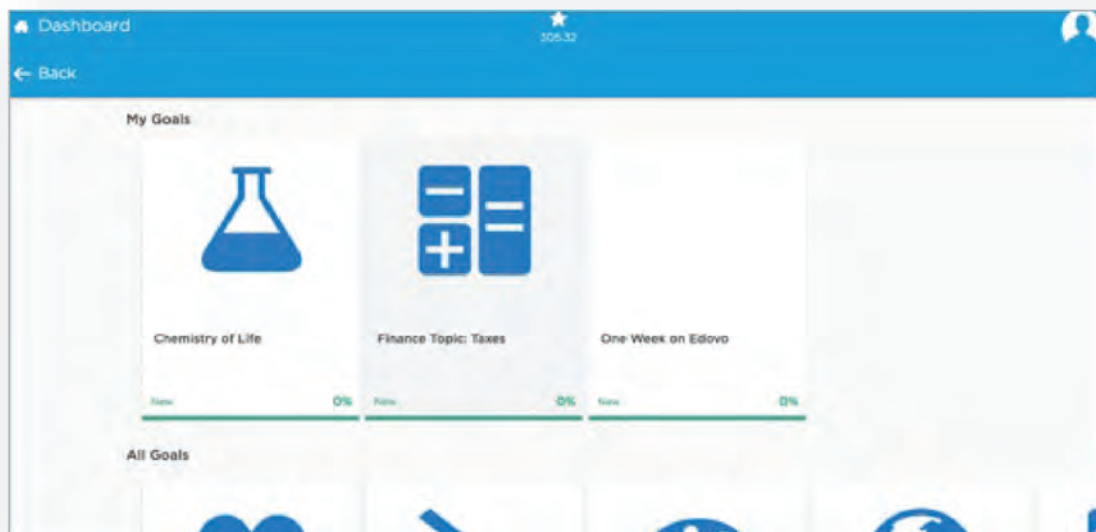
Discovery Tab

The information tab is where all content that is specific to your Facility will be kept.



Information Tab

The Goals tab allows the user to compile courses and lessons focused around a specific subject of interest to the learner.



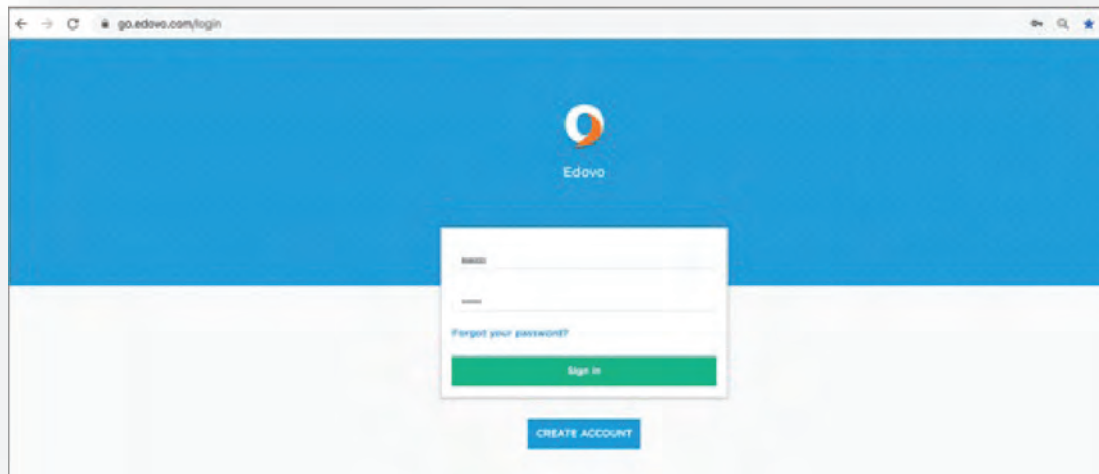
Goals Tab

The My Edovo tab allows the learner to view his or her individual statistics since creating an account with Edovo. They can review all certificates received from completed courses, and a full transcript of all education completed in the system.



My Edovo Tab

Edovo Go allows learners to continue their education once released – at no cost to them!



Edovo Go Tab

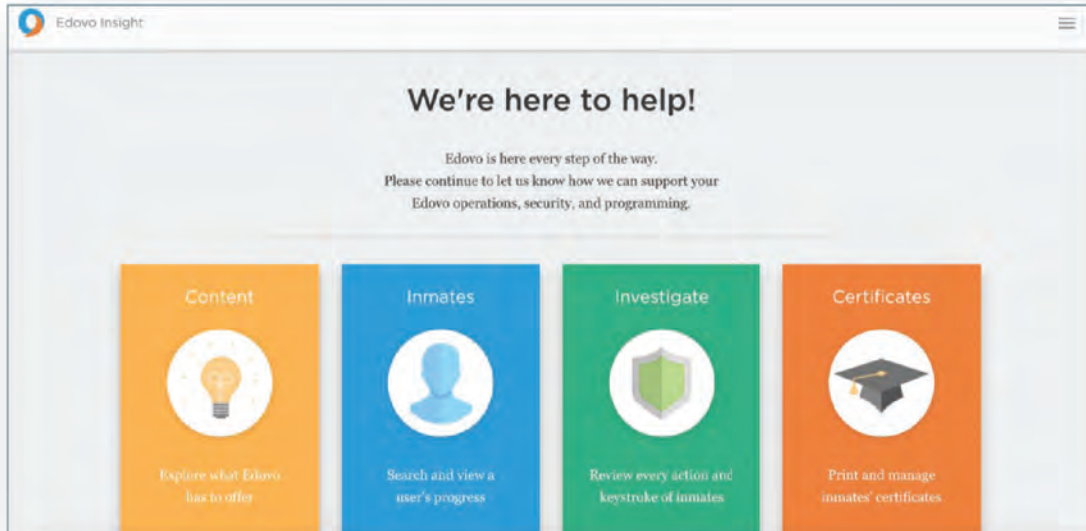
Examples of Available Coursework	
Cognitive Behavioral Therapy & Mental Health	• Cognitive Behavioral Therapy: Addressing Criminogenic Factors • Houses of Healing: A Prisoner's Guide to Inner Power & Healing • Parenting While Incarcerated (150+ hours of coursework) • Mindfulness-Based Substance Abuse Treatment (50+ courses) • Anger Management (25+ courses) • Peace Education Program (10 courses)
GED, HiSET & TASC	• English Language Arts Foundations I, II, III and Phonics (200+ courses) • Core Curriculum GED Material (150+ courses) • GED Test Prep (150+ courses) • Dropping Back In • GED Checklist • Channel of Science and Engineering (130+ courses) • Khan Academy Lite (4,000+ lessons)
Job Skills & Personal Finance	• Introduction to Credit Reports and Credit Score • Introduction to Personal Finance (50+ courses from 4+ providers) • Cisco Networking Certification • Commercial Driver's License Certification • Digital Literacy • Introduction to Customer Service • Introduction to Customer Service Management • ServSafe Certification • SquareUp

	• Career Exploration • Trade-Specific Courses • Vocational Skill-Building
Religion and Spirituality	• Bible Correspondence Course • Topics in Islam • Topics in Judaism (Dozens of providers, 100+ courses) • Topics in Christianity (50+ providers, 500+ courses) • Topics in Mormonism (Dozens of providers, 250+ courses) • The Aleph Institute • Video Sermon Library • Religious Holy Texts • The Bible Project
Health	• Florida Literacy Coalition: Staying Healthy • Health Insurance Basics • How to Apply for Health Insurance • Properly Utilizing Health Services • Topics in Health: LGBTQ • Topics in Health: Veterans • Topics in Health: Women • Fitness & Nutrition (250+ courses) • Personal Hygiene • Reproductive Health • Seeking Substance Abuse Treatment (750+ courses) • Meditation (50+ courses) • Workout Videos (750+ workout videos and courses)
Reading and Literacy	• Edovo "Build to Read" Foundational Literacy • Edovo Literacy Library • Edovo Reading Comprehension • Phonics Video Tutorials • Reading Plus
Legal Topics	• Basic Legal Information • In-House Legal Sessions: Topics in the Criminal Justice Systems • Introduction to Constitutional Rights • Introduction to the Courtroom • Introduction to Criminal Process
Personal Development	• Beyond Prison, Probation, and Parole (50+ hours of engagement/coursework) • Michael G. Santos Foundation (100s of hours of engagement/coursework) • Pacific Garden Mission
Exploration Content	• Educational & Instructional Videos

	• Library of E-Books (250+ e-books) • Library of Inspirational Videos: Life after Incarceration • Manuals & Resources for Vocational Training • Podcasts (6+ podcasts) • Poetry (64 spoken word series, 1,000+ poems) • NASA Launch Pad (86 courses) • Leadership Conferences (4+ nationally recognized leadership conferences and seminars)
Language Learning	• ESL for Spanish Speakers
Creative Content	• Edovo Beats • Re-Entry Communication Skills (100s of hours of engagement/coursework) • Letter Writing Series • Peer Tutoring Series
College	• Beginning Algebra • Business Law & Ethics • Continuing Your Education: An Introduction to College Courses • Economics 101: Principles of Microeconomics • Intro to Business Communications • Intro to Legal Studies • Political Science • Psychology 101 • Real World Math 101 • Pilgrim Theological Seminary

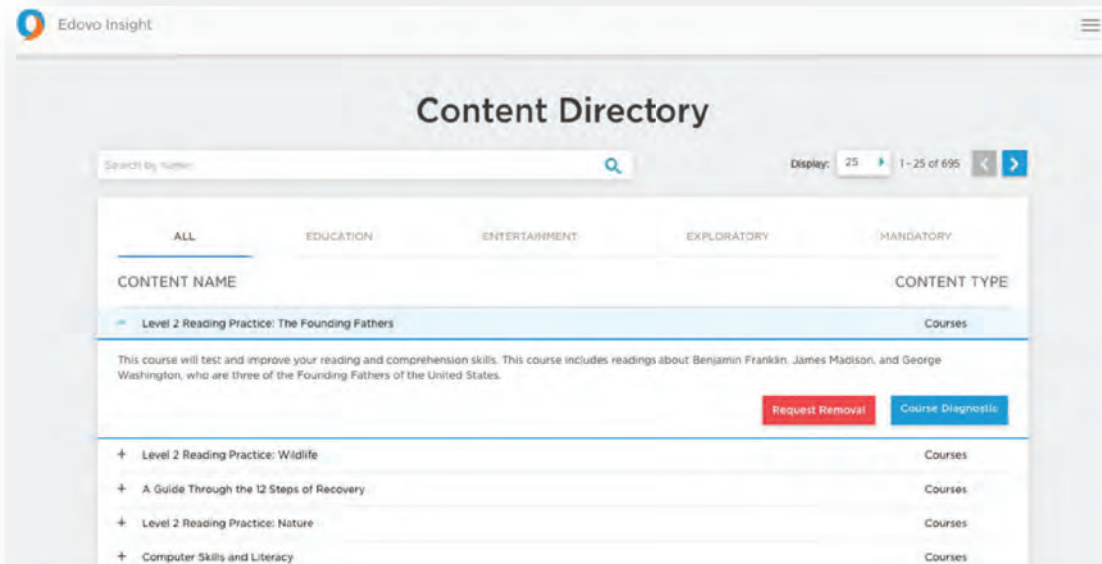
Edovo Staff Management Portal

With the Edovo Insight portal, staff can manage course content and learner profiles, run analytics, and investigate individual learners' activity. Just like to the inmate functionality, Edovo Insight features a dashboard page:



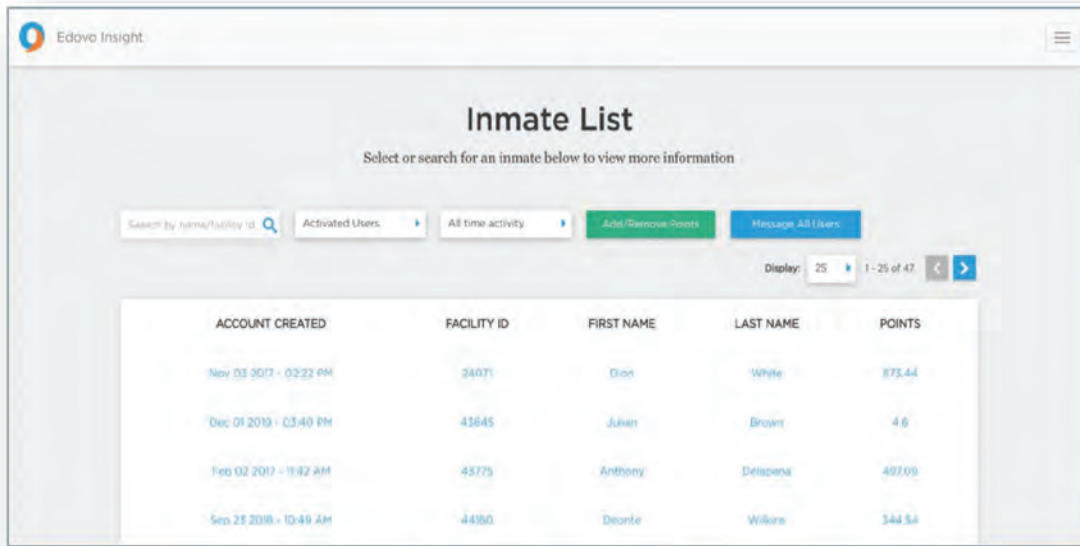
Edovo Insight Staff Management Portal Dashboard

In the Content section, staff can view a full list of courses available within the Facility, see the progress made on the course work taken by learners, and request removal of content if necessary.



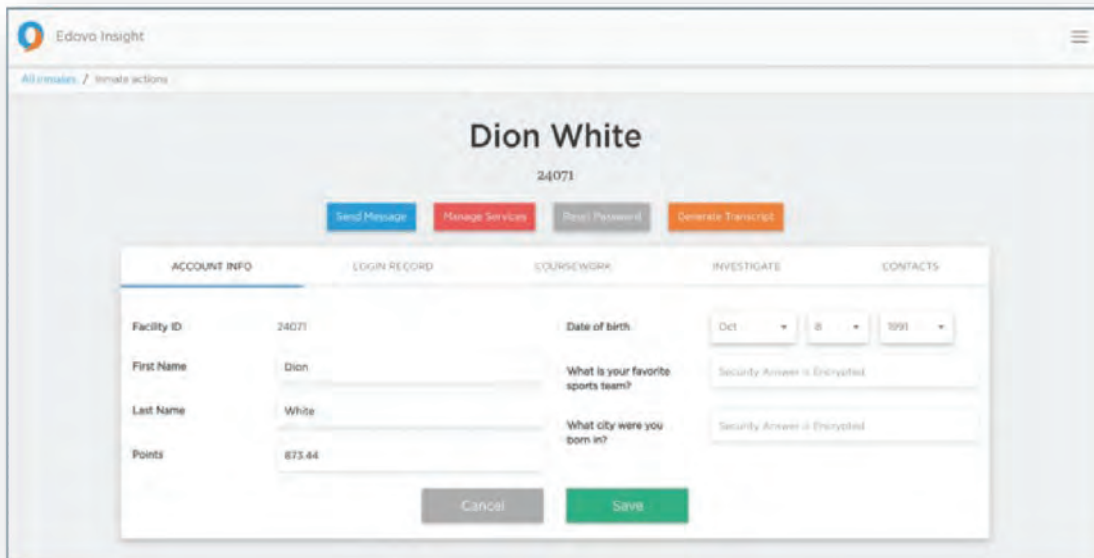
Content Directory

The Inmates section allows staff to look further into each Edovo learner at your Facility. Additionally, you can send messages to learners, edit their profiles, view what content they have engaged with or require them to change their password. You can also generate a full transcript for an individual learner.



ACCOUNT CREATED	FACILITY ID	FIRST NAME	LAST NAME	POINTS
Nov 03 2017 - 02:22 PM	24071	Dion	White	873.44
Dec 01 2019 - 03:40 PM	43645	Juhen	Brown	4.6
Feb 02 2017 - 11:42 AM	45775	Anthony	Delapena	407.09
Sep 28 2018 - 10:49 AM	44360	Deonte	Wilkins	344.54

Inmate List



Dion White
24071

[Send Message](#) [Manage Services](#) [Reset Password](#) [Generate Transcript](#)

ACCOUNT INFO LOGIN RECORD COURSEWORK INVESTIGATE CONTACTS

Facility ID: 24071

First Name: Dion

Last Name: White

Points: 873.44

Date of birth: Oct 8 1991

What is your favorite sports team? Security Answer is Encrypted

What city were you born in? Security Answer is Encrypted

[Cancel](#) [Save](#)

Learner Profile

In the Investigate section, staff can view all short answer questions that have been entered into the system. These answers are not visible by the inmate post submission. You can also run a search for “hot words” – words or phrase of interest that appear in any inmate-entered text.

Investigate Answers

Enter a word or phrase to search all inmate entered text or monitor individual entries.

Add Facility ID + Add Hot Words + All Time →

SEARCH

Display: 25 0 - 0 of 0 < >

Investigation

The Certificates section allows staff to generate and save or print certificates of completion by inmate or in bulk.

Generate PDF

Filter and search your inmate's certificates, add them to the queue, and process them into a PDF for saving or printing.

Search: [Search] Generate PDF

From date: To date: Display: 25 1 - 25 of 1362 < >

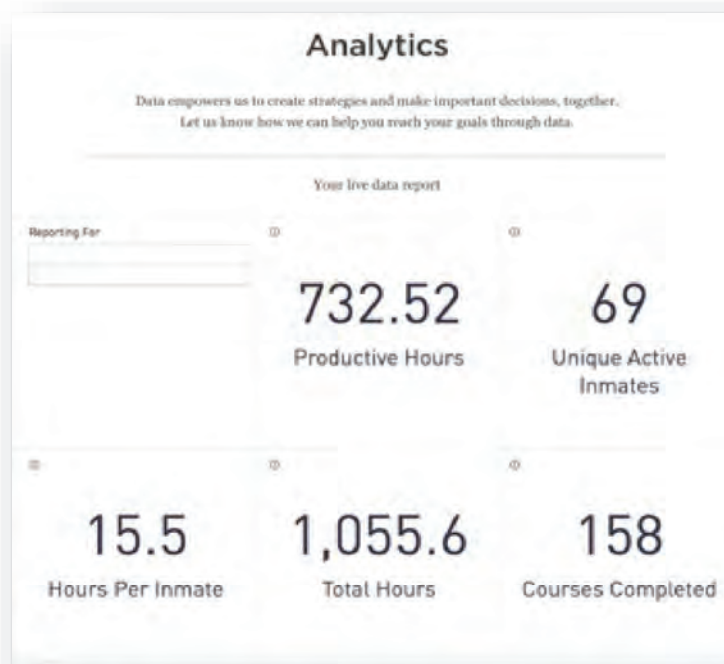
DATE	FACILITY ID	COURSE	
Aug 25 2020 - 02:40 PM	585123	Pre-Test: RLA	+
Aug 25 2020 - 02:31 PM	585123	Post-Test: RLA	+
Aug 25 2020 - 02:21 PM	585123	Pre-Test: Math	+
Aug 25 2020 - 02:16 PM	585123	Post-Test: Math	+
Aug 25 2020 - 02:04 PM	124578	Pre-Test: RLA	+
Aug 25 2020 - 01:53 PM	124578	Post-Test: RLA	+

Certificate Queue

FACILITY ID	COURSE

Certificates

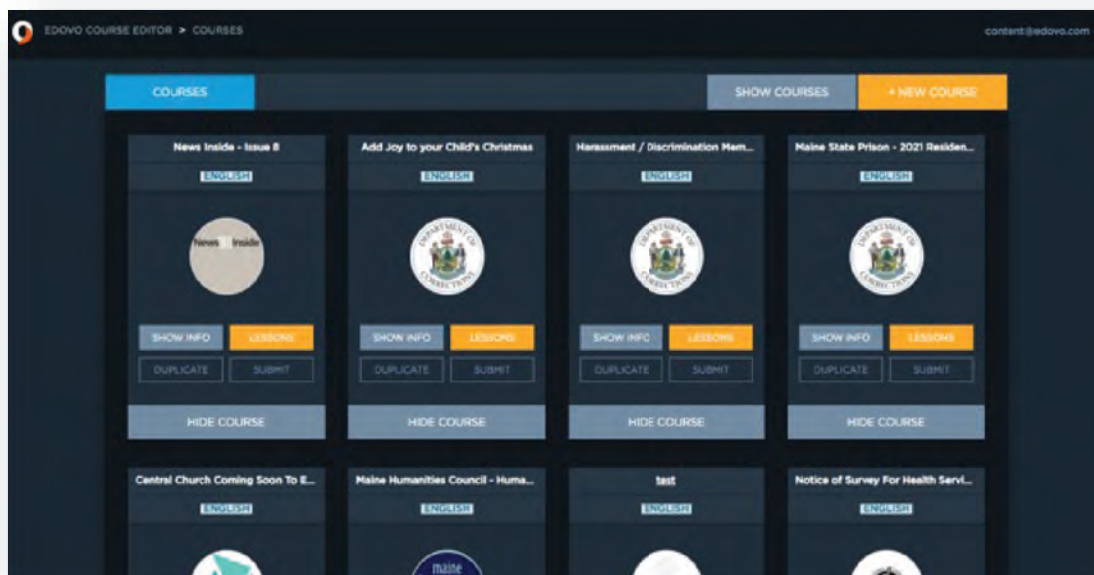
The Analytics section provides key insights into how learners at the Facility are spending their time on Edovo. This section may be available to certain users with adequate permission levels.



Analytics

ICSolutions will work with the County to convert existing County content to the Edovo platform. And **authorized Facility users can easily create and edit content at any time through the User Interface.**

The Course Editor tool, available to certain users, allows administrators to view and edit courses for the Facility's profile.



Course Editor – Home Page

To create a course, the user must fill in a few specifics – subject, title, description, etc. Once the course is created, the administrator can begin building the lessons.

The screenshot shows the 'EDOVO COURSE EDITOR - COURSES' interface. It features a 'COURSE ICON' section on the left with a 'BROWSE' button and a tip: 'Tip: This image should represent the course. Don't have a photo? You can always add one later.' The 'COURSE INFO' section on the right includes a 'select category' dropdown, a 'Default language profile' dropdown set to 'ENGLISH', and text input fields for 'Course title', 'Course subject', and 'Course description'. At the bottom, there are checkboxes for 'Audio', 'Dictionary', and 'Calculator', a tip about uploading audio, and a 'Create course' button. A 'CANCEL' button is located at the top right.

Course Creation

The screenshot shows the 'EDOVO COURSE EDITOR - ADD JOY TO YOUR CHILD'S CHRISTMAS' page. It has a top navigation bar with 'ADD PAGE', 'BATCH UPLOAD', 'MIGRATE CONTENT', 'DUPLICATE PAGE', and 'STATUS: SAVED'. The main area is titled 'View Attachment' and features a large document icon. On the left, there's a 'PAGE ORDER' section with a list containing item #1. On the right, there's a sidebar titled 'ADD ITEM TO PAGE' with options: TITLE, TEXT, IMAGE, PDF, VIDEO, AUDIO, IFRAME, and a section 'ADD QUIZ ITEMS' with options: MULTIPLE CHOICE, GLOBAL INMATE PROP, SURVEY, SHORT ANSWER, and ESSAY QUESTION.

Building Lessons

Edovo Learn to Earn

At the County's option, we can also offer Edovo's Lean to Earn program; pricing is available for this optional service upon request. Our unique, and optional, learn-to-earn model awards learners points for their time, effort, and accuracy within courses and other educational materials. Learners can then spend points on different entertainment options and be rewarded for their hard work learning on Edovo.

The engagement with any of the entertainment options offered in the Learn to Earn module is time based. Each point they earn is worth one minute of entertainment content, so for every minute they engage with a movie, game, or music, a point is deducted from their total. If they run out of points, they may go back to the Learn application to earn more points. Learn to Earn is optional and may be activated or deactivated at the facility level.

Movies

The movies on the platform are changed quarterly and are censored to ensure they are appropriate for the corrections setting, and are rated at PG-13 or lower level. There are typically about 50 movies available at any given time and most are available in three versions; English, English Closed Captioning, and dubbed into Spanish.

Games

The games available on the platform are simple one player games such as Solitaire, Sudoku, Juicy Dash, and Gem Legends.

Music

The music available on the platform functions like common music streaming services, such as Pandora. There is a wide variety of stations to choose from, such as 80s Mellow, Spa and Relaxation, Latin Classics, Country Mix, and Coffee House. The radio stations are censored to the same standards as broadcast radio.

Guiding Inmates Through the Transition

When inmate tablets are deployed, ICSolutions provides inmate training on the new tablet solution following distribution of the tablets to the housing areas. This training will include the education programs. The tablets use intuitive, touchscreen inputs that are easy to learn and use. Additionally, we understand Yolo County inmates are already familiar with and using Edovo programs. As such, we anticipate very little training will be needed.

3.5 Security Features

3.5.1. ITS

- 3.5.1.1. Mandatory ITS Security Features requirements are outlined in **Exhibit E, (ITS Requirements)**.

ICSolutions Response:

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

3.5.2. VVS

- 3.5.2.1. Mandatory VVS Registration Security Features requirements are outlined in **Exhibit E, (VVS Requirements)**.

ICSolutions Response:

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

3.5.3. **Tablets**

- 3.5.3.1. Mandatory Tablet Security Features requirements are outlined in **Exhibit E, (Tablet Requirements)**.
- 3.5.3.2. Vendor shall detail its security and installation approach to ensure inmates cannot access an external wireless network. Please include information and a diagram regarding how security is achieved for third party applications.

ICSolutions Response:

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

ICSolutions' secure, independent wireless tablet network will be completely isolated from the County's servers. All tablet communications route over an encrypted VPN running on a highly secure, invisible wireless WPA2 network. Additionally, our network architecture routes all communication through a Gateway server appliance, which is both a firewall (to limit connections to a designated list of facility-controlled devices and controlled-destination URLs) and a proxy server (to ensure no direct connection to the internet).

Inmate-to-inmate communication on our wireless tablets is blocked by the network gateway, which acts as a firewall to strictly prohibit internal communication. The wireless network design ensures that in the event of any component failure, there will be no escalation of privileges and inmates cannot gain open access to the Internet. We have designed these features to execute the highest data access security.

ICSolutions has full control over the firmware and source codes that appear on our tablets. Tablets are connected online through our secure network infrastructure. If security vulnerabilities were detected, updates would occur immediately, eliminating the need for offline synchronization; a common business practice among our competitors. In addition, we can push ROM updates over the air. These updates typically occur monthly, but the frequency can be tailored to meet the needs of the County.

ICSolutions uses best-in-class security measures to ensure wireless device and the wireless networks are properly protected from malicious behavior. This ensures only ICSolutions devices can access the network while unauthorized devices do not. If a device is attempting to connect to access an unauthorized Wi-Fi signal the device is detected and its wireless connectivity disabled, rendering it unusable.

3.6 Monitoring, Recording, and Data Requirements

- 3.6.1. Vendor shall provide detailed information on its data storage locations, data redundancy practices, and the processes used when copying and storing all data.

ICSolutions Response:

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

THE ENFORCER is designed with a distributed processing architecture to minimize the risk of catastrophic system failure and reduce the risk that any single component could result in a complete system outage, data loss, or inaccessibility of data. The most susceptible components are equipped with internal redundancy and/or hot swappable spares (hard disks, cooling fans, power supplies) to ensure minimal risk of service affecting failure and reduced time to repair. ICSolutions builds each ENFORCER call processor

utilizing Enterprise grade components which provide the highest level of performance and reliability. The Quality Standard for THE ENFORCER calling platform is 99.999% system availability.

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

1. **Network Redundancy:** For each supported facility, ICSolutions obtains service from two different network carriers, so that if one carrier experiences an outage, service will instantly fail over to the second carrier.
2. **Call Processing Redundancy:** While the primary call processor is housed in Atlanta, we also install a fully functional, always-on backup call processor 900 miles away at our national headquarters and engineering center in San Antonio. Therefore, if a disaster should ever disrupt call processing in Atlanta, service would instantly fail over to the secondary processor in San Antonio.
3. **Storage Redundancy:** Call data and recordings are stored digitally on internally redundant storage devices for the entire contract duration, in two separate geographic locations (one data center in Atlanta and one data center in San Antonio). This storage redundancy ensures that, even if a disaster were to completely destroy one data center, additional copies would still be available for disaster recovery purposes. At each of the data centers, call recordings and data are stored on internally redundant digital storage devices.

THE ENFORCER enables immediate, online retrieval of any recording at any time with no change of storage media. THE ENFORCER includes two separate, built-in arrays of mirrored hard disks for redundant long-term recording storage that are updated continuously in real time. This eliminates the hassles of loading and unloading tapes or optical disks, because all recordings are stored online for the life of the contract.

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

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

Video Processing, Recording & Storage

THE VISITOR recording and storage servers have been described under [REQUIREMENT 3.3.4](#) earlier in this section. The components for managing automated video processing, video monitoring, digital video recording, intelligent data collection, and investigative processing are deployed on the fault-tolerant Enterprise-grade servers. For the on-site video processing and recording storage, ICSolutions installs a rack-mountable, multi-functional server configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard. Visitation recordings are stored on two separate arrays for redundancy. If the server should ever fail, the arrays can be removed from the server and used in other compatible servers to recover the recordings. The servers proposed by ICSolutions

comprise the same storage solution that already provides storage to large statewide Departments of Corrections in the United States. This system is in use, performs flawlessly, is easy to maintain and repair, and is easily scalable and expandable without having to be taken offline.

Authorized users can search visitation data and download and export recorded files in MP4 format from the Visitation Records screen. The video recording can be saved to the hard drive or an external jump drive. From the Visitation Records screen, users can select (check) one or more of the check box before the Action column of the visit(s), and then download the recordings to the computer or jump drive by clicking "Download." After a recording is downloaded, the authorized user can burn it to a DVD. The workstations provided by ICSolutions will have the ability to burn recordings to DVD.

All visitations that are recorded will be stored and accessible online by authorized users in accordance with the storage period in the contract. If the County wants to retain some visitor's visits for a longer period of time, perhaps because the visitor is under investigation, authorized users can check the "Keep Video" box by inmate or visitor, and the recordings for that inmate or visitor will be stored indefinitely. In addition, staff can select specific recordings of interest to keep. Authorized users can also designate a specific recording to "Keep Video" indefinitely from the Visitation Records screen.

Tablets Data Storage

All data is stored in redundant, geographically separate, offsite data centers using dedicated enterprise class storage with mirrored RAID 5 servers, ensuring the reliability of long-term storage and accessibility. By mirroring all our data centers, we can automatically redirect to an alternate data center if one becomes unavailable. Each data center location has been selected to provide the highest quality connection to the Internet fiber backbone, and a wide array of available outside power fees and internal power generation capabilities. Each data center has a complete copy of all tablet data and is capable of fully running the system in the event of failure of the other data center.

3.6.2. ITS

- 3.6.2.1. Mandatory Monitoring, Recording and Data Requirements are outlined in Exhibit E, (ITS Requirements).

ICSolutions Response:

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

3.6.3. VVS

- 3.6.3.1. Mandatory Monitoring, Recording and Data Requirements are outlined in Exhibit E, (VVS Requirements).
- 3.6.3.2. Vendor shall include detailed information on the VVS alert application. The description shall include, at a minimum, the types of alerts available (cell phone, SMS text, email) including.

ICSolutions Response:

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

The alerts function is linked to the scheduling module, and provides alerts for the following events: when a particular visitor has scheduled a visit; when a particular inmate has a scheduled visit; when a particular visitor visit has connected; when a particular inmate visit has connected. When an alert is triggered, THE VISITOR will **automatically send an email or SMS message** to one or more designated recipients. Since the alerts are tied to the schedule, alerts can be created for non-video visits and video visitations alike.

- 3.6.3.3. Vendor shall indicate whether the user can customize the view for playback of video visitations (live or recorded) and/or add comments to the video visitation recording.

ICSolutions Response:

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

THE VISITOR allows the user to make a number of customizations in the video visitation playback. For instance, users can customize the size of the playback window, download and resize recordings, add bookmarks to any point on the recording, download the record, turn the volume up or down, speed up or slow down the playback, mute either party, scroll to any point in the recording or jump straight to any point in recording and view saved notes or bookmarks directly from the player. If additional options are desired, we would be happy to work with the Agency to implement those options. Authorized users can add notes to the visit record or scheduled visit via the Visitation Schedule screen, as well as add notes to an Inmate Profile or the Visitor Account. Additionally, because THE VISITOR is a module of THE ENFORCER, any inmate notes obtained through the JMS interface or otherwise entered for phone calls are also available for the purposes of determining eligibility for visitation.

3.6.4. **Tablets**

- 3.6.4.1. Mandatory Monitoring, Recording and Data Requirements are outlined in the Tablet Security and User Application subsections in **Exhibit E, (Tablet Requirements)**.
- 3.6.4.2. Vendor shall include detailed information on the available methods for monitoring and reviewing Tablet usage. This shall also include, at a minimum, the types of available alerts and approval process for messaging and photos or other available messaging between inmates and the public.

ICSolutions Response:

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

THE BRIDGE solution includes the definitive inmate tablet monitoring, reporting, and tracking system. Designed to deliver a unified solution for remote monitoring and control capabilities, this powerful web-based application delivers password protected access to a comprehensive suite of configuration, management, and investigative tools. From the interface, you can observe device status and real-time usage, detect non-compliance, enable or disable them and more. Authorized facility **staff can access the** application on any standard web browser, including Internet Explorer, Firefox, and Chrome. You have complete tablet control and oversight. No special equipment or software necessary.

The screenshot shows the 'Tablet Audit' screen in the THE BRIDGE system. It features a search bar with fields for 'Member Name' and 'Date (Range)' (from 09/11/2019 00:00 to 10/11/2019 23:59). Below the search bar is a table with columns: ACTIVITY DATE, FACILITY, TABLET, CATEGORY, SUBJECT, ACTION, DETAILS, SESSION ID, RESIDENT NAME, and PHOTO. The table displays five rows of activity logs for the date 10/11/2019.

ACTIVITY DATE	FACILITY	TABLET	CATEGORY	SUBJECT	ACTION	DETAILS	SESSION ID	RESIDENT NAME	PHOTO
10/11/2019 06:22:57	Yolo County Jail	CCB8ASFE56	app	net.gti.player.musicchannels,Music Channels,2.99.0-27	start		009ebdc7-46c6-4e05-bbc2-ceca49d5f568		
10/11/2019 06:22:55	Yolo County Jail	CCB8ASFE56	app	net.gti.player.musicchannels,Music Channels,2.99.0-27	stop		009ebdc7-46c6-4e05-bbc2-ceca49d5f568		
10/11/2019 06:08:30	Yolo County Jail	CCB8ASFE56	app	net.gti.player.musicchannels,Music Channels,2.99.0-27	start		889ebdc7-46c6-4e05-bbc2-ceca49d5f568		
10/11/2019 06:08:26	Yolo County Jail	CCB8ASFE56	app	com.telmate.messages,Messages,9.7.0-409	stop		889ebdc7-46c6-4e05-bbc2-ceca49d5f568		
10/11/2019 06:08:22	Yolo County Jail	CCB8ASFE56	app	com.telmate.messages,Messages,9.7.0-409	start		889ebdc7-46c6-4e05-bbc2-ceca49d5f568		

THE BRIDGE Tablet Audit Screen showing inmate and tablet activity

Each tablet collects data ranging from non-privileged communication to usage history for real-time or future investigations. This includes pre-approved content like music, books, and education material. Authorized staff can easily review and search data for audits, analysis, and criminal investigation.

Reporting

THE BRIDGE Tablet GUI features highly configurable reporting options for facility staff that provide detailed information about inmate usage. All inmate activity on the tablet creates an audit trail for tracking and monitoring purposes, investigative analysis, and revenue reporting. Reports can be generated and viewed on-line, printed, and/or exported. Authorized users can export reports in CSV and PDF formats.

Information can be queried using many combinations of parameters to allow for almost any report you can think of. Available parameters include, but are not limited to, the following:

- Tablet ID
- Tablet location
- Inmate ID
- Time/Date
- Grievance Filing
- PREA Notifications
- Inmate messaging activity by recipient and inmate
- Inmate Requests, such as medical requests
- Applications accessed, (e.g., internet, games, messaging)
- Time spent on each application
- Duration of access on tablet
- Inmate photographs upon login
- Revenue detail and summary information
- Inmate account usage on free profile

- Inmate education usage on learning profile
- And more!

Sample reports are included in [EXHIBIT C](#).

3.7 Additional Technology (Required)

- 3.7.1. County is seeking to implement the following additional technology, which is required to be included as a part of the Vendor's proposal offering at no cost to County.

ICSolutions Response:

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

- 3.7.2. Inmate Postal Mail Processing Solution (Offsite Processing Only): Vendor shall provide an overview of its inmate mail processing solution for inmates postal/paper mail to be processed offsite and converted to digital copies that can be delivered to inmates on Tablets. Mandatory Offsite Inmate Mail Processing requirements are outlined in **Exhibit E, (Additional Technology Requirements)**.

- 3.7.2.1. Vendor shall describe its digital mail user application and capabilities.
- 3.7.2.2. Vendor shall indicate what options are available for handling physical paper mail once it has been scanned/loaded to Vendor's digital mail platform for delivery to the Facilities.

3.7.2.2.1. Indicate how long physical inmate mail is stored.

3.7.2.2.2. Indicate if inmates have the option to request physical mail once they are released from the Facility.

- 3.7.2.3. Vendor shall indicate if the digital mail user application/solution has Keyword search capabilities.

- 3.7.2.4. Detail the specific process that occurs when inmate paper mail arrives at Vendor's mail processing center.

- 3.7.2.5. Vendor shall detailed the time required from paper mail being postmarked to the time digital copies are available for review/delivery to inmates in digital format. Vendor shall indicate:

3.7.2.5.1. Estimated USPS mail transit times for mail postmarked within County local area as well as when mail postmarked in locations considered long-distance in relation to Vendor's mail processing center; and

3.7.2.5.2. Processing time required from delivery to Vendor's processing center to delivery to Vendor's digital mail application.

- 3.7.2.6. Vendor shall provide the mailing address for its mail processing center where the mail for inmates housed at County's Facilities will be sent for processing.

Mailing Address:	
City, State and Zip Code:	

- 3.7.2.7. Vendor shall detail any additional options/services that are available via its proposed mail processing solution.

- 3.7.2.8. Vendor shall outline any rates, fees or costs to inmates and/or the public additional services that are available using Vendor's mail processing solution, as well as, any proposed revenue share in **Exhibit E, (Rates, Fees and Revenue Share)**.

- 3.7.2.9. Detail any revenue share offered to costs associated with the onsite digital mail solution in **Exhibit E, (Rates, Fees and Revenue Share)**.

ICSolutions Response:

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

ICSolutions will provide an offsite mail scanning solution from TextBehind, whereby mail will be scanned offsite and delivered to the facility via BOTH the kiosks and the inmate tablets. TextBehind enables families and friends to communicate with incarcerated loved ones conveniently and affordably. TextBehind focuses on keeping family and friends consistently connected through the ease of use of our technology during incarceration. TextBehind provides easy to use website and mobile apps to create communications with status updates, back-end mail management, investigative, and tracking software capabilities.



Mail Scanning

TextBehind offers the ability to decrease operational expenses for our contracted facilities when providing Screen & Clean Service to the general public. The screen and clean process is implemented by simply changing where family and friends send their hand-written mail to be processed to the inmate.

TextBehind® Key Values:

- Accessible on the kiosks and tablets
- Correctional Facility Mailroom cost savings for reallocation of budget
- Elimination of contraband from inmate mail by 100%
- Total control on inmate mail review, mail room approval and expedited mail distribution
- No hardware required to be managed or facility infrastructure change needed
- Mail management software with unlimited facility users, and all supporting equipment provided by TextBehind



ICSolutions' Mail Scanning solution begins with the offsite scanning facility located in Phoenix, Maryland where mail is opened and inspected for contents, with the exception of legal mail, which will continue to be sent directly to the facility. Mail will be addressed as follows:

Mailing Address:	[INMATE FULL NAME] - # [INMATE NUMBER] Correctional Facility Name P.O. Box 247
City, State and Zip Code:	Phoenix, Maryland 21131

The TextBehind mail processing and production process is automated with limited human interaction to the extent necessary to verify mail count and print quality. Respecting the privacy of our customers is one of our top priorities. The physical mail is processed by our Mail Scanner System which converts mail to an electronic file for distribution to inmates on the tablet.

TextBehind CAMMP (Comprehensive Access to Mail Management Portal) is a highly practical and easy-to-use cloud-based web application created specifically for correctional facility operators to manage every aspect of the inmate mail review and approval process. The CAMMP system has a comprehensive set of features to review, redact text, redact images, redact scanned mail, reject letter, deny, and approve any mail contents partially or in full. While it does not currently have keyword search capabilities, the CAMMP system is equipped with a series of advanced automation functions to streamline mailroom operations to save time and enhance security related to all inmate mail data.

The CAMMP search system provides:

- Watch-List – allows adding an inmate who is under investigation to a watch-list and notified concerned authority upon any communication to and from any inmate under investigation
- User Activity Logs – Every action performed by a CAMMP User is logged for professional accountability.
- Two-Way Connections Monitor – displays which inmate is communicating with whom on the outside through the TextBehind system and vice versa when applicable
- Two-Way Communications Monitor – displays all available communications in real time and allows access to all historical data
- Export Data – allows facility staff to download communications data for any inmate for investigative and filing purposes

Facility users may log into the TextBehind CAMMP System (facility portal) only when they have a set of valid credentials and permissions to perform any main review and management functions. All actions performed by any correctional officer within CAMMP system are recorded with date and time log for professional accountability and transparency.

Once processed, scanned mail will be digitally available to the inmate immediately upon approval. Typically, USPS First-Class mail can take between 2 to 5 days to arrive. All mail will be processed **within 24 hours** Monday through Friday from receipt of the physical item.

When and if we ever receive something that may qualify as contraband, we notify the Agency right away by email and photos of the letter. And right after, we also call the local law enforcement agency and notify them to file an official report.

As a standard, TextBehind stores original physical letters for up to 30 days. They are then shredded for recycling in a secure manner. Electronic copies of all correspondence are securely stored for seven years in

a historical archive. These can be accessed and retrieved in just a few clicks. Inmates can also request the return of original physical mail, provided the contents have not yet been destroyed. Shipping and service fees will apply.

By default, we reject packages, money orders, privileged documents, books, magazines, and items that cannot be scanned using conventional methods. Legal and medical mail will continue to be sent directly to the facility.

Onsite Mail Scanning Option

The Agency will also have the option to scan selected pieces of mail onsite, if so desired. Mail that is received at the facility can be scanned by facility staff using either a scanner you already have, or an ICSolutions-provided scanner. Jail staff will upload each scanned mail file into THE BRIDGE software and assign it to the appropriate inmate, so that it will be accessible to the correct inmate using THE BRIDGE's messaging application.

ICSolutions can provide the equipment and software to support **onsite mail scanning** with no impact on our financial offer. If the County would like to have offsite mail scanning, ICSolutions would retain all email/messaging revenue to offset the cost. Print and deliver options are also available. More information about these options can be provided upon request.

3.8 Optional Technology

- 3.8.1 County is interested in additional optional technology products that can be provided as part of the Vendor's proposal offering for this RFP. County may, at its sole option, elect to implement any proposed Optional Technology throughout the life of the Agreement. If Vendor is interested in providing information for optional technology products and services they should supply information on the following items.

ICSolutions Response:

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

ICSolutions has provided information regarding the requested services, as well as a brief description of other services not previously mentioned.

- 3.8.2 Call transcription technology: Vendor must provide an overview of its proposed call transcription technology for converting inmate call recordings in to text.
- 3.8.2.1 Vendor shall indicate whether this technology is integrated feature of the ITS or Vendor uses a third-party to provide this service.
- 3.8.2.2 If an integrated feature in Vendor's ITS, indicate whether call recordings are automatically converted to text or if users are required to manually perform this task.
- 3.8.2.3 Indicate where call transcripts are stored and available options for exporting, reviewing, printing, etc. call re call transcripts.
- 3.8.2.4 Vendor must detail any fees, charges or costs associated with this technology in **Exhibit E, (Rates, Fees and Revenue Share)**; and
- 3.8.2.5 Provide 2 references of facilities where this technology has been implemented for at least 6 months.

ICSolutions Response:

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

ICSolutions can offer the optional Argus transcription tool allows transcription of selected recordings for investigative purposes. The Argus Transcription Engine is a unique proprietary solution utilized by Intelligence Agencies around the world. Argus is deployed as a fully integrated part of the ITS but does require a third-party software. Call recordings and data, including transcriptions, are stored on internally redundant digital storage devices in our redundant data centers in Atlanta and San Antonio.

Users can easily select which calls should be transcribed by selecting individual calls, or by having all calls that meet certain criteria tied to the voice biometric engine/keyword search engine be automatically transcribed. For example, a user could set up transcription for calls that meet the following criteria:

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

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

To select a call for transcription, users click on the **TRANSCRIPTION** icon. Calls that have previously been transcribed show a check mark over the **TRANSCRIPTION** icon. To play the audio of the call, users select the **LOUDSPEAKER** icon. The transcription text is stored in and available through the Argus tab in **THE ENFORCER**.

The transcription of the call shows each speaker in a different font color so the user can easily evaluate the conversation. The transcription is downloadable in either PDF or Word files. For optimum accuracy, the system takes about one minute to transcribe every two minutes of speech. The transcription of the call even appears on the player. Not only is the transcription shown, but the investigator can also select words within the transcription to launch/search for keywords in other calls. This capability is unmatched and unavailable on any other solution available in the marketplace. It is a completely integrated, voice biometric, transcription, and keyword engine.

References:

St. Mary's County Detention Center, MD
Director Michael Merican
(301) 475-4200 x2241
michael.merican@co.saint-marys.md.us

Coffee County Sheriff's Office, TN
Chief Deputy Frank Watkins
(931) 728-3591
fwatkins@coffeecountytn.org

Pricing for this optional service has been providing in **EXHIBIT E**. This pricing includes not only transcription/translation, but the entire ARGUS INVESTIGATIVE SUITE, as described later in this section.

- 3.8.3 Cell phone detection: Vendor must provide an overview of both mobile and stationary cell phone detection technology.
- 3.8.3.1 Vendor must detail any fees, charges or costs associated with this technology in **Exhibit E, (Rates, Fees and Revenue Share)**; and
- 3.8.3.2 Provide 2 references of facilities where this feature has been implemented for at least 6 months.

ICSolutions Response:

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

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

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

References:

Stanislaus Sheriff's Office
Lt. Ron Lloyd
(209) 525-5629
rlloyd@stanislaussheriff.com

Richmond County Correctional Institute, GA
Warden Joseph
(706) 798-5572
evan.joseph@gdc.ga.gov

Pricing for this optional service has been providing in **EXHIBIT E**.

- 3.8.4 Keyword Search: Vendor must provide an overview of its keyword detection technology specifying how the technology is capable of searching recordings for keywords and alerting users, and any other capabilities associated with Vendor's keyword search technology:
- 3.8.4.1 Vendor must detail any fees, charges or costs associated with this technology in **Exhibit E, (Rates, Fees and Revenue Share)**; and
- 3.8.4.2 Provide 2 references of facilities where this technology has been implemented for at least 6 months.

ICSolutions Response:

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

With our WORD DETECTOR keyword search tool – included in our offer at no cost to the County – investigators can quickly scan thousands of call recordings to locate words or phrases of interest. Word Detector searches for the sounds that make up words, and therefore it is highly accurate, even in a conversation with simultaneous speakers, dialects, and background noise – all typical conditions in a corrections environment.

ICSolutions first began offering THE WORD DETECTOR as an integrated application on THE ENFORCER in 2012, and it is currently in use at dozens of ICSolutions' client facilities.



**ICSolutions Client
Testimonial**

Powerful Investigative Tool

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

Warden Carl Humphrey, SCCI – Spalding County, GA

Keyword Search – Expanded Capabilities

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

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

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

Score	Inmate ID	Inmate Name	Station Name	Called Number	CSN	Call Time	Offset	Duration	Occur.
97	690238	BERGER, MEGAN	5A -3 (ANNEX)	1-210-900-5964	74518583	09/28/2016 18:49	6:19	16:30	1
92	804443	GALLEGO, DANIEL	BA3-1	1-217-415-5741	74528056	09/29/2016 08:26	2:46	15:44	2
91	998633	OTTO, DAWN	7A -2 (ANNEX)	1-571-606-3103	74552624	09/30/2016 09:29	7:21	10:28	1
88	843509	HERNANDEZ, JESS	BOOKING -3	1-210-287-4891	74549747	09/29/2016 20:49	9:47	17:01	1

With this feature in place, investigators can run a search for a specific word, and THE WORD DETECTOR will return results that contain that word or any associated terms. For example, a search for the word "attorney" would find conversations that contain the word "attorney" or the word "lawyer."

**Every month, THE WORD DETECTOR indexes an average of 7.8 million minutes of recordings.
That's over 90 million minutes of valuable investigative data per year!**

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

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

Thesaurus

THE WORD DETECTOR enables the user to include defined synonyms for a word in the requested search. By clicking **THESAURUS** as shown in the example below, the user can access the thesaurus to add or delete synonyms for any word.

The screenshot shows a search interface with the following elements:

- Language selection: ☐ Latin American Spanish, ☒ North American English
- Search Phrase:
- Date Start: End:
- Use thesaurus: ☒ (highlighted with a red box)
- Start seconds before:
- Buttons: Add to Watchlist, Filter Search, Search

Thesaurus Access – Add or Delete Synonyms

Watchlists

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

The screenshot shows two side-by-side windows. The left window is titled "Watchlist" and contains a table of watchlists. The right window is titled "Search" and contains search filters.

Watchlist Window:

- Show: 5 entries
- Search:

Watch Title	Occur.	Recent	Notifies	
lawyer	0	0	Email	☒
family members	0	0	Email	☒
family names	0	0	Email	☒
family relationships	21	21	Email	☒
mention of gun	0	0	Email	☒

- Showing 1 to 5 of 23 entries
- Previous 1 2 3 4 5 Next
- Show all ☐

Search Window:

- Language selection: ☐ Latin American Spanish, ☒ North American English
- Search Phrase:
- Date Start: End:
- Use thesaurus: ☐
- Start seconds before:
- Buttons: Add to Watchlist, Filter Search (highlighted with a red box), Search
- CSN: Called Number:
- Station ID: Inmate ID:
- Buttons: Apply Filter, Cancel

Searching Watchlists in THE WORD DETECTOR

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

References:

Spalding County, GA

Warden Carl Humphrey
(770) 467-4760
chumphrey@spaldingcounty.com

Jackson County Correctional Institution, GA

Warden Johnny Weaver
(706) 387-6453
jweaver@jacksoncountygov.com

- 3.8.5 Voice Biometrics: Vendor must provide an overview of its voice biometrics technology, including any investigative features included with the technology. This feature must be an integrated part of the ITS as well as:
 - 3.8.5.1 Detail the enrollment process and indicate whether the technology performs both the initial verification and continuous verification of the inmate's voice. and must include analytical tools and reporting. County will not be a "beta test site" for unproven technology;
 - 3.8.5.2 Vendor must detail any fees, charges or costs associated with this technology in **Exhibit E, (Rates, Fees and Revenue Share)**; and
 - 3.8.5.3 Provide 2 references of facilities where this technology has been implemented for at least 6 months.

ICSolutions Response:

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

At no cost to the County, ICSolutions offers the latest voice biometric technology to cover all aspects of the call including THE VERIFIER biometric identity verification and THE IMPOSTER real-time continuous voice detection and imposter identification.

THE VERIFIER™

At no cost to the Agency, ICSolutions will install THE VERIFIER **real-time inmate voice verification** module. THE VERIFIER matches an inmate's "voice print" created during the booking or intake process with his/her voice when initiating a phone call. THE VERIFIER requires each inmate to speak a phrase prior to placing a call to an outside party. In order for the inmate to place the call, the inmate's spoken voice must match a "model" of a voice print stored in THE ENFORCER.



**Unique ICSolutions
Feature!**

Built-In Voice Biometrics with Self-Enrollment

With ICSolutions, our voice biometric features are built directly into THE ENFORCER, AND we feature **self-enrollment of inmate voices** upon booking to cut down on staff administration time!

THE VERIFIER utilizes self-enrollment technology, whereby THE ENFORCER prompts the inmate to repeat certain phrases to build the voice model for each inmate. **Self-enrollment saves the facility the step of enrolling the entire inmate population's voices manually upon deployment of THE VERIFIER.**

THE IMPOSTER™ – In Call

THE IMPOSTER module in THE ENFORCER provides comprehensive, **real-time continuous voice detection, imposter identification**, and other analysis capabilities that enhances our voice biometrics capabilities. These features enable you to reduce and/or control fraudulent calling activity by inmates. For example, when an inmate places a call on behalf of another inmate and hands the phone off after the call has connected, THE IMPOSTER will identify and log the event for *real-time* and *future use* by an ENFORCER user.

THE IMPOSTER leverages the same inmate voice enrollment recordings (voice prints) required at facilities that use THE ENFORCER voice verification module, THE VERIFIER. For all calls placed by inmates at the facility, THE IMPOSTER module compares stored inmate voice enrollment recordings to voices on live calls to detect any voice mismatch(es), identifying potential "imposters" on the call. And, because the detection occurs in real time, **an alert can be sent to interested investigators while the call is still in progress.**

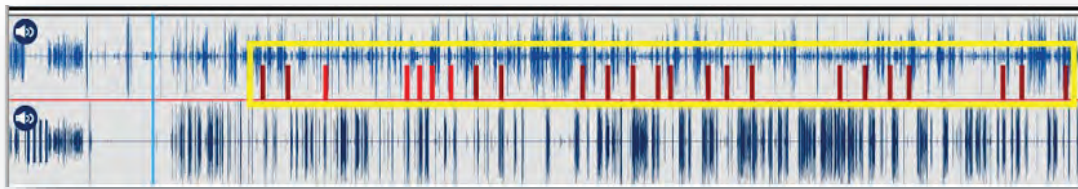
With the alert feature, the system can immediately patch the investigator into an ENFORCER monitoring session once provided with an approved pass code, for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party.

When fraudulent activity is suspected on an inmate call, THE IMPOSTER *will display an icon*  for easy identification in The Observer live monitoring screen in **real time** and mark in the call record to view after the call is completed. When the user clicks this icon, the web player opens and displays detailed "suspected imposter" information for user retrieval and analysis.



Suspected Imposter Locations:			Possible Imposters (by likelihood):	
Severity Scale: severe ■ ■ ■ ■ ■ moderate			Determination	Location
→	Score	Offset	☐ BRIAN MOORE (67287) is present	DORM 6
→	99 ■	00:08:37	☐ JOHNATHON WOODSON (48465) is present	MALE DETOX
→	99 ■	00:17:47	☐ BRUCE HARPER (23975) is present	DORM 3

The box colors shown in the Severity Scale fields correspond to the colors displayed at the detected offsets in the inmate waveform graph. Each time point (offset) where a suspected imposter voice is detected is marked in a color corresponding to the severity scale (probability) of imposter activity.



Inmate Waveform Graph

THE IMPOSTER displays the Possible Imposters (by likelihood). For each possible imposter, the inmate name and Inmate ID is listed. You can use this list to:

- Listen to the voice print for the suspected inmate
- Select (check) a check box to identify one or more suspected inmates as an imposter, based on your analysis
- Save these inmates in the Final Verdict, if you elect to do so

If a call has been identified by THE IMPOSTER to have potential imposter activity, you can use a set of special imposter-related information displaying in the Web Player window to perform the following actions:

- Request and listen to playback only of offsets in the recording where a suspected imposter was detected
- Review a list of suspected imposters by listening to the inmate voice print stored in THE ENFORCER for each inmate
- By comparing suspected imposter offsets and voice prints, optionally select and save the name of the imposter that you believe to be present on the call
- Reach a verdict, i.e., make and save a final determination of whether or not imposter activity took place on the call

Authorized users can access inmate information while performing an analysis by clicking the Inmate ID number. Once imposter activity is determined in the call, you can click either the IMPOSTER or NO IMPOSTER button shown below to permanently save imposter information in the web player.



Imposter or No Imposter Button

THE ENFORCER® Voice Biometrics Reporting

Voice biometric enrollment, pass/fail activity, and imposter detection can be queried to detect illicit activity and PIN sharing. A call detail record is created for all calls, so a report can be created that includes call detail records for all calls that are processed using voice biometrics. Some of the standard voice biometrics reports available on-demand through THE ENFORCER include:

Enrollment Status – A listing of the Enrollment Status of all inmates by facility. The report displays the Facility, Inmate ID, Inmate Name, Location, number of times enrollment passed, overall pass rate, number of times enrollment failed, last call placed, enrollment date, and the enrollment status (enrolled, not enrolled, or enrollment is disabled). The report can be run for one or all facilities and filtered according to Enrollment Status.

Verification Activity – A listing of the Verification Activity for call attempts and completions. Every call detail record includes a completion code that indicates whether a voice print has passed or failed. The report displays Call Start, Inmate ID, Inmate Last Name, Dialed Number, and completion code. The report can be run for one or all facilities, according to a specified date range.

Suspected Imposter – A listing of all calls in which a suspected imposter was detected. Reports can be customized and filtered based on any combination of parameters, such as date/time, Inmate ID, Inmate first/last name, completion code, called number.

More Search Criteria

General

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

Call Origin

Site	Station Group	Station ID
Station Name	Trunk ID	

Validation

Imposters only	Validation

Billing

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

Called Party

Location	Response Digits	Show 3-Way only
State	Supervision Type	

Search Criteria for Imposters Detected and other Parameters Available for Customization

These features are built right into THE ENFORCER platform, offering the Agency a voice biometric tool that does not require separate software.

References:

Rutherford County Correctional Work Center
Superintendent Bill Cope
(615) 898-7847
bcope@rcsotn.org

Lake County, CA
Lt. Jason Findley
(707) 262-4255
Jason.findley@lakecountyca.gov

- 3.8.6 Automated Facility Information Answering System (AFIS) (no cost to County): Vendor shall provide an overview of its AFIS technology for receiving/answering incoming calls to the Facilities to provide the public and/or inmates with information relative to the Facility or specific inmates without the requirement of staff involvement.
- 3.8.6.1 Provide a brief overview of the proposed AFIS capabilities.
- 3.8.6.2 Indicate any other services that are available/hosted by the AFIS.
- 3.8.6.3 Vendor must provide 2 references of facilities where this feature has been implemented for at least 6 months.

ICSolutions Response:

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

At no cost to the Agency, ICSolutions can implement our Interactive Voice Response (IVR) system, THE ATTENDANT, to provide public and inmate callers with automated information. This can include basic jail information (location, visitation hours, etc.) and, with a JMS integration, optional inmate-specific information (inmate lookup, release dates, upcoming court dates, bond inquiries, etc.). This optional inmate lookup feature can be made available if the Agency JMS will support the data exchange necessary. THE ATTENDANT is an in-house IVR solution, developed by ICSolutions specifically for the correctional environment, and it is deployed and operating in dozens of sites.



**ICSolutions Client
Testimonial**

“... Increased Efficiency and Reduced Labor ...”

“The Attendant has provided many benefits, not the least of which is increased efficiency and reduced labor overhead for the Jail. It has also eliminated public frustration caused by long wait times that were experienced when these requests had to be answered manually by Jail staff.”

Captain Shane Barker – Summit County, Ohio

Call prompts are fully customizable according to Agency requirements. Call prompt options and associated text provided by the Agency will be converted to synthesized voice prompts to that are played to the caller. Some examples include the following:

- Facility Location, Hours, and Driving Directions
- Visitation Policies
- Information about Posting Bond (payment methods, bond procedures, etc.)
- How to Send Mail to an Inmate
- Inmate Property Policies
- Inmate Phone Call Types and Funding Options

Public and inmate access will be available through a single phone number provided by the facility. After THE ATTENDANT dial-in number has been activated for the facility, the system can be accessed by outside callers, including friends and family as well as attorneys, bail bond companies, and law enforcement agencies. Public Callers can have the option to be transferred to outside numbers as designated by the facility. Inmates may also call the IVR to hear applicable information; however, inmates will never have access to outside numbers to maintain security and prevent harassment.

References:

Rutherford County Jail, TN

Chief Kevin Henderson
(615) 904-3016
wcope@rutherfordcountyttn.gov

Gaston County, NC

Chief Becky Cauthran
(704) 869-6800
bcauthran@gcps.org

- 3.8.7 Debit release cards (no cost to County): Vendor must provide an overview of its debit release card program.
- 3.8.7.1 Explain how funds are applied to the debit release card and how the card is used by the inmate after release.
- 3.8.7.2 Detail all rates, fees, and surcharges associated with the inmate's use of the card in **Exhibit E, (Rates, Fees and Revenue Share)**.
- 3.8.7.3 Vendor must provide 2 references of facilities where this technology has been implemented for at least 6 months.

ICSolutions Response:

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

ICS is offering this via the already existing service and integration via Keefe Banking and release software. The process is listed in the below steps and is completed by a releasing offer. A summary of how the card is used is also listed below.

To scan prepaid cards using Legacy Banking, follow these steps:

1. **Open the Legacy Banking application, then look up the departing resident. Proceed with the normal release process until presented with the Prepaid Debit Card window. Confirm that the cursor is in the Card# field.**

Prepaid Debit Card

Please manually enter the credit card number

Card#

Amount 6.48

Inmate 40452

First JANE Middle

Last SMITH

DOB Jan 06, 1960

Submit PPD Debit Cancel

2. Scan the barcode on the back of the debit card.



3. The barcode number will auto-populate in the Card# field.

The image is a screenshot of a 'Prepaid Debit Card' entry form. The form has a title bar that says 'Prepaid Debit Card'. Below the title bar, there is a section titled 'Please manually enter the credit card number'. This section contains several input fields: 'Card#' (with the value 70000175714), 'Amount' (with the value 6.48), 'Inmate' (with the value 40452), 'First' (with the value JANE), 'Middle' (empty), 'Last' (with the value SMITH), and 'DOB' (with a dropdown menu showing Jan 06, 1960). A red arrow points to the 'Card#' field. At the bottom of the form, there are two buttons: 'Submit PPD Debit' and 'Cancel'.

4. When done, click Submit PPD Debit.

CONSUMER-DRIVEN OPTIONS AND CHOICES



Use your card anywhere MasterCard is accepted for Point of Sale purchases. Swipe your card at checkout and enter your PIN or run as credit.



Use your card to make purchases online. Just enter the card number, expiration date, and security code.



Check your balance and get cash at ATM's. Insert card and follow prompts. *ATM's will charge usage fees.



Go into participating banks to receive cash back off your card.



At a Point of Sale purchase select cash back option to get funds off card FREE of charge.



Transfer money to a bank or PayPal account, or request paper check from ReleasePay.



Change PIN or hear account balance by calling 877-592-1118



Use your card anywhere you see these logos.

PROPOSED STANDARD FEE PROGRAM

Inmate Release Card Program Fees

Cardholder Fees Associated with the Inmate Release Program

	Charge
Card Activation Fee	FREE
Support Calls Fee	FREE
PIN Change Fee	FREE
Point of Sale (POS) Transactions (PIN & Signature)	FREE
Cash Back Option with POS purchase	FREE
POS Declines	FREE
Card to Bank ACH Transfer****	FREE
Cash Out at any Principal MasterCard Member	FREE
Monthly Maintenance Fee*	\$3.95
ATM Account Inquiry Fee	\$1.50
Inactivity Fee**	\$3.95
Domestic ATM Fees***	\$2.95
ATM Decline for Non- Sufficient Funds Fee	\$2.95
International ATM Fees***	\$3.95
ATM Decline International Fee	\$3.95
Replacement of lost or stolen card	\$0.00
Account Closure Fee/Request for Balance by Check	FREE

* After 15 days of the card being validated (used for a transaction) the card starts incurring a monthly maintenance fee to cover the cost of the FDIC insured account. Once the card has been validated the inactivity fees no longer apply. Both fees will never be charged together.

** If after 100 days the card has not been validated (used for a transaction) the card will be charged an inactivity fee of \$3.95 per month. Until the card has been validated (used for a transaction).

***Fees may also be imposed by the local ATM provider in addition to card fees. For a listing of surcharge-free ATM's, visit <http://www.moneypass.com/>.

****Returned or rejected ACH transfers for invalid banking information are subject to a \$9.95 returned processing fee.

*****Cardholder fees are subject to change. Thirty (30) day prior written notice of a change in fees will be given. The changes will be posted on the Card website at www.accessfreedomcard.com. You will be deemed to have proper notice thirty days (30) after the amendments are posted.

References:

Humboldt County Jail, CA
Captain Duane Christian
707-441-4100
dchristian@co.humboldt.ca.us

San Mateo County, CA
Lieutenant Richard Cheechov
650-599-3018
rcheechov@smcgov.org

- 3.8.8 Other additional Vendor technology and features: Provide a complete description of any additional technology not included above, that may be of interest to County.
- 3.8.8.1 Provide detailed information on each proposed option or feature, including the functionality/capabilities of each;
- 3.8.8.2 Include pictures, screenshots, diagrams, etc. of any related hardware and/or software to assist with demonstrating each of the proposed additional technologies or features as **Vendor Exhibit 12 - Additional Technology Documentation**;
- 3.8.8.3 Vendor must detail any fees, charges or costs associated with this technology in **Exhibit E, (Rates, Fees and Revenue Share)**; and
- 3.8.8.4 Provide 2 references of facilities where this technology has been implemented for at least 6 months.

ICSolutions Response:

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

ICSolutions offers several standard and optional features to help you securely and efficiently manage inmates from booking to release – including ICSolutions’ THE ANALYZER Link Analysis, the complete ARGUS INVESTIGATIVE SUITE, THE COMMUNICATOR Inmate Communications Portal, and more. These integrated services enhance the investigative abilities of your staff, and can in some cases also reduce the amount of paperwork and other administrative duties that jail staff must perform to support inmate services.



Value Added Products

THE ANALYZER™ Link Analysis Tools

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

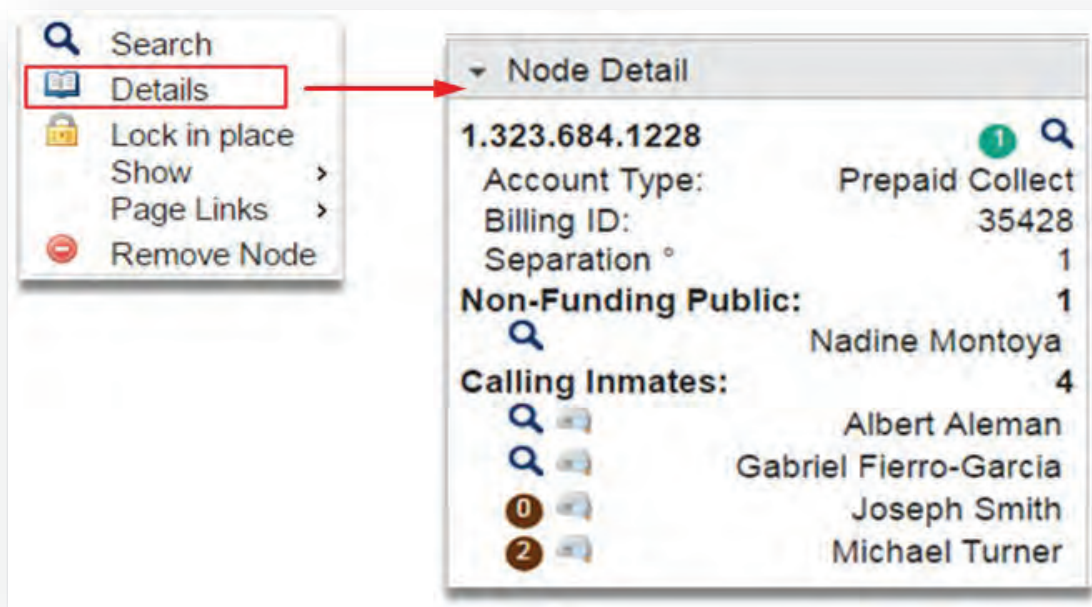
THE ANALYZER module is a powerful data mapping tool that enables you to graph complex data relationships based on *inmate calling activity* and *account funding activity* in THE ENFORCER. The information displayed using THE ANALYZER can be used to find commonalities that are useful in detecting fraudulent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

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

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

THE ANALYZER builds and displays dynamic visual maps based on user-specified input. These graphs show commonalities in calling, funding, and visitation patterns, such as:

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



THE ANALYZER – Displaying Detail for a Specific Record

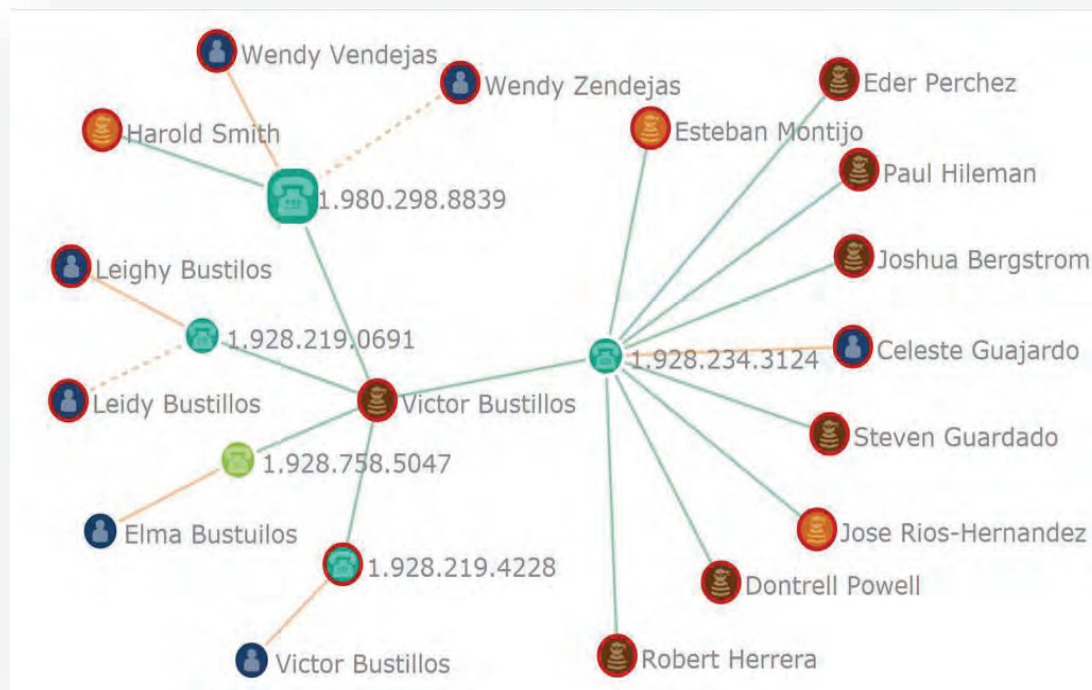
Key Features of THE ANALYZER

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

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

THE ANALYZER Map

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



THE ANALYZER Visual Map

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

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

The screenshot shows a 'Search Limits' dialog box with the following fields and annotations:

- Call Types:** A list box containing 'Debit', 'Debit card', 'Collect', 'Prepaid collect', and 'Free'. An annotation points to it: 'Modifies the search parameters to a specific call type(s).'
- Deg. of Separation Search:** A dropdown menu set to '1'. An annotation points to it: 'Limits the minimum number of degrees (or relationships) separating the Primary Node from other Nodes included and graphed in the automated search.'
- Min. Distinct Inmates:** A dropdown menu set to '2'. An annotation points to it: 'Modifies the minimum number of inmates to have called a phone (unless that phone has been called *and* is also associated with a public user) to be included and graphed in the automated search and graph.'
- Completed Calls Only:** A checked checkbox. An annotation points to it: 'Enable/disable the parameter to only include completed calls and completed visits.'
- Date Range:** Two date pickers showing '10/13/2016' and '04/13/2017'. An annotation points to the range: 'Specify the date range to begin and end the search (default time for start is midnight and for the end is 11:59:59).'
- A 'Search' button is at the bottom.

Sample Search Criteria

Group/Gang Affiliations

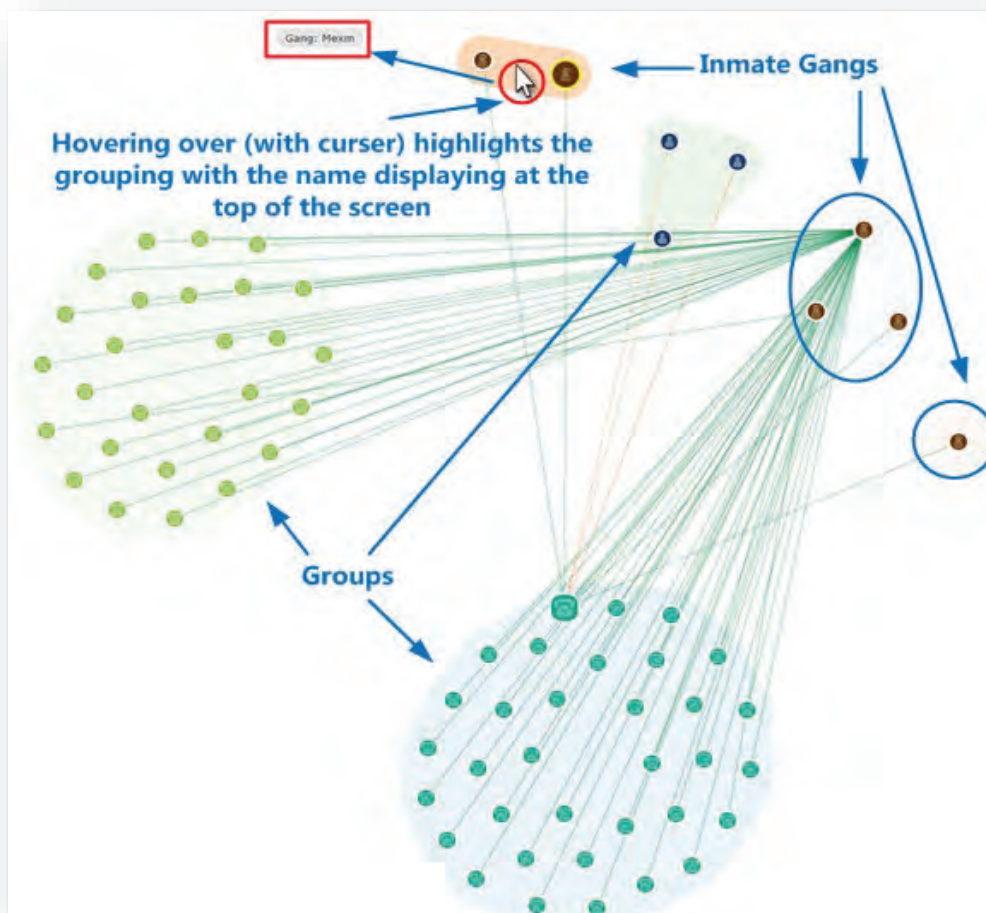
Authorized users may search by Gang if THE ENFORCER is integrated with a Jail Management System (JMS) feed that provides gang information. When the *Enable Grouping/Gangs* check box has been selected, THE ANALYZER graph will automatically rearrange the Nodes into groups/gangs if this information is available.

The screenshot shows a 'Graph' dialog box with a single checkbox labeled 'Enable Grouping/Gangs' which is checked.

Enable Group/Gangs Checkbox

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

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



Graph with Grouping/Gangs Feature Enabled

Call Analysis

THE ENFORCER is equipped with a unique call analysis feature that allows authorized users to quickly view a snapshot of the call history for a selected inmate or called phone number, as well as instances where multiple inmates have called the same phone number. And, as an added convenience, users may **link directly from the CALL ANALYSIS search results to THE ANALYZER**, our calling pattern analysis tool that allows authorized facility staff to search varying degrees of separation in order to establish links among inmates and public users.

To run a query in the CALL ANALYSIS tab, users simply enter the inmate name, inmate ID, or phone number and the date range they want to search. Users can also exclude specific categories or set a minimum number of inmates or sites. For example, if you enter the number 10 in the MIN INMATES field, the results will show only events where a minimum of 10 inmates called the same number. For multi-site accounts, you can limit results to show only those affecting two or more sites. Search results can be printed or exported to Excel.

In the example below, a search by inmate ID returned the following list of phone numbers that were called by Inmate 1127 within the specified date range. The information in the **USAGE** column tells us about other calling events to each of those phone numbers in the same date range:

Call Analysis		
Inc	1127	Search
		Clear
Date R	04/06/2020	04/06/2021
		More Search Criteria
Export	Print	Hide All Usage
		Expand All Usage
Showing 1 to 10 of 21 entries		
Previous 1 2 3 Next		
Action	Phone	Usage
	000	24 Inmates 1 Site
	1-205-234-8620	2 Inmates 1 Site
	1-205-994-4882	4 Inmates 1 Site
	1-251-9/8-0445	2 Inmates 1 Site
	1-256-200-1283	19 Inmates 1 Site
	1-256-224-9102	11 Inmates 1 Site
	1-256-298-5082	2 Inmates 1 Site
	1-256-338-1952	3 Inmates 1 Site
	1-256-338-9316	5 Inmates 1 Site
	1-256-466-2883	2 Inmates 1 Site

Call Analysis – Inmate ID Search Results

In the results above, the **USAGE** for **PHONE** 205-994-4882 shows 4 **INMATES** 1 **SITE**, which means this number was called by four different inmates (Inmate 1127, plus three others), all of whom were housed at the same correctional facility.

Clicking the **USAGE** data will drill down into more information about this data. For example, clicking 4 **INMATES** 1 **SITE** next to 205-994-4882 reveals additional details about the four inmates who placed calls to this number, including the inmate ID's and names, their housing locations, and how many calls each inmate attempted and completed:

Action	Inmate ID	Inmate Name	Location	Site	Calls	Attempts
	1127	DAVID BROWN	G DORM	ICS Demo 01, TX	2	3
	3112	TRAVIS EVANS	G DORM	ICS Demo 01, TX	1	3
	9311	DANIEL HAYS	G DORM	ICS Demo 01, TX	1	4
	2957	JOHNNY SWANN	G DORM	ICS Demo 01, TX	0	2

Call Analysis – Usage Details

Icons in the ACTION column enable the user to drill down further. Clicking the Magnifier icon will display all associated call records and recordings. Clicking the icon will open THE ANALYZER to learn more about calling patterns, links, and degrees of separation among the various inmates and called parties related to these search results. Clicking the BINOCULARS icon opens the REVERSE DIRECTORY to show the map view and address associated with the called number.

Keefe Commissary Enhanced Integrated Services

Because **ICSolutions is a Keefe company**, we can guarantee a **unique integration** between the inmate phone system, KCN commissary and banking, and Access Corrections' kiosks. We have extensive experience integrating with Keefe at numerous locations throughout the country to provide Integrated Cardless Debit. And, as a Keefe company, we have a **close relationship and uninhibited access** to Keefe personnel to complete integrations and resolve any potential integration issues quickly and effectively.

Below are just a few of the dozens of locations where we have integrated with Keefe:

- MTC – Giles Dalby (TX)
- MTC – Otero County (NM)
- Hunt, TX
- Las Vegas, NV
- Osceola County Corrections Department, FL
- Ramsey Sheriff's Department, MN
- Jackson, TX
- Franklin Sheriff's Department, OH

- Grafton Sheriff's Department, NH
- Lenoir Sheriff's Department, NC
- Boone Sheriff's Department, IN
- City of Petersburg, VA
- Leon Sheriff's Department, FL
- Jackson Sheriff's Department, MO
- Livingston Sheriff's Department, MI
- Santa Cruz Sheriff's Department, CA
- GEO San Diego, CA

As a member of the Keefe Group of companies, ICSolutions can guarantee a unique integration between your inmate phones and Keefe commissary/banking systems to provide for several automated services:

- ✓ DIRECTLINK TRUST Debit Calling
- ✓ Electronic Commissary Ordering
- ✓ Electronic Balance Inquiry
- ✓ Automated Funding Alerts

DIRECTLINK TRUST Inmate Debit Calling was described in detail earlier in this section.

DIRECTLINK TRUST Inmate Debit *Available Only from ICSolutions!*

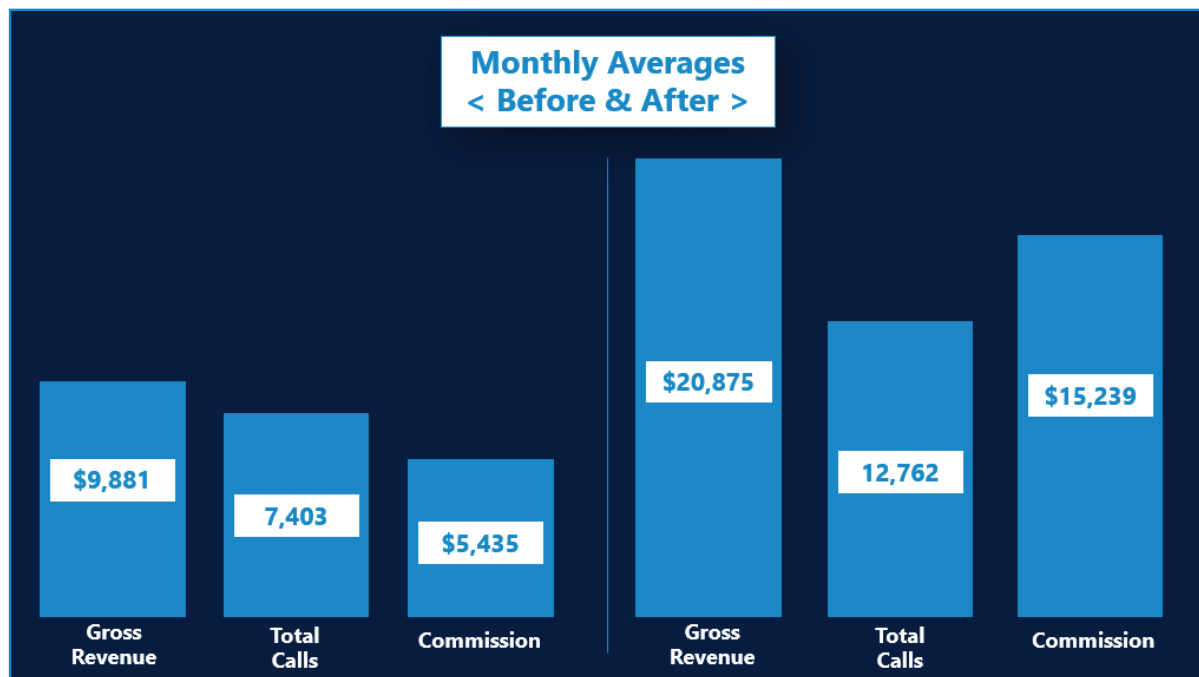
ICSolutions is a Keefe company; therefore, since Yolo County uses Keefe Commissary Network (KCN) Banking, ICSolutions can guarantee a *unique integration between your inmate phones and banking systems*. The ENFORCER is equipped with a web-service interface to the KCN Banking system for real-time secure access to inmate trust funds. This web service interface allows the inmate to directly access funds in their trust account to pay for individual Debit calls.

Once the inmate passes the PIN verification step, The ENFORCER will offer the inmate the option to place a Collect Call or Debit call. If the inmate selects a Debit call, The ENFORCER will calculate the maximum cost of this call, and if the inmate has sufficient funds to allow this call, the system will place a temporary lien on these funds. Once the call is complete, The ENFORCER will compute the actual cost of the call and the KCN system will deduct funds from the inmate trust account and remove the lien.

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

DIRECTLINK TRUST Inmate Debit can be a key factor in increasing inmate communication and the agency's commission earnings in facilities that use ICSolutions and KCN. In Belmont County, Ohio, for example, after taking over service from Securus, we *reduced the average call price by 68.7% and still more than doubled the County's monthly revenue!* **Our KCN-integrated DIRECTLINK TRUST Inmate Debit was a key component of our solution** to improve communication opportunities, service, and value for inmates and their loved ones. And DIRECTLINK TRUST is available *only from ICSolutions!*

Case Study: Belmont County, Ohio



**Before & After ICSolutions Took Over Service:
The Impact of Reduced Prices & DIRECTLINK TRUST Inmate Debit Calling**

Commissary Ordering

The ICSolutions / KCN interface enables inmates to place commissary orders using any inmate tablet or video visitation kiosk. This allows inmates to place commissary orders more often.

Balance Inquiry

Using any inmate tablet or video visitation kiosk, inmates can also check their Trust Account balances.

Automated Funding Alerts

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

THE COMMUNICATOR™ Paperless Inmate Communications Portal

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

Inmate ID:

Category:

Site:

All Sites

Filter by Status

☒ Submitted

☒ Reviewed

☐ Responded

☐ Listened

☐ Active Inmates Only

☐ Show Hidden Results

Submitted Between

From

To

Reset

Search

Admin

Play	CSN	Category	Inmate ID	Inmate Name	Submitted	Reviewed	Responded
	Reply	1604430	Information Request [inactive]	67301	COPELAND, CAMERON	01/30/2018 11:52	
		1585286	PREA [inactive]	Anonymous Message		01/29/2018 05:14	
		1583780	TIP	Anonymous Message		01/28/2018 20:19	
	Reply	1580412	Doctor request [inactive]	92848	SMILEY, WILLIAM	01/27/2018 05:49	
		1530948	TIP	Anonymous Message		01/20/2018 05:40	
	Reply	1426236	Grievance [inactive]	67301	COPELAND, CAMERON	01/04/2018 19:29	
		1545906	TIP	Anonymous Message		01/22/2018 10:15	
		1545798	TIP	Anonymous Message		01/22/2018 09:52	
		1538318	TIP	Anonymous Message		01/21/2018 08:10	
		1537380	TIP	Anonymous Message		01/20/2018 20:35	
		1532742	TIP	Anonymous Message		01/20/2018 12:34	

THE COMMUNICATOR Message screen

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

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

Inmate Voice Messaging

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

Inmate Voicemail

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

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

Message of the Day™

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

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

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

Inmate Messaging

Inmate ID, Last Name, or CSN

Date Ranges

Click the bubble icon to view the message text.

Message Type:

Action	Type	Inmate ID	CSN	Inmate Name	Site	Location	BTN or Created By	Created	First Listened	Status
	Notification	4519	1661926	HANNERS, BOBBY	ICS Demo 01, TX	G DORM	api_visitor_pos	02/07/2018 14:24	Never	New
	Notification	514	1661794	HYDE, JERALD	ICS Demo 01, TX	B BLOCK	api_visitor_pos	02/07/2018 14:04	Never	New
	Notification	88717	1661648	LUNA-ESMERALDA, LEONARDO	ICS Demo 01, TX	B BLOCK	api_visitor_pos	02/07/2018 13:41	Never	New
	Notification	81372	1661552	COUCH, BRANDON	ICS					
	Notification	27766	1661434	LOYD, HENRY	ICS					
	Notification	46102	1661196	WOOD, JAMIE	ICS					
	Notification	6759	1660918	HICKS, TIMOTHY	ICS					
	Notification	24280	1660914	PANNELL, TYLER	ICS					
	Notification	7572	1660882	BOONE, TIMOTHY	ICS					
	Notification	3916	1660774	HOLLOWAY, AMBER	ICS Demo 01, TX	D BLOCK	api_visitor_pos	02/07/2018 11:47	Never	New

Click the Play button to listen to the recording.

Inmate Messaging Screen – Message of the Day text

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

ARGUS INVESTIGATIVE SUITE

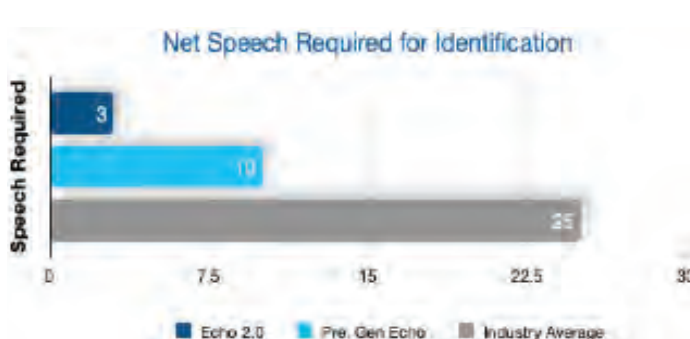
As discussed earlier in this section, our cost proposal includes optional pricing for the ARGUS INVESTIGATIVE SUITE – which includes not only transcription/translation tools, but also continuous voice biometrics (Argus Echo), case management, keyword search, email notifications, reporting, and other analytical tools.

Continuous Voice Biometrics

Argus Echo 2.0 revolutionizes and reimagines Voice Biometrics for law enforcement and corrections. The result of 8 years of research and development and **over 200,000 development hours**, the new Echo platform is underpinned by all new engines leveraging machine learning, artificial intelligence, and deep neural networks.

The all-new core delivers with unmatched speed and accuracy across all of its technologies.

For continuous identification, for every second of every call, World Class **Speaker Segmentation** provides for rapid detection and separation of up to **10 unique voices in a single audio track**, while continuous identifying voices across any source, any audio, and any language in as little as **3 seconds**.



Across properly calibrated voice prints and audio, accuracy for Echo 2.0 can reach 99%.

Covert Enrollments Completed	1 Million +
Development Hours	200,000+
Seconds Processed	100 Billion +
Facilities Served	300+
Daily Mins. Processed	3 Million+

Echo 2.0 delivers an improvement to its already World-Leading and Patented Covert Enrollment process, the first and only completely covert enrollment process for targets. It requires no facility or inmate involvement and offers the flexibility to create **on demand voice prints** for called party targets as well, whether from inside or outside the facility's Inmate Telephone System or Persons of Interest as defined by the facility.

Voice prints can be matched across any audio, whether inmate telephone, video visitation, or any other presented to the system. Echo Studio™ offers the facility a one-of-a-kind, and industry first, forensic toolkit to introduce and isolate audio from outside the jail or prison into Echo for analysis. Analysis can include creating voice prints for future needs or running isolated voices against existing libraries of targets (whether inmates, ex inmates, or called parties).

Facility staff can use the intuitive Echo Interface to:

- 1) Identify patterns and perpetrators of PIN Sharing Events
- 2) Identify calls with more than one inmate and the identity of all inmates on the call (Multi-Speaker Calls)
- 3) Reveal calls with more than one called party
- 4) Reveal inmate networks, using Echo's Visual Link analysis. Echo's VLA can support calls, visits, money deposits, etc.

Additionally, Echo can automatically deliver information to staff, without logging into the system, Email notifications that cover:

- 1) A particular voice (based on voice biometrics)
- 2) A match of words or phrases (topics)
- 3) A match on Persons of Interest on the Called Party side
- 4) Report comprising calls that match some or all variables (voice, words, POI)
- 5) Reports generated from within the system

Additionally, within Echo, Snapshot™ offers staff a unique and quick way to see all the information for an inmate's activity around their voice and PIN without having to navigate to multiple places in the system. SnapShot is a revolutionary re-imagining of the way a user interacts with the Echo User Interface. It provides a single point of contact for the user, while maintaining all the reports previously available in Echo. For the user, SnapShot provides a single search box, and a single workspace for all of their broad investigative needs.

The screenshot displays the ECHO SnapShot interface. At the top, there's a navigation bar with the ECHO logo, a welcome message 'Welcome, Sebastian', and links for 'Log Out', 'Set Date', and 'Select Site'. Below this is a menu bar with tabs: 'Voice Prints', 'Identification', 'Investigation', 'Search', 'Reports', 'Workflow', 'Resources', 'Configuration', 'Audit', and 'User Management'. The main search area has a text input field containing 'JOSEPH CHILDERS', buttons for '7 Days' and '15 Days', and date pickers for 'From Date' (10/22/2019) and 'To Date' (10/23/2019), followed by a 'Go' button. Below the search bar, the 'Snapshot' section shows results for '2753 JOSEPH CHILDERS for the last 15 days:'. The results are organized into three columns of call statistics:

Left Column Statistics	Middle Column Statistics	Right Column Statistics
JOSEPH CHILDERS spoke in 48 calls.	87 calls were made with JOSEPH CHILDERS's PIN.	JOSEPH CHILDERS spoke in 36 calls to females.
JOSEPH CHILDERS spoke in calls to 21 different numbers.	43 calls were made by other inmates sharing JOSEPH CHILDERS's PIN.	JOSEPH CHILDERS spoke in 9 calls to males.
13 of those numbers were dialed by other inmates.	JOSEPH CHILDERS spoke in 4 calls originating on the PIN of another inmate.	JOSEPH CHILDERS spoke in calls where languages were: English Calls: 45

Snapshot provides results for 1) the Target's voice 2) Activity of the Target's PIN and 3) Called Party Information.

Visual Link Analysis

Activity by Target Inmate

Echo offers a unique report that quickly and efficiently provides facilities the ability to visually see the relationship of inmates and called parties by voice – built right into SnapShot.

Built in Reverse Look Up

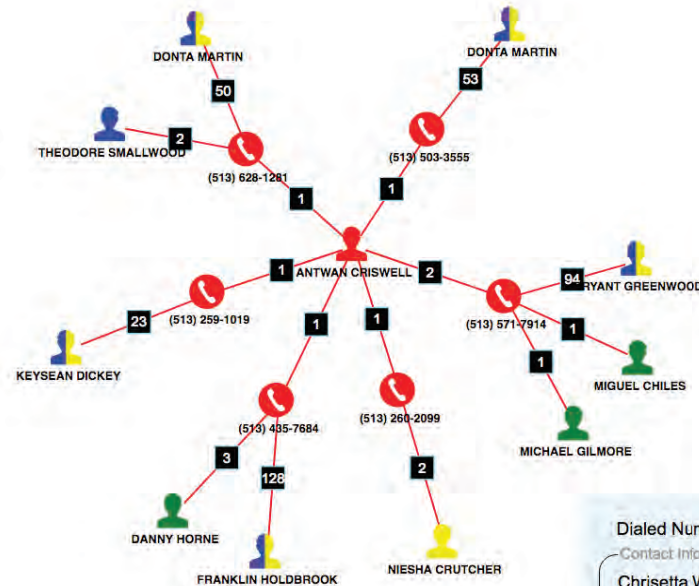
Also built into the Visual Link Analysis (VLS) is a proprietary reverse look up capability that, when the information is available, shows the owner of record with the carrier, what type of phone/account it is, and how long it has been established. Investigators can then confirm the name, assign it an alias, or map the location of the address.

Reports > Visual Link Analysis > Activity by Target Inmate

Date Range: 04-09-2018 to 04-24-2018
Site: Butler County, OH

Search Inmate: ANTWAN CRISWELL(0121813524)

Search



Dialed Number: (513) 259-1019

Contact Information

Chrisetta Wade
1585 Summit Rd
Cincinnati, OH 45237-1910
US
Alias: null

Dialed Number: (513) 259-1019

Contact Information

Chrisetta Wade
1585 Summit Rd
Cincinnati, OH 45237-1910
US
Alias: null

The screenshot displays a web application interface with two tabs: 'Current' and 'Previous'. The 'Current' tab is active. Below the tabs, the 'Dialed Number' is listed as '(513) 259-1019'. Under the 'Contact Information' section, the name 'Chrisetta Wade' is shown, followed by the address '1585 Summit Rd, Cincinnati, OH 45237-1910 US'. To the right of the address is an 'Alias' input field and a checkbox labeled 'Use Alias'. Below the contact information are three buttons: 'Confirm', 'Map', and 'Save'. The 'Record Details' section below shows the following information: 'Carrier: Sprint', 'Service: Wireless / Cellular Phone', 'Account: Residential', and 'Since: 2009-06-22'.

For Inmates

Echo's VLA by Voice report places the target inmate at the center of the report. It then shows the relationships based on CDR data, highlighting other inmates that have called the same BTN, as well as instances where the target inmate has appeared in other inmate's calls (a PIN sharing event). Investigators can quickly see the number of calls made to BTNs as well as the results by clicking on the box.

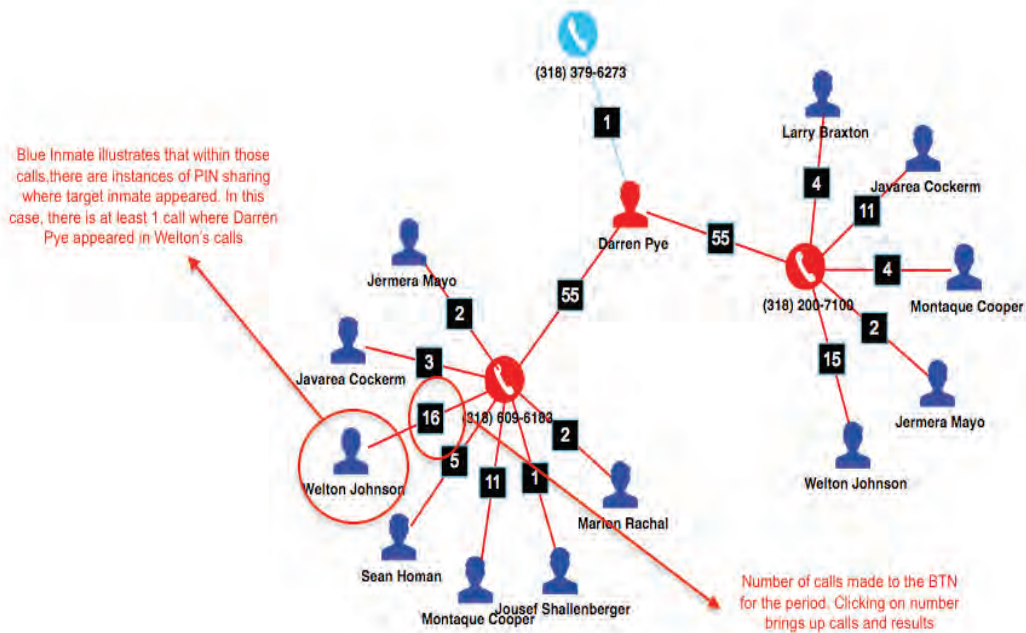
Furthermore, investigators can quickly continue their investigation, by clicking on a non-target inmate. The non-target inmate, becomes the center of the report in a new tab.

Reports > Visual Link Analysis > Activity by Target Inmate

Date Range: 03-01-2016 to 05-31-2016
Site: Natchitoches Parish

Search Inmate: Darren Pye(881878) X

Search



0 Positive Identifications	0 Exceptions	16 PIN Sharing	0 Inmate to Inmate	0 NO Print	0 Other	0 Multiple Speaker
Inmate: Welton Johnson Phone: (318) 609-6183						
0 records found						
Call Start Time	Call End Time	Call Duration	Phone	Result	Inmates	

0 Positive Identifications	0 Exceptions	16 PIN Sharing	0 Inmate to inmate	0 NO Print	0 Other	0 Multiple Speaker
Inmate: Welton Johnson Phone: (318) 609-6183						
16 records found						
Call Start Time	Call End Time	Call Duration	Phone	Result	Inmates	
03-01-2016 17:10:55	03-01-2016 17:16:45	00:05:50	(318) 609-6183	Darren Pye	PIN	     
03-02-2016 15:36:20	03-02-2016 15:41:04	00:04:44	(318) 609-6183	Darren Pye	PIN	     
03-02-2016 17:28:23	03-02-2016 17:31:57	00:03:34	(318) 609-6183	Darren Pye	PIN	     
03-02-2016 21:23:21	03-02-2016 21:25:32	00:02:11	(318) 609-6183	Darren Pye	PIN	     
03-02-2016 21:27:04	03-02-2016 21:38:41	00:11:37	(318) 609-6183	Darren Pye	PIN	     
03-03-2016 08:27:39	03-03-2016 08:31:37	00:03:58	(318) 609-6183	Darren Pye	PIN	     
03-03-2016 09:03:30	03-03-2016 09:13:39	00:10:09	(318) 609-6183	Darren Pye	PIN	     
03-03-2016 09:24:03	03-03-2016 09:27:40	00:03:37	(318) 609-6183	Darren Pye	PIN	     
03-03-2016 10:33:53	03-03-2016 10:39:43	00:05:50	(318) 609-6183	Darren Pye	PIN	     
03-03-2016 13:29:17	03-03-2016 13:37:23	00:08:06	(318) 609-6183	Darren Pye	PIN	     
03-04-2016 13:00:15	03-04-2016 13:04:29	00:04:14	(318) 609-6183	Darren Pye	PIN	     
03-07-2016 16:01:32	03-07-2016 16:03:33	00:02:01	(318) 609-6183	Darren Pye	PIN	     

Reports > Visual Link Analysis > Activity by Target Inmate

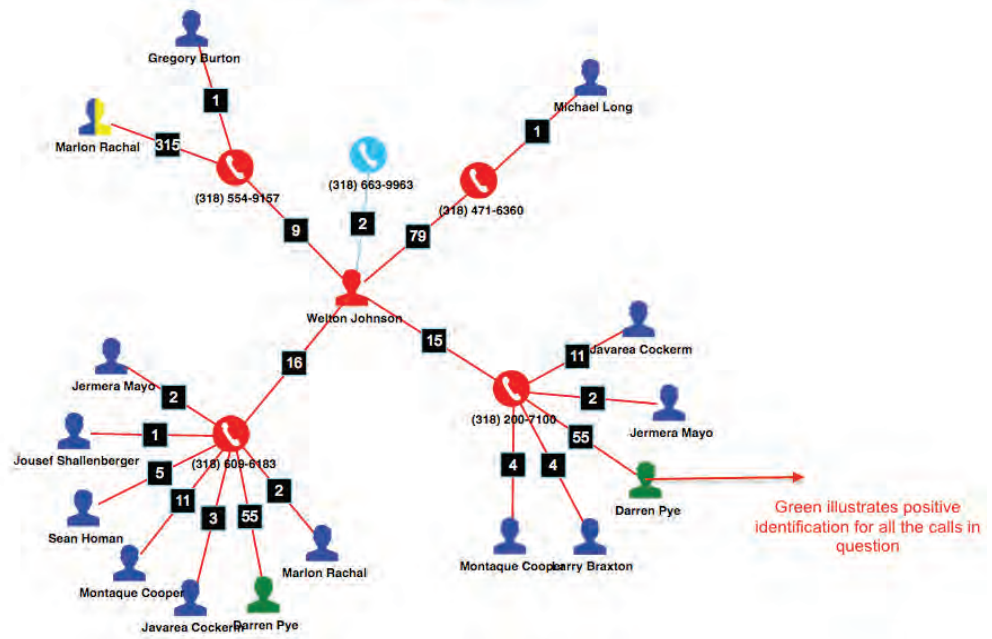
Date Range: 03-01-2016 to 05-31-2016
Site: Natchitoches Parish

Search Inmate: Welton Johnson(1163300) X

Search



By Clicking on Welton, Welton becomes the center of a new report.



Keyword / Topic Detection

Echo 2.0 offers users a unique capability in the industry. It is the **ONLY** solution that utilizes both a phonetic and transcription keyword capability in order to increase accuracy and extend the natural capabilities of alerts. Phonetic keyword alerts have been limited by their inability to extend beyond simple word searches. Echo offers users the ability to detect any word, phrase, or utilizing Echo's AI, topics and categories within the conversation of the inmates, while leveraging the phonetic indexing to ensure the highest quality results are returned to investigators.

Alerts can be delivered either a) as soon as they are found in the transcription process or b) via scheduled email reports based on the user's preferences (once a day, week, etc). Any keyword, phrase, topic, can be made into a standing alert unique to the user or shared across investigators. Additionally, Echo can combine alerts to include other criteria.

Any return of a matched keyword, results in users being dropped right into the conversation before the word or phrase is uttered, and shown the full transcription of the conversation as well for context.

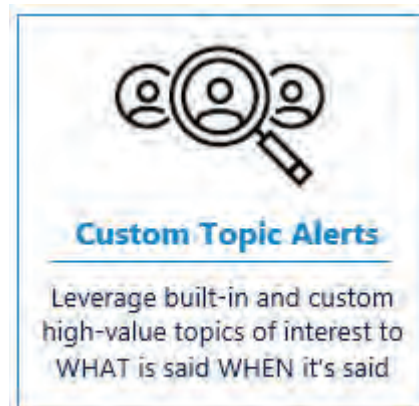
Echo also offers users the ability to generate endless associations as well as teach the machine topics and categories to detect by taking normally complex AI/Neural Network capabilities and allowing the user to generate what is of interest to them and the machine. The Machine will begin to understand **context** which is extremely important in keyword detection such that in a search for "virus" it would understand the user is interested in searching for virus of an illness vs a computer virus.



Email Notifications

Echo's email notifications allow users to receive notifications to their inbox for the following:

1. An inmate's voice (a target)
2. A called party's voice (a civilian target)
3. A person of Interest that was speaking (for example, suspected officer, or protective custody individual)
4. A word, phrase, or topic
5. A Combination alert that could include
 1. An Inmate's voice
 2. In a particular language
 3. That said a certain word, phrase, or discussed a certain topic



These associations are generated through Echo's unique search/word coach capability, its cutting-edge AI, and simple and intuitive scheduling of reports.

Users can determine whether they want the alert in near real time (as soon as it happens) or whether they would prefer to have the alert delivered on their own time.

A screenshot of a web-based configuration interface. It has a light gray background with a white panel containing various settings. The settings are grouped into sections: 'Search Criteria:' with a text input field containing 'KWS-Blue'; 'Date Range:' with a dropdown menu showing 'Previous Day'; 'Schedule:' with a dropdown menu showing 'Every Week'; 'Scheduled Time:' with a dropdown menu showing 'Monday' and two time input fields showing '08' and '00'; 'Output:' with a dropdown menu showing 'PDF'; and 'Delivery:' with a dropdown menu showing 'Email'. A green 'SAVE' button is at the bottom left of the white panel. A close button (X) is in the top right corner of the panel.

Argus Echo is currently deployed in over 300 facilities, **processing hundreds of thousands of calls each day**, tens of millions of minutes per month.

Every single completed call can be processed through Echo, identified and transcribed/indexed for searching. Working alongside our partners, the system has an integrated workflow module that is able to assign calls for monitoring to its investigative partners.

Iris Case Reporting, Intelligence Management & Evidence System

Iris (formerly known as CRIMES) offers the first and only solution in corrections designed by investigators for investigators to manage their cases and evidence. Iris is the only case management software used by every division within the facility with the potential to have fully integrated Voice Biometrics using the Echo feature.

The Iris software allows investigators to quickly and efficiently handle their workload, investigate, and then close cases, **following the operating procedure for corrections.**

Iris is also the **first and only solution** to bring together all the divisions within the Agency. Users of Iris include: the Office of the Inspector General Investigation Unit, Human Resources, PREA Administrators, Legal, Division of Adult Institutions, and Probation and Parole all with their **respective modules/categories sharing and using the same data.** From the Request for an Investigation to the prosecution of a case, Iris provides users the tools to maximize their resources in conducting investigations. The sharing of information across divisions cuts down previous barriers to communication and ensures the Agency is working at its maximum potential.

Key Benefits

- **Reduce litigation** exposure of complaints submitted against the Agency
- Manage an **unlimited number** of facilities, buildings, subjects and events with ease
- Create **custom and relevant reports** with no programming skill required
- **PREA compliance** made easy – evidence, audits, SSV forms all in one place
- Manage sensitive information in the **Virtual Review Room**

Comprehensive and Complete Case Management

Most case management solutions offer basic tracking of cases. Iris is the only tool to offer a true comprehensive Case Management Solution (CMS). Iris Includes:

- **Event Management** – Create an unlimited number of events. The user is only presented with the fields and controls relevant to the type of event he/she is creating ensuring maximum accuracy and efficiency.
- **Subject Management** – Place subjects in three distinct categories; People, Staff, or Organizations. Link Victims/Perpetrators to organizations or other people all through the click of a mouse.
- **Evidence Management** – Add pictures, video, documents and other electronic files to the event as well as to the subjects or events.
- **Comprehensive Drill Down Reporting** – Powerful, customizable, and scalable reporting engine that includes predefined and self-service ad hoc reporting. Report authors can create highly formatted reports that provide Agency personnel with a clear vision of incidents, events and subjects, both inside and outside the facility walls along with a journal of actions conducted by users as they interact with Iris. These charts allow the investigator to quickly find the information they are looking by “drilling down” on each category to the level of interest. Charts provided include, but are not limited to, the following information:
 - o Events of interest: PIN sharing and multi-speaker inmate calls
 - o PIN abuse by inmate
 - o Results system-wide (or specific to a facility or other physical location)
 - o Ability to schedule reports to be delivered at a specified timeframe



PREAPRO Module – Designed from the ground up to exceed the Agency’s PREA Reporting requirements, this module allows users to create, track, manage, and report on all PREA activities within the prison. Additionally, users can generate and submit their PREA Form in the approved Agency format all with the click of a button.

- PREA Case Workflow – contains all relevant information to comply with SSV and audit requirements
- Integrated PREA Reports – PREA-specific reports with track changes and comments
- PREA Hotline Integration – With Echo, automatically creates entries with transcribed recordings
- PREA Case Download – template to organize your PREA case for electronic submission to prosecutor or other users
- Real-Time Notifications – notifications of PREA allegations received and tracked instantaneously

Unmatched Security Restrictions – Control the purging of events. Limit access to information through comprehensive and unmatched administrative privileges.

WorkFlow Management – Iris allows investigators to quickly and efficiently handle large volumes of calls of interest by assigning the workload to their team using built in criteria. The purpose of the workflow management module is to enable an authorized user (Admin or otherwise) to schedule the distribution of Iris results (events) to first-level investigators to investigate the call recording for actionable intelligence. Such authorized user(s) will have the ability to configure the system to automatically distribute call events across multiple groups and/or users. Additionally, it is possible for the authorized user to override the default schedule, once established, to redistribute workload based on resource availability and client requests to focus investigative efforts on one facility or housing unit, or other criteria.

Workflow > Schedule

Task

Location:

By PIN Number:

Destination Number:

Assign Task

PIN Sharing: ☐

By Inmate Voice:

Hotlist:

(CTRL+Click for multiple selections)

Inmate to Inmate: ☐

By Civilian Voice:

ID	Task Name	Creation Date	Group	User
1	testing	06/01/2015		Andy Horton
2	Inmate	05/26/2015		Andy Horton
3	#Test	05/26/2015		Robert Sterling

EXHIBIT G

Service

4. SERVICE

4.1 Disaster Recovery Plan

- 4.1.1. Vendor shall detail its Disaster Recovery Plan (DRP). This plan should provide Vendor processes, policies and procedures relating to the recovery of services and data requirements as specified in this RFP preceding and/or following a natural or human-induced disaster and attach as **Vendor Exhibit 2 – Disaster Recovery Plan**. The DRP shall address Vendor’s recovery processes following a natural or human-induced disaster for the following scenarios:
 - 4.1.1.1. A localized event affecting only Vendor’s facilities, infrastructure, and personnel;
 - 4.1.1.2. A localized affecting only County’s facilities, infrastructure, and personnel; and
 - 4.1.1.3. A broad geographic event affecting both Vendor and County.

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

ICSolutions has provided the required information in the Vendor Exhibit specified above.

4.2 Customer Service

- 4.2.1. Specific mandatory requirements are outlined in **Exhibit E, (Customer Service)**.
- 4.2.2. **Customer Service Provided to County**
 - 4.2.2.1. Vendor shall provide County with the escalation procedures for handling customer support issues including, but not limited to, maintenance, outages and reporting issues for the ITS and VVS. Procedure description shall include the contact names, contact numbers, email addresses and level of authority for the person(s) responsible for escalated issues. Vendor shall provide the on-site response time, priority levels and escalation schedule for emergency outage/service issues at and/or related to the Facilities and attach as **Vendor Exhibit 3 - Service Escalation Matrix** in the order outlined in **Submittals, Order & Format** of this Main RFP.
 - 4.2.2.2. Vendor shall describe its detailed approach to routine and emergency maintenance and attach as **Vendor Exhibit 4 - Maintenance Policies and Procedures**.
 - 4.2.2.3. Vendor shall provide a synopsis of all ITS, VVS and Tablet outages lasting longer than 6 hours in a single day for the past 6 months. Include reason and outcome of the outage.
 - 4.2.2.4. A response indicating this information is confidential and/or proprietary will be considered an Exception.

ICSolutions Response:

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

ICSolutions has provided the required information in the Exhibits specified above. ICSolutions has not had an outage lasting more than 6 hours in the last 6 months.

4.2.3. **Customer Service Provided to Public/End Users**

- 4.2.3.1. Provide information regarding Vendor's processes for handling inmate/end-user service matters for any of the inmate communication services specified in this RFP.
- 4.2.3.2. Describe procedure(s) for handling inmate/end-user complaints including the contact options available for end-users to request assistance from Vendor;
- 4.2.3.3. Indicate whether Vendor's customer service center defaults to an Interactive Voice Response (IVR) or a live customer service representative;
- 4.2.3.4. The hours during which live customer service representatives are available to speak with end- users via telephone;
- 4.2.3.5. Indicate the average on-hold time to reach a live representative;
- 4.2.3.6. Describe procedure(s) for handling inmate or end-user refund requests and the timeframe for completing such requests; and
- 4.2.3.7. Specify the location of Vendor's customer service center(s).

ICSolutions Response:

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

ICSolutions' live customer service will continue to be available 24 hours a days, 365 days a year. Through our toll-free call center, customers are connected to our knowledgeable customer service representatives who can help with billing questions, account setup, account status, payments, and more. Our customer service representatives offer multi-lingual assistance, including both English and Spanish. We invite the County to contact us anytime to compare ICSolutions' service to our competitors.

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

Customers who dial our toll-free telephone number are connected first to an IVR, which allows them to select an option to add funds to an existing account via the automatic system. For all other services, live customer service representatives are always available and can be accessed by dialing a single digit. We have found that offering all customers access to a live agent provides for superior one-on-one service at no cost. Alternatively, customers can email our agents at their convenience, and obtain either support via email or through a live agent responding to the initial email.

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

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

- **Average Queue Time** = 90 seconds
- **Ability to Reach a Live Operator** = live operators are available 24/7; caller can press "5" at any time to reach an operator
- **Resolution Time** = 98% resolved on first call, with average talk time of 3 ½ minutes
- **Supervisor Access** = supervisor available 24/7; immediate transfer upon customer request

All ICSolutions personnel, including all customer service and technical support centers, are located within the United States. ICSolutions does not outsource any of our services to international call centers or other offshore personnel. ICSolutions' primary Customer Service call center is located in Billings, Montana. Additional highly trained, specialized service staff in our San Antonio service center is available to handle issues that require escalation.

Customer Service for Prepaid Account Holders

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

Refund Requests

Customers may contact our Customer Service Center toll free number 24 x 7 x 365 to request a refund. A live, bi-lingual operator will be available to assist with prepaid account issues any time of day. The customer service agent processes the refund in real time, and if the original payment was made via debit or credit card, the refund will be applied back to that customer's credit or debit card in real time. ICSolutions routinely processes refunds to the account for remaining Prepaid account balances and/or debit account balances at the time of account closure. Prepaid account balances expire after a period of 6 months with no activity of any kind. Following the termination of the Agreement, ICSolutions will refund the entire remaining balance of any prepaid accounts to the account holder.

Refunds for inmates will continue to be processed in real time as soon as the inmate is released. When a separate Debit account is used, any remaining funds are returned in real time to the Trust Account.

4.3 Maintenance

- 4.3.1. Mandatory Equipment and Installation requirements applicable to all systems are outlined in Exhibit E, (General Installation Requirements).

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

EXHIBIT H

Financial Transparency

5. FINANCIAL TRANSPARENCY

5.1 Validation

5.1.1. VVS

- 5.1.1.1. Specify Vendor's process for restricting visitors for any fraudulent activity or credit card chargebacks.

ICSolutions Response: Read and Agree. In regard to video visitation, chargebacks do not apply to onsite visits, as there is no charge. However, both onsite and remote visitors can be suspended for any other type of fraudulent or questionable activity, as described below. From a funding perspective, remote visits usually have a charge, as so once funds are depleted from their prepaid account, they will not be able to add any more money until the chargeback has been resolved.

Visitor Restriction and Suspension

THE VISITOR has a highly flexible visitation schedule that will accommodate complex visitation rules and policies that vary based on multiple criteria, such as visitor restriction. Additionally, authorized staff can terminate visits or suspend an inmate's or visitor's visitation status and anytime. Authorized users can set start and end dates for a visitor's suspension via the below screen:

Account Suspension: Test, Online (ics)

This account is not currently suspended

Suspension History
Error getting suspension history: undefined

Future Suspensions
Error getting planned suspensions: undefined

Apply New Suspension / Ban

Suspend This Account: ☒

Lifetime Ban: ☐

Planned Start Date:

Planned End Date:

Suspend Note:

Save Close

Visitor Suspensions

5.1.2. **Tablets**

- 5.1.2.1. Specify Vendor's process for capturing any orders for the device, media or communication.
- 5.1.2.2. Confirm the timeframe for processing inmate orders and making the purchased media or communication available to the inmate.
- 5.1.2.3. Detail Vendor's process for validating the inmate's available balance at the time of purchase request.

ICSolutions Response: **Read and Agree with Requirement 5.1.2. and all its subparts.** Once the inmate goes into his/her paid profile, they have instant real-time access to all paid streaming services at the rate of \$0.05 per minute. Inmates can instantly access free services like commissary ordering, education, and grievances at any time merely by logging into an available tablet. Therefore, no subscription is required to access the tablet services.

The inmate's current account balance is displayed at the top of the screen each time he or she logs into a tablet, providing constant real-time validation of the available balance before and at the time of a purchase request. The inmate is also notified any time his/her account balance reaches \$1.00 or less.

5.2 **Available Options**

5.2.1. **ITS – Calling Options**

- 5.2.1.1. Vendor must specify its process for maximizing call completion especially for calls that would otherwise be blocked because cell phones and other unbillable issues. Vendor shall also identify the average percentage of calls that fail validation because cell phones and unbillable issues.

ICSolutions Response: **Read and Agree.** In addition to Collect calling directly billed to qualified called parties, ICSolutions proposes our Family First Prepaid Collect (called party prepaid), Call Center Debit, and DIRECTLINK CARDLESS Debit for the County. These programs allow payment alternatives, call expense budgeting, and calling options for numbers that may not accept traditional collect calls, such as cell phones. We have provided a high-level overview of these calling options below.

On average, the percentage of calls that do not pass validation because of CLEC, cell phones, and unbillable issues can be up to 75%, or even higher. This average varies based on geographic location, and it is due in large part to the proliferation of cell phones in the United States, since 100% of cell phones are considered unbillable for purposes of Collect calling. Fortunately, all of these calls can be completed using our prepaid calling options. Across our client base, roughly 90% of all calling is processed using some form of prepaid calling.

❖ **Family First Prepaid**

ICSolutions' Family First Prepaid program targets those customers whose calls are blocked due to carrier billing limitations. As with standard collect calling, the called party pays for these calls. Coupled with a short complimentary call, Family First allows short-term inmates to make calls immediately to facilitate their release and provides a communications avenue to friends and families of long-term inmates. **Family First Prepaid results in higher revenues and fewer complaints** by allowing calls to telephone numbers that might be blocked by your current vendor.

The ICSolutions advantage is real-time access. When a call is placed to a number that would be blocked for billing reasons, the called party is provided with the option for immediate access to our live Customer Care Call Center to establish billing arrangements. Typically, an account is established in 15 minutes, and

inmate calling access is immediately allowed. ICSolutions has found that connecting friends and family members to a live agent on the first call attempt is more effective than having them go through the process using an automated system. Since this is the first time many of these individuals are receiving inmate calls, it is beneficial for them to speak with one of our knowledgeable live agents who can inform them of all the options that are available to them and answer any questions they may have.

Only ICSolutions' Prepaid program includes proactive outreach and account set-up efforts and live Customer Care call center professionals available 24x7x365. This support enables ICSolutions to create more accounts and complete more inmate calls than any other prepaid calling program.

❖ **Call Center Debit**

ICSolutions is also proud to offer our Call Center Debit program, which allows inmates' loved ones to fund an account associated with a specific inmate's PIN. Once the account is funded, the money belongs to the inmate and is tied to that inmate's PIN, so the inmate can use these funds to call any allowed telephone number. Upon the inmate's release, refunds are handled by ICSolutions call center.

❖ **DIRECTLINK TRUST Inmate Debit**

ICSolutions is a Keefe company; therefore, since Yolo County uses Keefe Commissary Network (KCN) Banking, ICSolutions can guarantee a *unique integration between your inmate phones and banking systems*. The ENFORCER is equipped with a web-service interface to the KCN Banking system for real-time secure access to inmate trust funds. This web service interface allows the inmate to directly access funds in their trust account to pay for individual Debit calls.

Once the inmate passes the PIN verification step, The ENFORCER will offer the inmate the option to place a Collect Call or Debit call. If the inmate selects a Debit call, The ENFORCER will calculate the maximum cost of this call, and if the inmate has sufficient funds to allow this call, the system will place a temporary lien on these funds. Once the call is complete, The ENFORCER will compute the actual cost of the call and the KCN system will deduct funds from the inmate trust account and remove the lien.

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

DIRECTLINK TRUST Inmate Debit can be a key factor in increasing inmate communication and the agency's commission earnings in facilities that use ICSolutions and KCN. In Belmont County, Ohio, for example, after taking over service from Securus, we *reduced the average call price by 68.7% and still more than doubled the County's monthly revenue!* **Our KCN-integrated DIRECTLINK TRUST Inmate Debit was a key component of our solution** to improve communication opportunities, service, and value for inmates and their loved ones. And DIRECTLINK TRUST is available *only from ICSolutions!*

- 5.2.1.2. Relative to prepaid collect, specify the timeframe for a prepaid account to become inactive. Vendor shall state whether the timeframe is configurable.

ICSolutions Response: Read and Agree. Prepaid collect account balances typically expire after a period of 6 months with no activity of any kind. However, ICSolutions can work with the County to implement the desired refund process, if any configuration changes are requested.

5.2.1.3. Describe the refund process including how a refund should be requested and the timeframe associated with processing a refund.

ICSolutions Response: Read and Agree. ICSolutions routinely processes refunds to the account for remaining PrePaid Collect account balances and/or debit account balances at the time of account closure. Following the termination of the Agreement, ICSolutions will refund the entire remaining balance of any prepaid collect accounts to the account holder.

Customers will continue to contact our Customer Service Center toll free number 24 x 7 x 365 to request a refund. A live, bi-lingual operator will be available to assist with prepaid account issues any time of day. The customer service agent processes the refund in real time, and if the original payment was made via debit or credit card, the refund will be applied back to that customer's credit or debit card in real time.

ICSolutions routinely processes refunds to the account for remaining PrePaid Collect account balances and/or debit account balances at the time of account closure. Following the termination of the Agreement, ICSolutions will refund the entire remaining balance of any prepaid collect accounts to the account holder.

5.2.1.4. Specify the minimum amount required on a prepaid collect account to complete a call.

ICSolutions Response: Read and Agree. A call will be completed as long as the prepaid or debit account has sufficient funds to allow a 1-minute call.

5.2.1.5. Describe in detail what happens when an inmate attempts a call to a prepaid collect account that has insufficient funds.

ICSolutions Response: Read and Agree. If account funds are insufficient to pay for the first minute of the call, the call recipient is informed of his/her balance and given the opportunity to connect immediately to Customer Service to deposit additional funds. For a prepaid account with an insufficient balance, the called party hears:

- *"Your account balance is (dollars and cent remaining in their prepaid collect account)*
- *This balance is not enough to allow this call to be completed. Please contact Inmate Calling Solutions at 888-506-8407. Please press or say 0 to be transferred to Inmate Calling Solutions at 888-506-8407."*

For a debit account with an insufficient balance the inmate will hear:

- *"Your account balance is (dollars and cents in his debit account)"*
- *"The cost of this call will be an operator charge of (dollars and cents for the operator fee) plus (dollars and cents) for the first minute and (dollars and cents) for each additional minute excluding taxes and other applicable fees"*
- *"The time limit is (the facility-imposed time)*
- *"You do not have sufficient funds. Goodbye."*

All call prompts can be customized according to the County's specific requirements.

- 5.2.1.6. Relative to prepaid cards, specify the process for allowing access to unused funds once an inmate is released.

ICSolutions Response: Read and Agree. If prepaid cards are used, inmates are able to send the prepaid card back to ICSolutions, along with their mailing address and telephone number. Refunds will be issued via check and mailed to the address supplied by the inmate.

- 5.2.1.7. Relative to debit accounts, describe the process for accommodating real-time refunds.

ICSolutions Response: Read and Agree. Since ICSolutions is offering Yolo County our unique DIRECTLINK TRUST debit calling option, whereby the inmate is able to pay for calls using funds directly from their trust accounts, no separate debit account refund is required. Trust Account refunds can be accommodated in real-time using the proposed Secure Release debit release cards from KCN / Access Corrections, described earlier in this **TECHNICAL PROPOSAL**.

- 5.2.1.8. Describe billing options available to professional called parties such as attorneys and bail bondsmen in the event they cannot receive collect calls.

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

5.2.2. **VVS – Available Applications**

- 5.2.2.1. Vendor shall specify if additional/external applications, text or information, as approved by County, can be added to the VVS and displayed on the video visitation station(s).

ICSolutions Response: Read and Agree. Yes, text or information approved by the County can be added to the VVS and displayed on the video visitation stations. THE VISITOR can host any documents the County would like to display and can also be used to broadcast messages to the inmates.

Additionally, THE VISITOR can also interface with any third-party system to allow streamlined processes for inmate information, commissary ordering, media content delivery systems, etc.

The video visitation stations can serve as an inmate kiosk when not in use for visitations, which saves valuable facility staff time and streamlines processes such as commissary ordering and grievance filing. THE VISITOR is a module of THE ENFORCER, which features an Open Standards architecture that allows it to easily integrate with other Jail systems. THE ENFORCER can accept data in virtually any format, affording it great flexibility in interfacing with other vendors to automate the flow of information at the Jail across multiple systems. We have implemented hundreds of real-time Web service integrations, as well as batch processes using FTP and sFTP, incorporating XML and CSV data exchange protocols with inmate commissary, banking / trust account systems, JMS and/or VINE systems for many of our clients. These integrations allow us to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities.

Below are just a few of the interfaces that we are commonly requested to provide. Other interfaces are available and can be created at no cost to the County. For example, if the County subscribes to inmate services, such as employment search software, ICSolutions will be happy to develop an interface to enable inmates to use the application on the inmate's multi-functional vPhone video stations via a third party button.

- **Inmate Phone Calling App:** Because THE VISITOR is a module of THE ENFORCER, the inmate vPhone video station allows inmates to place calls via a touchscreen on the kiosk. Calls placed through the inmate vPhone video station will have the same call control, investigative, administrative, reporting, recording, monitoring, and restriction settings that are applied to calls placed over the inmate phones.
- **Resident Portal with Data from JMS Integration:** Because THE VISITOR is a module of THE ENFORCER, the JMS integration with the ITS also updates the data and restrictions necessary for THE VISITOR. THE ENFORCER is interfaced with the current Jail Management System (JMS) provider to ensure that its database has the most up to date list of all inmates, their location within the facility, and their current visitation privilege status. Leveraging this interface, we also retrieve any restrictions the inmate may have and any visitors which are not allowed to visit with that inmate. This interface also enables inmates to use the video visitation station as a **Resident Portal**, whereby they can view general facility information, such as handbooks, as well as inmate-specific information, such as scheduled visitations, court dates, and release dates.
- **Documents:** Ability for the facility to upload and share documents via the video visitation units. Documents can also require acknowledgment by the inmate, if desired by the County.
- **Commissary Ordering through Interface with Commissary:** The inmate's multi-functional vPhone video stations are capable of interacting and sharing data with commissary applications to allow inmates to login to his account, check the inmate information provided by the County or available within THE ENFORCER (such as call data, account balances, etc.), as well as check the status of that account and place an order for any commissary product or service provided by the current or any future commissary service provider. This eliminates the need for the facility to provide additional specific-use inmate/commissary kiosks separate from the video visitation stations. We currently have commissary interfaces in place with KCN Edge, Cactus, and Swanson, but can work with other providers as well.
- **Interface with a Current or Future Law Library Research Service:** THE VISITOR and its video visitation station is capable of interfacing with the current or future law library research system to give inmates the option to research the law from the inmate video visitation stations. This would eliminate the need to transport an inmate to a dedicated terminal in order to search the database. ICSolutions currently has third party buttons in place for Casemaker Law Library, as well as Legal Research Associates Law Search for legal requests.
- **Access to Grievance Filing / Medical Request Applications:** THE VISITOR video visitation system includes the capability to interface with the current or future inmate request system to serve as a portal to permit an inmate to file a grievance, request an appointment with a medical professional, even file information as to criminal activity in the housing pod.
- **Scanned Mail Application:** The vPhone can also interface with a third-party scanned mail application to display scanned mail to the inmate using the vPhone video visitation kiosks.

5.2.3. **Tablets – Available Applications**

5.2.3.1. Vendor shall provide a list of all available applications, features and functionalities available on Tablets.

ICSolutions Response: Read and Agree. THE BRIDGE wireless tablets were created exclusively for the corrections environment. Using cutting-edge technology, inmates use hardened handheld tablets through our secure wireless network as multimedia communications devices. Our proposed solution allows mobile communication and features for inmates on THE BRIDGE tablet while still providing the safety and security protocols required in a corrections environment. The tablet allows ICSolutions to provide inmate access to secure phone calling, inmate services, music and media content, facility and informational documents, and educational content, as well as other communication products such as inmate messaging. Our proposed solution provides monitoring, reporting, and security protocols and more.

As a part of THE BRIDGE wireless tablet solution, ICSolutions can provide several applications to be used by inmates from the tablet touchscreen. Our solution allows mobile communication and features for inmates on THE BRIDGE tablet while still providing robust safety and security protocols. The tablet allows ICSolutions to provide inmates access to phone calling, inmate services, music and media content, facility and informational documents, educational content as well as other communication products such as messaging.

THE BRIDGE tablet solution can deliver access to the following applications **at no cost:**

- **Inmate Calling** (Using the inmate telephone platform. *Standard calling rates apply*)
- **Documents & Facility Info** (Inmate & facility information documents, incl. PDF, w/ photo acknowledgement feature)
- **Inmate Grievance App** (Inmate complaints & concerns)
- **Inmate Request App** (Inmate information and program requests)
- **Commissary App** (Commissary ordering)
- **Law Library Access** (Inmate access to requested state/federal law information)
- **Account Info** (Inmate trust account balance & recent activity access)
- **Contacts** (Inmate's contacts who have accepted an invitation for communication)
- **Edovo Core** (FREE and UNLIMITED access to premium educational content)
- **Basic Education App** (Basic educational programs such as Khan Academy & CareerOneStop)
- **Learning Management System** (Comprehensive educational content management)
- **E-Books Service** (Access to authorized digital books including religious and self-help)
- **Help** (A collection of Help and FAQ materials)
- **Dictionary** (Merriam-Webster or Oxford Spanish-English translator)
- **Calculator** (Basic function calculator)

The following services are offered to the inmate at a cost of 5¢ per minute:

- **Audiobooks** (A library of approved audiobooks)
- **Podcasts** (A library of approved episodic audio files)
- **Movies/Video On-Demand** (Allows inmates to watch movies and video features)
- **Music Videos** (A collection of music videos curated for the corrections environment)
- **Streaming Music** (Provides inmate access to a world of music and radio)

- **Games Center** (Access to authorized games)
- **News & Sports Content** (Secure access to a selection of entertainment RSS feeds)
- **Photo Gallery App** (Allows inmates store photographs)

The following services are offered at a per-message price to the sender:

- **Messaging / Photo Sharing** (Bi-directional electronic messaging and inbound photo sharing)
- **Video Messaging** (Allows friends and family to send short video messages to County inmates)
- **eCards** (Allows friends and family to send electronic greeting cards to inmates)

And this optional service is offered at a per-minute price:

- **Visit Now Video Visitation** (Optional on-demand video calling using a wall-mounted tablet)

For additional information regarding the available tablet applications, please refer to **EXHIBIT F: CORE TECHNOLOGIES**.

5.3 End-User Payment Options

- 5.3.1. Provide a detailed description of all payment/deposit methods and the process for applying payments for the purpose of any of the inmate communication services specified in this RFP.
- 5.3.2. Describe the process by which end-users can make pre-payments for a specific phone number, prepaid collect account or inmate account for any of the inmate communication services specified in this RFP.
- 5.3.3. Indicate the timeframe it takes for funds to post and become available for use by the inmate or end- user/visitor.
- 5.3.4. Describe how taxes and fees are applied to all payments.

ICSolutions Response: Read and Agree. Our Family First Prepaid Inmate Communications account provides friends and family members with several convenient and easy ways to pay for both inmate calls and remote video visits. Credit and Debit Card payments can be made 24/7/365 and will be posted in real time using our Toll-Free Customer Service Line or our user-friendly Website.

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

Prepaid accounts accept the following payment methods:

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

End User Prepayments: End-users can prepay for calls by setting up a Prepaid account with ICSolutions. End-users can deposit funds into an inmate debit account using our Call Center Debit option. These features are described below.

Prepaid Account: Prepaid Collect customers set up a Family First Prepaid account, which allows them to deposit money to fund future calls to **the telephone number associated with their account only**. Deposits can be made via the phone or web using a credit or debit card, through Western Union, or by mailing in a check or money order.

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

The ICSolutions advantage is real-time access. When a call is placed to a number that would be blocked for billing reasons, the called party is provided with the option for **immediate access to our live Customer Care Call Center** to establish billing arrangements. Typically, an account is established in 15 minutes, and inmate calling access is immediately allowed.

Inmate Accounts: ICSolutions' offer for the County includes DIRECTLINK TRUST Cardless Debit, whereby the inmate can use funds directly from his/her trust account to pay for calling to any County-approved telephone number. Inmates are also able to utilize their trust account funds to pay for their tablet services.

Tablet Services: When inmates make tablet-based purchases, those funds will be deducted from the inmate's trust account. Friends and family can fund tablet-based services (such as messaging) online or over the phone with any major credit card or via a mobile app.

Taxes: ICSolutions utilizes the BillSoft EZTax software package to calculate the applicable taxes, either at the time of sale, or as calls occur, depending on the service. The EZTax software uses a combination of the "paying party" plus the points of service provisioning to determine the appropriate jurisdiction and tax amount. In conjunction with month-end processing, the EZTax engine will generate a tax liability file and transmit this file to Tax Partners, which serves as ICSolutions' tax compliance vendor. Utilizing the EZTax file, Tax Partners will prepare the necessary tax filing documents and remit the taxes to the appropriate authorities. For any Collect services, taxes are calculated and applied by the local exchange carrier at the time of bill rendering and remitted by ICSolutions clearinghouse vendor.

ICSolutions is proud of our history of pricing and revenue transparency. Please note that The ENFORCER® platform enables authorized facility staff to view the price charged for each call, **including a breakdown of every applicable tax**.



**Multiple Account Funding
Options**

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

EXHIBIT I

Vendor Information

6. Vendor Information

6.1 Vendor Documentation

- 6.1.1. Vendor shall supply the following information and attach as **Vendor Exhibit 5 - Vendor Documentation** in the order outlined in **Required Submittals, Order & Format** of this RFP document.
- 6.1.2. **General Company Information.** Vendor shall provide an introduction and general description of Vendor's background, nature of business activities and experience in providing the services addressed by this RFP and if Vendor is the subsidiary of a larger corporation, describe the relationship as well as the extent to which the parent company is financially obligated to uphold the commitments made by Vendor. Vendor shall include the following details:
 - 6.1.2.1. Date organized to provide the proposed work scope.
 - 6.1.2.2. Corporate background and depth of support.
 - 6.1.2.3. Number of employees.
 - 6.1.2.4. Number of years doing business.
 - 6.1.2.5. Describe Vendor's organization and include an organizational chart.
- 6.1.3. **Required Documentation**
 - 6.1.3.1. Documentation that Vendor is registered to do business in the State of California.
 - 6.1.3.2. Documentation that all necessary requirements of the California Public Utilities Commission (CPUC) and the Federal Communications Commission (FCC) for the inmate communication services are met.

ICSolutions Response: **Read and Agree with Requirement 6.1 and its subparts.** For twenty years, since our formation in 2002, ICSolutions has provided inmate telecommunications services in correctional environments, expanding and improving our technology to meet the evolving needs of our clients. ICSolutions has established a 99% contract renewal rate. Our management team includes experienced industry veterans supported by a diverse staff of technical and operational personnel. ICSolutions is headquartered in San Antonio, Texas, and has numerous regional offices nationwide. Moreover, our field technicians and site administrators are stationed across the country to better meet our clients' needs.

ICSolutions is wholly owned by Keefe Group, LLC - the nation's largest commissary provider. Keefe Group has been **serving the corrections industry for over 40 years**. ICSolutions and Keefe Group have worked in tandem since 2010, utilizing our financial resources to strategically expand operations and developing supply-chain relationships to benefit our clients. Through this partnership, ICSolutions remains committed to Research and Development to continue to improve our services. Our commitment to providing state-of-the-art equipment for clients is demonstrated by our **ongoing and free system upgrades**, released approximately every quarter and conducted remotely (so there is no need for any onsite disruption).

Across the U.S., ICSolutions currently provides our ENFORCER calling system and outstanding customer service to more than 500 individual facilities, making up more than 275 agencies that serve approximately

350,000 inmates. Agencies using THE ENFORCER range in size from small city, county, and regional facilities, to ten (10) large state DOCs housing as many as 42,000+ inmates. ICSolutions also supplies our inmate phone services under a 15-year contract with the nation's largest correctional agency, **the Federal Bureau of Prisons (FBOP), housing 140,000 inmates.** The FBOP sets the strictest standards in the nation for inmate calling services. Before, during, and after the FBOP's installation, THE ENFORCER has been subjected to many rounds of thorough testing to ensure its features operate to spec and its security is beyond reproach.

In addition, ICSolutions has successfully installed 4,000 video visitation units at more than 200 sites serving nearly 76,000 inmates and has deployed tablet solutions in about 100 client facilities, supporting nearly 44,000 inmates using 19,000 tablets.

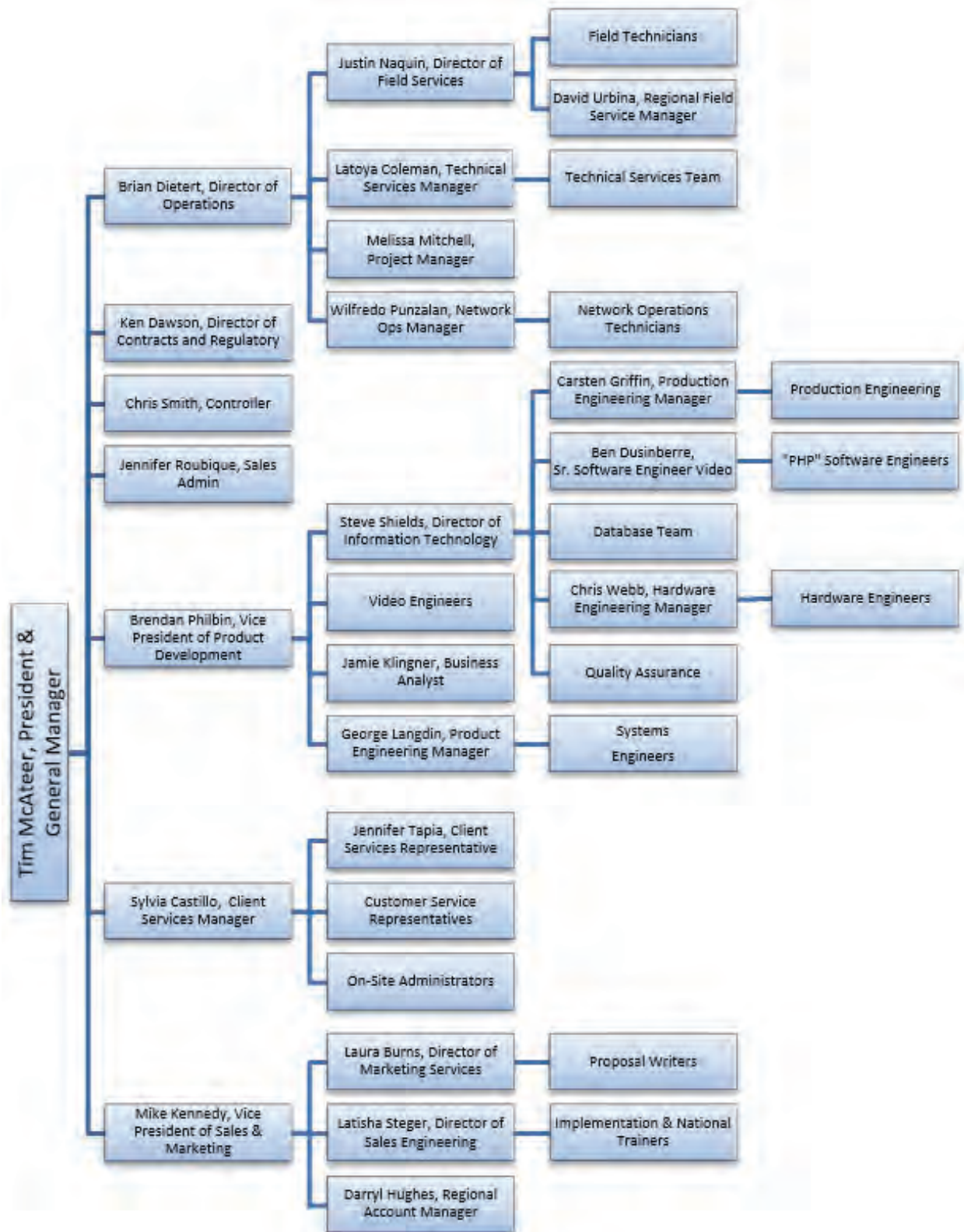
ICSolutions has more than 150 employees dedicated to the development, installation, maintenance, and service of THE ENFORCER inmate telephone system. The professional team involved in the duties and ongoing management of service for Yolo County comprises experienced ICSolutions personnel for our Client Services, Installations & Operations (Technical Support), and Technology Development teams, including your Project Manager. Full résumés for these key personnel have also been included in **EXHIBIT 7: VENDOR PERSONNEL & RÉSUMÉS.**



ICSolutions By The Numbers
The ENFORCER®

500+ Correctional Facilities Served
28,500+ Inmate Telephones Deployed
350,000 Inmates Served
45+ Customers with 1,000+ Inmates

Organizational Chart



Required Documentation

All other required documentation, including our license to do business in the state of California, our CPUC and FCC documentation, has been included in **EXHIBIT 5: VENDOR DOCUMENTATION**, as required.

6.2 Vendor Financial Statements- (Vendor must upload this section separately from rest of proposal)

- 6.2.1. Vendor shall supply the following information as a separate attachment from the rest of vendors proposal submission and attach as **Vendor Exhibit 6 – Vendor Financial Statements**.
 - 6.2.1.1. Vendor’s current annual financial report and its 2 most recent Dun and Bradstreet or similar reports.
 - 6.2.1.2. If Vendor has operated under a different name, or affiliate, in the past 3 years, provide names, dates, addresses and state where incorporated.
 - 6.2.1.3. If Vendor has participated in an acquisition or merger in the last 6 months, provide information about the acquiring company or the company to be acquired and information regarding the stage of negotiations.
 - 6.2.1.4. A synopsis of any and all inmate communications (ITS, VVS, Tablets) RFP or contract related protests in within the last 3 years. Include location and outcome of the protest.
 - 6.2.1.5. A synopsis of any and all litigation(s) within the last 5 years where Vendor or Vendor’s ITS, VVS or Tablets was a party. Include venue, style of case and status of litigation.

ICSolutions Response: **Read and Agree with Requirement 6.2 and its subparts.** For our audited Financial Statements and Dun and Bradstreet reports, please refer to **EXHIBIT 6: VENDOR FINANCIAL STATEMENTS**. Inmate Calling Solutions, LLC (dba ICSolutions) is a Limited Liability Company. We have been operating under the name Inmate Calling Solutions since the company’s formation in August of 2002.

Mergers/Acquisitions: ICSolutions has not participated in a merger or acquisition within the last 6 months.

Protests: ICSolutions has submitted the following protests in the past three years:

Protests of Contract Awards

Iowa DOC (hearing held September 17, 2020) – The Iowa DOC issued an RFP for bids on licensing a phone system for the Iowa Communications Network (ICN) to use as the inmate telephone service (ITS) provider in a re-seller type of agreement, whereby the State of Iowa pays the ITS provider a flat monthly fee for processing calls, but the ICN would remain the lawful phone service provider, as registered with the FCC. As the primary phone service provider, the ICN would set the rates and collect funds from the consumers for the calls. While the RFP had more than 400 requirements for the provision of ITS and tablet services, with the ITS service requirements requiring service with the ICN being the primary ITS provider, Securus submitted a bid for the more common outsourced / consignment style contract with offerings of commissions, as opposed to a financial offer of a flat fee for providing service. Securus needed to take nearly 45 exceptions to the RFP requirements to submit such a bid. Securus won the award, which ICSolutions protested on the basis that the scoring of the proposals was erroneous to have awarded more points to Securus for submitting a proposal on a system that failed to meet the RFP requirements. The Iowa protest process automatically converts protests at the State-level into a case to be heard before an Administrative Law Judge.

Stearns County, MN (submitted December 13, 2019) – On October 2, 2019, the County issued two separate and independent requests for proposals: (1) Request for Proposals for Inmate and Payphone Professional Services for Stearns County Jail ("ITS RFP"), and (2) Request for Proposals for Inmate Video Visitation Services for Stearns County Jail ("VVS RFP"). On December 10, 2019, the County emailed bidders that it intended to award both contracts to HomWav, LLC. ICSolutions submitted a protest of the contract award for only the ITS RFP on the grounds that (a) HomWav, LLC failed to meet the minimum experience requirements for ITS, (b) their references did not have the ITS services for the minimum required period of service, (c) their telephone services were not registered with the Minnesota PUC, (d) their commission offering necessarily combined the revenue from the separate VVS RFP, which was intentionally issued as a separate RFP by the County, and (e) HomWav, LLC's commission offer was based on the telephone volume usage increasing more than three times the existing usage, suggesting that the contract would likely allow HomWav to renegotiate the contract based on providing service at below cost. The County denied the protest on all grounds, finding the experience and reference requirements were not pass / fail, but rather were scored accordingly; HomWav is a VoIP provider and therefore exempt from the State rules for registration and federal rules for cost recovery, and the County did not intend to seek significant revenues from the system in any event. ICSolutions opted to not challenge the County's decisions.

Litigation: Inmate Calling Solutions, LLC d/b/a ICSolutions has been a named defendant in civil lawsuits filed by inmates during the past 5 years, but there have been no judgments against ICSolutions in any of these matters. Below is a summary of all litigation matters over the past 5 years that are related in any way to ICSolutions or ICSolutions' inmate telecommunications system:

1. Open litigation matters:

- a. **Case No. 21-3100-SAC-ADM, Kenneth D. Leek v. Kathryn A. Androwski et al (U.S. District Court, District of Kansas)** – Plaintiff alleges insufficient access to legal resources. ICSolutions was served the week of June 13, 2022. The Company will seek dismissal on summary judgement due to the lack of any stated claim.
- b. **Case No. 22ICN0001, ICSolutions v. Iowa Communications Network and Securus Technologies, Inc.** – Described above.

2. Inactive/historical litigation matters:

- a. **Case No. 2016 CA 1638, Versiah Taylor v. Florida Department of Corrections, et al, filed in the 2nd District Court for Leon County in Florida** – An inmate sued the Florida Department of Corrections, Office of Chief Inspector General, Keefe Group, Advanced Technology Group and ICSolutions, alleging that these parties infringed on trade secrets, trademarks, tradenames and intellectual property. The inmate claims that he invented the inmate email system, phone system and digital media system, and these ideas were stolen from him and sold to the Florida Department of Corrections' vendors, the named defendant companies, without his consent and without payment or compensation. It is important to note that ICSolutions is not the Florida DOC's ITS provider. A motion to dismiss for ICSolutions was granted on April 12, 2021. Note: This case is essentially the same parties and factual allegations of the federal lawsuit, Case No. 4:16-cv-00455, Versiah Taylor v. Florida Department of Corrections, et al, described below.

- b. **Case No. 3:17-cv-00366, Arthur Julius-Greene Beraha, formerly known as Travers A Greene, v. State of Nevada et al., filed in the United States District Court for the District of Nevada (Reno)** – An inmate filed suit against the State of Nevada, the Nevada Department of Corrections, Nevada Department of Corrections employees, ICS, Century Link and Embarq Payphone Services, Inc., alleging, in part, that telephone calls placed while incarcerated were intentionally dropped/disconnected in an attempt to improperly collect service fees associated with the telephone calls. ICSolutions denied the plaintiff's claims and filed a motion to dismiss, which was granted by the Court. Judgment entered in favor of ICSolutions on May 28, 2019.
- c. **Case No. 4:16-cv-00455, Versiah Taylor v. Florida Department of Corrections, et al., filed in United States District Court for the Northern District of Florida (Tallahassee)** – An inmate sued the Florida Department of Corrections, Florida Office of Inspector General, Castle, Keefe Group, Advanced Technology Group and ICSolutions alleging that these parties infringed on trade secrets, trademarks, tradenames and intellectual property. The inmate claims that he invented the inmate email system, phone system and digital media system, and these ideas were stolen from him and sold to the Florida Department of Corrections' vendors, the named defendant companies, without his consent and without payment or compensation. Upon initial review of the inmate's First Amended Complaint, the Court dismissed the complaint for failure to state a claim upon which relief could be granted. Judgment entered in this Court on December 5, 2017. The inmate then appealed the dismissal to the 11th Circuit Court of Appeals, case no. 18-10790. On September 11, 2018, the 11th Circuit Court of Appeals dismissed the appeal as being frivolous.
- d. **Case No. 1880cv00050, Donald P. Renkowic vs Hampshire Jail et al. (amended April 29, 2018)** – An inmate sued the jail facility, the Sheriff, and ICSolutions for violation of his right to privacy and an alleged right to make collect calls. ICSolutions supplies the telephone technology but does not administer its actual use by the inmates, which are under the supervision of the jail facility. Collect calling was discontinued at the facility in late 2017 due to local exchange carriers no longer offering billing services. The company filed a motion for summary judgment seeking dismissal, which was granted on June 13, 2018, and final judgment entered on August 1, 2018.
- e. **Case No. 217-2017CV-00590, Inmate Calling Solutions, LLC v The State of New Hampshire Department of Administrative Services and Global Tel*Link Corporation, New Hampshire, Merrimack Superior Court, Merrimack County, New Hampshire** – Global Tel*Link (GTL) included fees in a contract with the New Hampshire DOC which were expressly prohibited by the RFP, and ICSolutions requested the Court to review the lawfulness of the contract in light of this fact. Outside the filings with the Court, ICSolutions pointed out the discrepancy to the State and pointed out the number of transactions it could reasonably be expected to affect (more than 99.5% of payments), the cost of the fees using historical data of funding events (accounting for more than 50% of the total costs for prepaid calling), and that these fees would be a new cost to the customer since fees were not previously charged. Pursuant to a settlement agreement, the State and GTL amended the contract to remove the funding fees and ICSolutions agreed to voluntarily dismiss the case. The settlement agreement and stipulation for dismissal effectively closing the case was filed with the Court on May 17, 2018.

6.3 Vendor Personnel & Resumes

- 6.3.1. **Key Personnel.** Vendor shall supply resumes for all employees, consultants and subcontractors that will be working under the terms of this RFP and Agreement. All resumes are limited to 2 pages per resume. There is no limit on the number of resumes that the Vendor may submit. Vendor resumes shall include the following information provided as **Vendor Exhibit 7 – Vendor Personnel & Resumes**.
- 6.3.1.1. Vendor shall provide the names of Vendor’s employees, consultants, and subcontractors that will be involved in providing the requirements in this RFP and the Agreement using format of the **Table 1 - Vendor Key Personnel** below.
 - 6.3.1.2. Each shall contain the name, position, qualifications, certifications, years of experience, and educational background information.
 - 6.3.1.3. Indicate the amount of time that the individual will devote to work related to the requirements outlined in this RFP. Indicate clearly whether the given response is being expressed in hours per month or a percentage of time per month.
 - 6.3.1.4. Each resume is required to have 2 related past performance reference for projects of similar size and complexity where the team member has performed duties similar to the ones that he or she would be responsible for under the terms of this RFP. Vendor must include a contact name, number and email address of someone who has knowledge of the team member’s work for that project.
 - 6.3.1.5. List work experience for no more than the last 10 years. List relevant current recent work experience, employers, dates and duties in the last space in reverse chronological order.

ICSolutions Response: Read and Agree with Requirement 6.3 and its subparts. ICSolutions’ excellent customer service begins from the date of contract award through the life of the contract. Our service package includes our knowledgeable Installation Team, whose expertise will ensure a seamless transition to our centralized ENFORCER, THE VISITOR video visitation system, and our BRIDGE tablet solution; our 24 x 7 x 365 Technical Services Center, and your Regional Account Manager, Darryl Hughes, who will work with you for the life of the contract to ensure that all of your needs are met.

ICSolutions has more than 150 employees dedicated to the development, installation, maintenance, and service of THE ENFORCER inmate telephone system and THE VISITOR video visitation system. The professional team involved in the duties and ongoing management of service for the County includes the following experienced ICSolutions personnel. Résumés for these key personnel are also included in **EXHIBIT 7: VENDOR PERSONNEL & RÉSUMÉS**.

During the on-site installation of this project, the ICSolutions team will be 100% dedicated to Yolo County’s project. Additional backup technicians may be assigned upon contract award, but all technicians will be able to pass a thorough background check and will be trained to perform the responsibilities necessary.

Table 1 - Vendor Key Personnel

Full Name	Vendor Employee, Consultant or Contractor?	Position & Contract Responsibility	Contact Phone Numbers	Email Address
Mike Kennedy	Employee	Vice President of Sales & Marketing	Office: 210-581-8109 Cell: 251-533-0046	mkenedy@icsolutions.com
Darryl Hughes	Employee	Regional Account Manager	Office/Cell: 562-972-9983	Darryl.hughes@icsolutions.com
Melissa Mitchell	Employee	Project Manager	Office: 210-572-9563	melissa.mitchell@icsolutions.com
Brendan Philbin	Employee	Vice President of Product Development	Office: 210-581-8102 Cell: 408-838-1157	bphilbin@icsolutions.com
Steve Shieldes	Employee	Director of IT	Office: 210-477-7333	sshieldes@icsolutions.com
George Langdin	Employee	Technical Services Manager	Office: 210-477-7320	glangdin@icsolutions.com
Justin Naquin	Employee	Director of Field Services	Office: 210-477-7342	jnaquin@icsolutions.com
David Urbina	Employee	Regional Field Services Manager	Office: 956-746-6012	durbina@icsolutions.com
Brian Dietert	Employee	Director of Operations	Office: 210-477-7340	bdietert@icsolutions.com
Latoya Coleman	Employee	Technical Support Manager	Office: 210-572-9547 866-228-4031	lcoleman@icsolutions.com
Sylvia Castillo	Employee	Director of Client Services	Office: 210-477-7381	scastillo@icsolutions.com
Mike Pickell	Employee	Corporate Account Manager/Trainer	Office: 713-444-5691	michael.pickell@icsolutions.com
Latisha Steger	Employee	Director of Sales Engineering	Office: 210-572-9556 Cell: 813-469-9060	lstege@icsolutions.com

6.3.2. Vendor Technicians

- 6.3.2.1. Vendor shall provide the following information regarding maintenance personnel as **Vendor Exhibit 7 – Vendor Personnel & Resumes**:
- 6.3.2.2. Indicate the number of technicians directly employed by Vendor as well as the number of technicians which will be subcontracted for service at the Facilities.

- 6.3.2.3. The names, company, primary physical work location, telephone numbers, and distance from Facilities for the technicians who will be maintaining, servicing and performing work under the Agreement shall be provided using the format of **Table 2 - Vendor Technicians** below.
- 6.3.2.4. Vendor shall disclose, with percentages clearly shown, the specific work tasks for the Facilities that will be subcontracted and the specific work tasks that will be performed by Vendor employees.
- 6.3.2.5. Upon award and during the contract period, if the contractor chooses to assign different personnel to the project, the Contractor must submit their names and qualifications including information listed above to the County for approval before they begin work.

ICSolutions Response: Read and Agree with 6.3.2. and all its subparts. For repair and maintenance, ICSolutions plans to utilize a trusted independent contractor located in Sacramento. Additional backup technicians may also be assigned after contract award. Our experienced field service technician James Swett will serve as Yolo County's primary technician. We have included all of the required information on this individual in Table 4 below.

Table 2 - Vendor Technicians

Technician Name	Company	Address, City, State	Contact Number	Facility Name and Distance to the Facilities in Miles
James Swett	Independent Contractor	6325 Everest Way Sacramento, CA 95842	916-910-5192	Leinberger Detention Center – 26.6 miles (29 minutes)

As your primary service technician Mr. Swett will be responsible for phone repair maintenance at Yolo County. This subcontracted work accounts for roughly 5% of the total work associated with this contract; all other work functions will be performed by ICSolutions employees.

6.4 Vendor Experience

- 6.4.1. Vendor shall indicate what experience it has working with other local governments relative to providing similar services.
- 6.4.2. Indicate how long Vendor been in business providing similar services.
- 6.4.3. Provide a list of agreements not renewed, lost or prematurely cancelled in the last 5 years.
- 6.4.4. If applicable, include the reason for non-renewal and/or cancellation(s) of the agreement(s). A response indicating this information is confidential and/or proprietary will be considered an Exception.
- 6.4.5. Provide a list of clients/agencies who have notified Vendor of unauthorized charges/fees, overbillings or additional commissions owed within the last 3 years and the status of resolution of those claims.
- 6.4.6. A response indicating this information is not monitored, confidential and/or proprietary will be considered an Exception.

ICSolutions Response: Read and Agree with 6.4. and all its subparts.

Experience: ICSolutions has provided inmate communication solutions for correctional facilities for 20 years (since our formation in 2002). Across the U.S., ICSolutions currently provides our ENFORCER calling system and outstanding customer service to more than 500 individual facilities, making up more than 275 agencies that serve approximately 350,000 inmates. Agencies using THE ENFORCER range in size from small city, county, and regional facilities, to ten (10) large state DOCs housing as many as 42,000+ inmates. ICSolutions also supplies our inmate phone services under a 15-year contract with the nation's largest correctional agency, **the Federal Bureau of Prisons (FBOP), housing 140,000 inmates.** The FBOP sets the strictest standards in the nation for inmate calling services. Before, during, and after the FBOP's installation, THE ENFORCER has been subjected to many rounds of thorough testing to ensure its features operate to spec and its security is beyond reproach.



ICSolutions By The Numbers
The ENFORCER®

500+ Correctional Facilities Served
28,500+ Inmate Telephones Deployed
350,000 Inmates Served
45+ Customers with 1,000+ Inmates

In addition, ICSolutions has successfully installed 4,000 video visitation units at more than 200 sites serving nearly 76,000 inmates and has deployed tablet solutions in about 100 client facilities, supporting nearly 44,000 inmates using 19,000 tablets.

Unauthorized fees/overbillings/commissions owed: ICSolutions has no such notifications to report over the last three years.

Former Accounts

No agreements have ever been lost or prematurely canceled since ICSolutions' inception in 2002 for ICSolutions' failure to comply with the contract. The following accounts completed the full contract term, then accepted either competitive or informal proposals for a new contract, and ultimately selected other vendors in their procurement process:

Facility Name	Last Year of Service
Carroll County, MD	2017
Cecil County, MD – re-awarded to ICSolutions in 2021	2017
Cass County, MO	2017
Lamar County, MS	2017
Santa Ana City, CA	2018
Kane County, IL – re-awarded to ICSolutions in 2020	2018
New Hampshire DOC	2018
Iowa County, WI	2018
Rogers County, OK	2018
Pemiscot County, MO	2018
Clark County, WI	2019
Jackson County, IN	2019
Champaign County, IL	2019

Facility Name	Last Year of Service
Jo Daviess County, IL	2019
Virginia Peninsula, VA	2019
Wicomico County, MD	2019
Kent County, MD	2019
Van Zandt County, TX	2019
Somerset County, MD	2019
Muscatine County, IA	2019
Christian County, MO	2019
Santa Barbara County, CA	2019
Waukesha County, WI	2020
Navajo County, AZ	2020
Cowley County, KS	2020
Cameron County, TX	2020
Boulder County, CO	2020
Stearns County, MN	2020
Stephens County, GA	2020
Frederick County, MD	2020
Dent County, MO	2020
Anderson County, TN	2020
Dane County, WI	2020
McNairy County, TN	2019
Wyandotte County, KS	2020
Stone County, MO	2020
Putnam County, FL	2020
Southwest Virginia Regional Jail, VA	2020
Fayette County, IL	2020
Baldwin County, AL	2021
Laclede County, MO	2021
Salt Lake City, UT	2021
Utah DOC	2021
Fairfax County, VA	2021
St. Louis County, MO	2021
Holmes Humphries	2021
Western Virginia Regional Jail Authority, VA	2021
Hernando County, FL	2021
Walworth County, WI	2021
Douglas County, OR	2021
Adams County, CO	2021
Kings County, CA	2021
Ashland County, WI	2021
Dawson County, GA	2021
Chesapeake, VA	2021
Calumet County, WI	2021

Facility Name	Last Year of Service
Lake County, MI	2021
Huntington County, IN	2022
Oakland County, MI	2022

ICSolutions has had two contracts terminate early as a result of the facilities closing.

- ICSolutions provided service to Troup County Correctional Institute, GA, when the facility was closed in September 2017.
- ICSolutions provided service to MTC – Taft Correctional Institution, CA, when the facility was closed in April 2020.

Contracts Terminated Early

No agreements have ever been lost or prematurely canceled since ICSolutions' inception in 2002 for ICSolutions' failure to comply with the contract.

Larimer County, Colorado, terminated their contract with ICSolutions in 2021 for failure of the designated subcontractor to perform specific implementation tasks. The implementation plan required an interface between the facility's offender management system and a subcontractor's financial services. The subcontractor's technical staff committed to completing the interface within specific completion dates; however, the subcontractor missed the committed dates. After it became apparent to the facility that the subcontractor was not making progress in completing the interface, the County issued a termination notice. The County would not allow ICSolutions to replace the subcontractor with another provider. ICSolutions continued to provide our services, absent the interface for financial services, until the County selected an alternative provider.

Davis County, Utah, selected another inmate phone vendor in their procurement process of a commissary service provider. Although the RFP was only for commissary service, the vendor offered an inmate telephone platform as a combined option, and the County determined that the transfer of the inmate telephone service to the vendor selected for commissary service was the most beneficial for the County. The County transitioned service from ICSolutions to the new vendor on June 19, 2020, though their contract term was scheduled to end on June 30, 2021. ICSolutions fully complied with the contract through the last day of service, including cooperating with the County and the incoming vendor for a smooth transition of services.

6.5 Vendor References

- 6.5.1. Vendor shall provide 5 client references for Detention Centers where Vendor provides the equipment and services comparable to the requirements in this RFP.
- 6.5.2. County prefers the contact person provided for each of the references be the individual who utilizes Vendor's software application.
- 6.5.3. References provided must be currently under contract with Vendor and have been operating under that contract for at least 6 months.
- 6.5.4. Vendor shall ensure updated references and accurate contact information is provided.
- 6.5.5. References may be contacted at any time during the RFP process.
- 6.5.6. Using the table found in Using the format in Table 3 - Customer References Format, provide the requested information for each reference and attach as **Vendor Exhibit 8 - Customer References**.

ICSolutions Response: Read and Agree with 6.5. and all its subparts. ICSolutions has provided 5 client references utilizing the format below in **EXHIBIT 8: CUSTOMER REFERENCES**.

Table 3 - Customer References Format

Customer Name:	
Contact Person and Title:	
Telephone Number(s):	
Email Address:	
Mailing Address:	
City, State and Zip Code:	
Total Number of Facilities:	
ADP:	
Agreement Effective Date:	
List All Services Provided:	
Total Number of Inmate Phones:	
Total Number Visitation Phones:	
Total Number of VVS stations:	
Total Number of Tablets:	



Exhibit J

EXCEPTIONS

EXHIBIT J

Exceptions

Inmate Communication Services RFP#FINARFPKK2217 EXHIBIT J- EXCEPTIONS TO (SAMPLE) AGREEMENT TERMS		
All Vendor Exceptions to the terms and conditions of Attachment 1 - Agreement Terms shall be noted in this form. Vendor may add additional rows to the table as necessary to include all exceptions taken. If no exceptions were taken, Vendor should write "No Exceptions" under #1 below. Vendor exceptions/comments will be evaluated in accordance with Main RFP, Section K & L (Evaluation Factors & Evaluation Criteria)		
Exception Number	RFP Section, Subsection AND Requirement Number	Describe 1) The nature of the exception AND 2) How Vendor's response will still meets the RFP requirements.
1	Attachment 1 – Agreement Terms, Section XIV.D	Request making this section reciprocal by changing language from "County's request" to "either party's request."



Exhibit K

NON-COLLUSION / COI STATEMENT

NON-COLLUSION AND NON-CONFLICT OF INTEREST STATEMENT
Inmate Communication Services RFP#FINARFPKK2217
Exhibit K

I, Michael Kennedy, am the
(name)
Vice President Sales & Marketing of Inmate Calling Solutions, LLC,
(Position Title) (Company)

The term “**Offeror**”, as used herein, includes the individual or business entity submitting the Offer and for the purpose of this Affidavit includes the directors, officers, partners, managers, members, principals, owners, agents, representatives, employees, other parties in interest of the Offeror, and anyone or any entity acting for or on behalf of the Offeror, including a subcontractor in connection with this Offer.

1. Anti-Collusion Statement. The Offeror has not in any way directly or indirectly:

- a. Colluded, conspired, or agreed with any other person, firm, corporation, offeror or potential offeror to the amount of this Offer or the terms or conditions of this Offer.
- b. Paid or agreed to pay any other person, firm, corporation, offeror or potential offeror any money or anything of value in return for assistance in procuring or attempting to procure a contract or in return for establishing the prices in the attached Offer or the offer of any other offeror.

2. Preparation of Solicitation and Contract Documents. The Offeror has not received any compensation or a promise of compensation for participating in the preparation or development of the underlying Solicitation or Contract documents. In addition, the Offeror has not otherwise participated in the preparation or development of the underlying Solicitation or Contract documents, except to the extent of any comments or questions and responses in the solicitation process, which are available to all offerors, so as to have an unfair advantage over other offerors, provided that the Offeror may have provided relevant product or process information to a consultant in the normal course of its business.

3. Participation in Decision Making Process. The Offeror has not participated in the evaluation of offers or other decision making process for this Solicitation, and, if Offeror is awarded a contract hereunder, no individual, agent, representative, consultant, subcontractor, or subconsultant associated with Offeror, who may have been involved in the evaluation or other decision making process for this Solicitation, will have any direct or indirect financial interest in the contract, provided that the Offeror may have provided relevant product or process information to a consultant in the normal course of its business.

4, Present Knowledge. Offeror is not presently aware of any potential or actual conflicts of interest regarding this Solicitation, which either enabled Offeror to obtain an advantage over other offerors or would prevent Offeror from advancing the best interests of the County in the course of the performance of the Contract.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct:

8/1/2022

(Date)

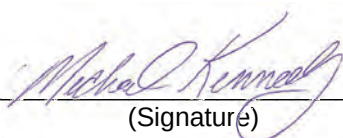

(Signature)



Exhibit L

RECEIPT OF ADDENDA

EXHIBIT L- RECEIPT OF ADDENDA RFP#FINARFPKK2217

Vendor is required to complete and return this form with the proposal response. Attach a copy of

VENDOR IS REQUIRED TO COMPLETE. SIGN, PRINT AND RETURN FORM WITH ITS RFP RESPONSE REGARDLESS

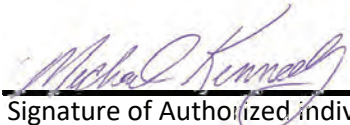
A. Vendor hereby acknowledges receipt of the following Addenda:

Addendum Number	Dated	Initials
<u>1</u>	<u>7/12/2022</u>	<u>MK</u>
<u>2</u>	<u>7/13/2022</u>	<u>MK</u>
<u>3</u>	<u>7/14/2022</u>	<u>MK</u>
<u> </u>	<u> </u>	<u> </u>
<u> </u>	<u> </u>	<u> </u>
<u> </u>	<u> </u>	<u> </u>
<u> </u>	<u> </u>	<u> </u>
<u> </u>	<u> </u>	<u> </u>

OR:

B. Vendor acknowledges to the best of his/her knowledge no addendum has been issued by

Check Here if No Addendum Issued _____ Date _____ Initials _____



Signature of Authorized individual

Michael Kennedy, Vice President Sales & Marketing

Name and Position

An aerial photograph of a busy pedestrian walkway, possibly a transit station or a large public square. The walkway is composed of many parallel, light-colored rectangular tiles. Numerous people are walking in various directions, some in groups and some alone. The overall scene is captured from a high angle, looking down on the crowd. A white rectangular box with a thin blue border is positioned in the upper right quadrant of the image, containing the text 'Vendor Exhibits' in a bold, blue, sans-serif font.

Vendor Exhibits



Exhibit 1

Implementation Plan

EXHIBIT 1

Implementation Plan for Inmate Phones, Video Kiosks & Tablets

ICSolutions' professionally trained project team will coordinate the installation of your new services to ensure **minimal impact on facility operations and revenue**. ICSolutions commits to providing a seamless transition of service from your current vendor to our centralized Inmate Phones, Video Visitation, and Tablets, and exceptional support following installation. **More detailed installation timelines have been included at the end of this section and include all major tasks that will be required to complete the installation efficiently and with minimal disruption.**

THE ENFORCER® Inmate Phones Installation

These tasks are described in more detail following each table. Because the majority of these tasks are completed at our headquarters in San Antonio, the ITS on-site installation is limited to just 1 week.

Pre-Installation

Ref	WBS	Task	Duration
1.1 Implementation Project Initiation – Contract Execution			
1.2 Implementation Project Planning Process			
1	1.2.1	Review Contract/RFP Requirements & Project Setup ICSolutions conducts an internal review of scope and services.	1 day
2	1.2.2	Kick-Off Meeting with the County to review all Contract and RFP requirements and County procedures.	1 day
3	1.2.3	Conduct Pre-Installation Site Survey to test wiring, define equipment locations, determine ENFORCER GUI configuration.	1 day
4	1.2.4	Installation Plan Customization & Review with Facility to adjust milestones and timeline for a mutually agreeable implementation.	2 days
5	1.2.5	Scheduling for Onsite Installation	2 days
5.1	1.2.5.1	Onsite Escort Identification & Scheduling	0.5 days
5.2	1.2.5.2	Schedule Training Location and Times for Each User Group	0.5 days
5.3	1.2.5.3	Schedule Equipment Removal with Existing Provider	0.5 days
5.4	1.2.5.4	Make Travel Arrangements for Onsite Installation Team & Trainer	0.5 days
1.3 Implementation Project Execution Process			
6	1.3.1	Equipment & Network Provisioning	
6.1	1.3.1.2	Order Network Services (including estimated lead time for local provider to deliver and install circuits)	4 weeks
6.2	1.3.1.1	Requisition System Hardware from Inventory, Order Additional Items (If Necessary)	1 day
7	1.3.2	Equipment Build/Testing/Ship	15 days
7.1	1.3.2.1	ITS Software	7 days
7.2	1.3.2.2	JMS Data Exchange Interface Development	10 days
7.3	1.3.2.3	Other Value-Added Services Required	up to 15 days
7.4	1.3.2.4	Network	1 day
7.5	1.3.2.5	Hardware (includes QA testing & shipping)	2 days
8	1.3.3	Convert Existing Data (If Applicable)	4 days

On-Site Installation – Just 1 Week

Ref	WBS	Task	Duration
9	1.3.4	Site Installation	5 days
9.1	1.3.4.1	Verify/Test network Circuits	1 day
9.2	1.3.4.2	Equipment Setup and Powered (including labeling any new cabling)	1 day
9.3	1.3.4.3	Phone Swap, including QA Testing & Test Plan Execution	3 days
9.4	1.3.4.4	Workstation Setup and Administrative Software Installed	1 day
9.5	1.3.4.5	Verify Inmate ID Data Flow is accurate	1 day
9.6	1.3.4.6	ID Phone Ports & Create Equipment Inventory Listing	0.5 day
10	1.3.4.7	Cutover	1 second
11	1.3.4.8	User Acceptance Testing	2 days
12	1.3.4.9	Training	2 days

Post-Installation

Ref	WBS	Task	Duration
1.4 Implementation Project Monitoring & Controlling Process			
13	1.4.1	Post-Cutover System & Process Transition Monitoring	2 days
1.5 Project Closing Process			
14	1.5.1	After Action Reporting – Meet with Customer to Review Implementation	1 day

Video Visitation Installation

Many of the tasks that are required to be performed to implement THE ENFORCER inmate telephone system are also required to implement THE VISITOR VVS, so those tasks will be completed concurrently. There are a few tasks that are unique to the VVS implementation, namely the configuration and interface development of any touchscreen inmate self-services required to be available through the inmate VVS stations. ***All italicized tasks can occur simultaneously with the Inmate Telephone System (ITS) Plan, if the County so desires.*** And, depending on when the network becomes available to support the video visitation services, there may be several additional tasks that could also be performed concurrently with the ITS installation.

Pre-Installation

Ref	WBS	Task	Duration
1.1 Implementation Project Initiation – Contract Execution			
1.2 Implementation Project Planning Process			
1	1.2.1	Review Contract/RFP Requirements & Project Setup	1 day
2	1.2.2	Kick-Off Meeting	1 day
3	1.2.3	Conduct Pre-Installation Site Survey	1 day
4	1.2.4	Installation Plan Customization & Review with Facility	2 days
5	1.2.5	Scheduling for Onsite Installation	2 days
5.1	1.2.5.1	<i>Onsite Escort Identification & Scheduling</i>	<i>0.5 days</i>
5.2	1.2.5.2	<i>Schedule Training Location and Times for Each User Group</i>	<i>0.5 days</i>
5.3	1.2.5.3	<i>Schedule Equipment Removal with Existing Provider</i>	<i>0.5 days</i>
5.4	1.2.5.4	<i>Make Travel Arrangements for Onsite Installation Team & Trainer</i>	<i>0.5 days</i>

1.3 Implementation Project Execution Process			
6	1.3.1	Equipment & Network Provisioning	4 weeks
6.1	1.3.1.2	Order Network Services (including estimated lead time for local provider to deliver and install circuits)	4 weeks
6.2	1.3.1.1	Requisition System Hardware from Inventory, Order Additional Items (If Necessary)	1 day
7	1.3.2	Equipment Build/Testing/Ship	15 days
7.1	1.3.2.1	ITS Software (The Visitor™ visitation management & VVS)	10 days
7.2	1.3.2.2	JMS Data Exchange Interface Development	10 days
7.3	1.3.2.3	Other Value-Added Services Required	up to 15 days
7.4	1.3.2.4	Network	1 day
7.5	1.3.2.5	Hardware (includes QA testing & shipping)	2 days
8	1.3.3	Convert Existing Data (If Applicable)	4 days

On-Site Installation – Within 10 days

Ref	WBS	Task	Duration
9	1.3.4	Site Installation	10 days
9.1	1.3.4.1	Verify/Test Network Circuits	1 day
9.2	1.3.4.2	Equipment Setup and Powered (including labeling any new cabling)	1 day
9.3	1.3.4.3	Installation of VVS Stations, including QA Testing & Test Plan Execution	8 days
9.4	1.3.4.4	Workstation Setup and Administrative Software Installed	1 day
9.5	1.3.4.5	Verify Inmate ID Data Flow is accurate	1 day
9.6	1.3.4.6	ID Phone Ports & Create Equipment Inventory Listing	0.5 day
10	1.3.4.7	Cutover	1 second
11	1.3.4.8	User Acceptance Testing	2 days
12	1.3.4.9	Training	2 days

Post-Installation

Ref	WBS	Task	Duration
1.4 Implementation Project Monitoring & Controlling Process			
13	1.4.1	Post-Cutover System & Process Transition Monitoring	2 days
1.5 Project Closing Process			
14	1.5.1	After Action Reporting – Meet with Customer to Review Implementation	1 day

Tablet Installation

ICSolutions proposes to provide the County with our BRIDGE tablets. The installation tasks associated with our tablet solution are described in more detail following each table. Because the majority of these tasks are completed remotely, the on-site installation time is minimized.

Ref	Pre-Installation
1	Planning Phase
1.1	Site Survey
1.2	System Hardware Design
1.3	System Wiring Diagram

1.4	Order WAN Network
1.5	Order Cable & Conduit
1.6	Order Tablet System
1.7	Infrastructure Installation Planning
1.8	Interface Planning
Ref	On-Site Installation
2	Execution Phase
2.1	Infrastructure Hardware Receipt
2.2	Infrastructure Installation
2.3	Server Installation & Wi-Fi Activation
3	Testing & Training Phase
3.1	Interface Activation and Access Point Testing
3.2	Tablet Activation and Testing
3.3	Facility Staff and User Acceptance Training
4	Deployment Phase
4.1	Tablet Program Turn-up and Inmate Training
5	Project Completion/Close
5.1	Handoff to Tech Support – Ongoing Support
Ref	Post Installation
5	Project Completion/Close
5.1	Handoff to Tech Support – Ongoing Support

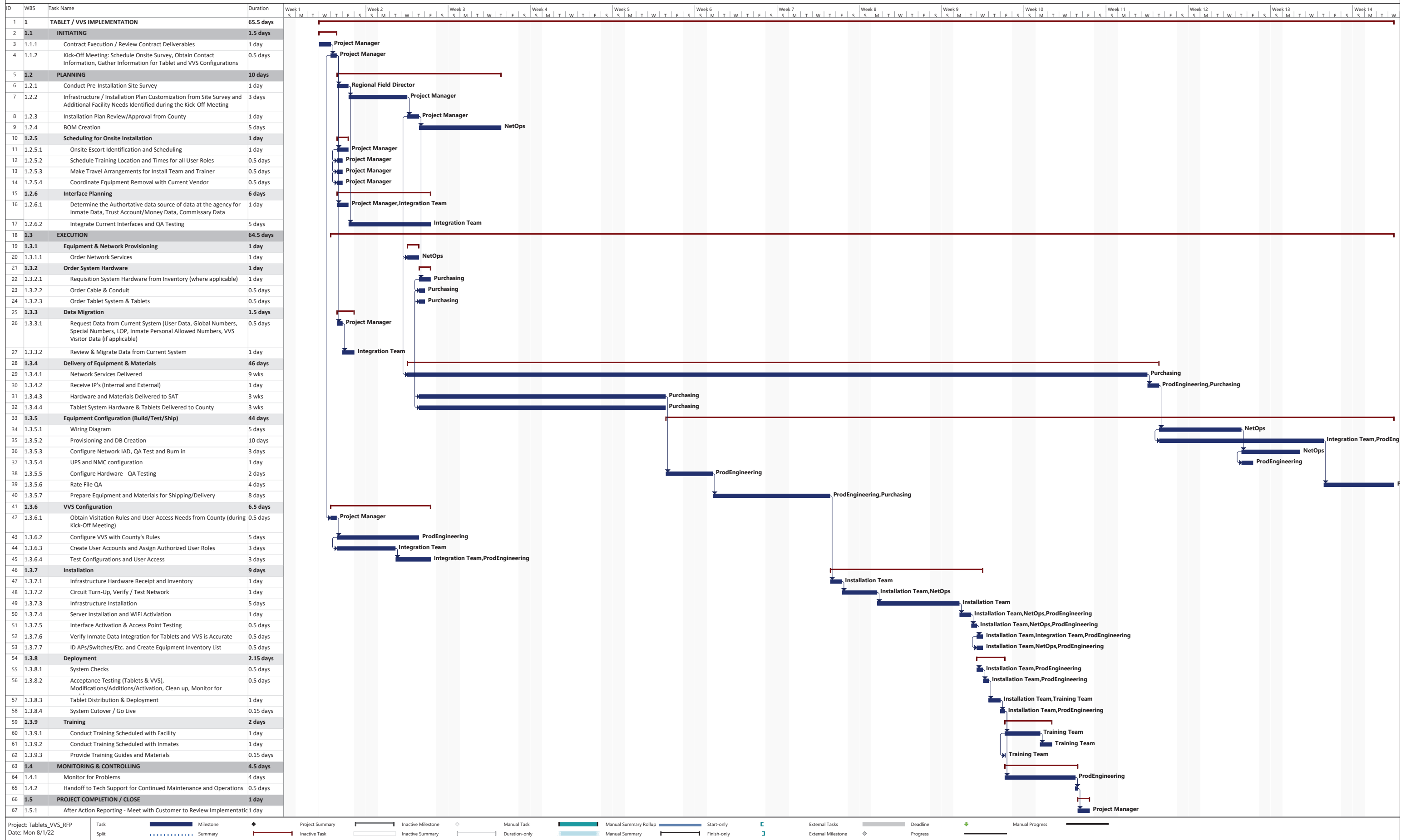
Installation Testing Protocol

ICSolutions implementation procedure includes a detailed testing and acceptance plan for both our Project Manager and a designated Jail representative to ensure that the entire system is deployed and performs exactly as requested by the County. This extends to all systems, telephones, kiosks, software, and peripheral hardware. Testing will be conducted by a certified Quality Control ("QC") team. THE ENFORCER and THE VISITOR system testing will encompass the following:

External System Interface	a. Interface protocol b. Access and security c. Error logging
Data Exchange	a. Data format b. File exchange/transfer timelines c. Error logging d. Confirm inmate count in JMS is synced with THE VISITOR™ video visitation
Database Integrity	a. Inmate Table i. Inmate ID ii. Inmate full name iii. Inmate PIN (if applicable) iv. Inmate housing location v. Inmate Status vi. Inmate PAN list (if applicable) b. Global Number Table i. Block List ii. Attorney List iii. Privileged List iv. Free numbers

	v. TDD Access numbers vi. PREA Hotline c. Inmate Station Table i. Station port labeling – Confirm accuracy ii. Station Grouping iii. Station Class-of-Service designation iv. Station On/Off times v. TDD Access numbers d. Rates & Dialing Table i. Surcharge & Per Minute entries by Tariff Type ii. Local number listing iii. Dialing rules by Tariff type iv. Dialing rule override (if any) v. Carrier access protocol e. Approved Visitor Table f. Video Visitation Station table g. Video Visitation Station Locations (e.g., identification, type, rules, etc.) h. Video Visitation Policies i. Schedule (Allowable visitation times by type of visit and visitor) ii. Rates & Fees iii. Designate free and paid visitations by visitor or type of visitation (e.g., remote visitations where the visitor is off-site using a home or office computer to visit)
System Access	a. User Role privileges b. User Role assignments c. Username & passwords d. Register as new user e. Approve new user
Facility Workstations	a. Access to THE ENFORCER system (including THE VISITOR module) b. Ability to monitor live recordings from both workstation and Facility Network c. Ability to download and burn recordings using the following formats: i. Wav ii. MP3 iii. Speex d. Run and test reports for accuracy of information
VISITOR Equipment & Network Preliminary Installation Check	a. Check cabling b. Turn on/off system c. Test IP devices d. IP external assignments – confirm accuracy e. IP internal assignments – confirm accuracy f. Confirm firewall setup g. Equipment setup on domain h. Database communications i. Software version
Quality Assurance (QA) Testing	a. Video Visitation Station Center Application b. Control Software / Facility workstation(s) c. Monitoring d. Lobby Visitor Registration & Scheduling Terminal e. Remote Visitors f. Inmate Terminals
User Acceptance Testing (UAT)	a. Coincides with hands-on training b. Training Curriculum & tests performed in UAT customized per Facility's requests

YOLO COUNTY, CA ITS & VV INSTALLATION TIMELINE



TABLETS INSTALLATION TIMELINE

[illegible]

Project: Tablet Installation Date: Mon 8/1/22	Task		Project Summary		Inactive Milestone		Manual Summary Rollup		Deadline	
	Split		External Tasks		Inactive Summary		Manual Summary		Progress	
	Milestone		External Milestone		Manual Task		Start-only		Manual Progress	
	Summary		Inactive Task		Duration-only		Finish-only			



Exhibit 2

Disaster Recovery Plan

EXHIBIT 2

Disaster Recovery Plan

ICSolutions maintains an effective Disaster Recovery Plan to ensure the continuation of critical business processes and minimize disruption in the event of hardware, network, or other unexpected failures or disruption. ICSolutions' centralized ENFORCER call processing platform housed in both the Atlanta and San Antonio data centers is engineered for high availability and maximum redundancy, with no single point of failure. ICSolutions (ICS) employs network, call processing, and storage redundancy to ensure 99.999% uptime, protect against data loss, provide continuous system operation, and ensure availability of call recording and data by using two network carriers with instant failover from one carrier to the other, Installing two call processors with instant failover at two data centers in Atlanta and San Antonio, Storing call data/recordings digitally on internally redundant storage devices at two data centers (Atlanta and San Antonio) so additional copies are always available.

ITS Disaster Recovery Plan

ICS has developed a Disaster Recovery Plan that covers: Disruption or disaster at a client facility; Disruption or failure of a managed WAN or third-party network service (i.e., LIDB validation); Disruption or disaster at an ICS DC; and Loss of key personnel. Each separate plan identifies a primary and back-up Incident Commander (IC).

Type 1 – Onsite Equipment Disruption: THE ENFORCER calling system is fully centralized, with most critical system components located offsite in redundant, geographically separate data centers. Onsite equipment is limited to inmate phones, UPS backup power, and Adtran IP Gateways that connect phones to the offsite call processors. In the event of a catastrophic failure of Adtran IP Gateways, our field service technicians will maintain spare components and gateways and will be dispatched to the affected facility to replace the defective Adtran IP Gateways.

For a Type 1 disaster, the primary IC will be the Technical Services Manager with the Client Services Manager as the back-up. Each will be closely acquainted with facility staff and procedures. They will be alerted by our network monitoring applications, a ticket opened online by facility staff, or a call into our 24X7X365 Technical Services Center. The local technician will be dispatched to the facility to assess damage and make possible repairs. Then ICS management will assess damage to determine necessary repairs and replacement parts, present a plan to restore services, coordinate shipment, and maintain involvement until service is restored.

Type 2 – Network Connectivity Disruption: For each supported facility, ICS obtains network service from two different network carriers, so that if one carrier experiences an outage, service will instantly fail over to the second carrier. Phone system access will continue to operate normally except in the unlikely event that a disaster should impede service of both network carriers at once.

The primary IC is the Director of Operations and the Technical Services Manager as back-up and a full Crisis Response Team (CRT) drawn from the technical staff of our Network Operations (NetOps), Operations, Installation, Engineering and Management teams, if needed. The IC will be notified by our network monitoring applications, a ticket opened online by facility staff a call into our 24X7X365 Technical Services Center, or by one of our network or database providers and their monitoring staff. The IC will immediately notify the network provider and our Network Specialists and Engineering team leaders, who begin diagnostics and re-route traffic; determine whether to form a Crisis Response Team led by the VP; notify the affected facility and present a plan for restoration; notify network carriers regarding SLAs and escalate as entitled under service contracts; Coordinate operational response from our carriers, re-route traffic by NetOps and Engineering teams, restore service; and share progress/resolution with the facility.

Third-party validation sources have built-in redundancy for reliability. Any risk of loss regarding third-party support is minimal since key vendors already have redundancy and failover mechanisms in place. Network common carriers and dial-tone providers maintain their own disaster recovery plans pursuant to applicable regulatory requirements, and ICS' third-party services are distributed among multiple vendors. Any network outage should be diagnosed from our primary DC and Network Operations Center (NOC) in Atlanta. In the event of a third-party utility outage such as a broken power cable, the Director of Operations or the most available backup IC would coordinate directly with local utility.

Type 3 – Data Center Disruption: The primary Atlanta DC is one of the most sophisticated multi-tenant collocation centers in the country. This purpose-built facility provides network diverse connectivity, rigorous critical systems infrastructure, and multi-tier security. The building provides 86,000 sq/ft of dedicated raised floor space and comes complete with a full complement of private cloud and managed services backed with extensive SLA commitments. The Atlanta data center is backed up by a secondary data center more than 900 miles away in San Antonio. Our Secondary data center at ICSolutions' headquarters is classified as a Tier IV facility supported by multiple active power and cooling supplies comprised of redundant fault tolerant enterprise grade components yielding 99.999% of service availability. Should a disruption to normal call processing occur at the Atlanta data center, service will instantly and seamlessly failover to San Antonio until Atlanta is fully restored and back online.

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

As the manufacturer of THE ENFORCER, ICSolutions is prepared to respond quickly in the unlikely event that a true disaster occurs, completely destroying a primary or backup system. Additionally, each system is monitored 24X7 using Nagios monitoring applications, which monitor both hardware stats and application software. In the event of a failure, the application will generate alerts rapid response personnel. Critical system data, call records and call recordings are stored on an array of non-volatile hard disks to ensure that any prolonged interruption in power does not result in loss of call records. The disk array provides both reliability and redundant drives for maximum protection of the facility's data.

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

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

If a temporary replacement system must be set up at another DC (e.g., if a DC were completely destroyed in a natural disaster), ICS has a web-based procurement and inventory management system authorized staff can use in any location to order, track and re-route parts to an alternate DC location; ICSolutions has at least 5 locations that have offices and workspace available immediately. An Engineering team from ICS HQ can arrive and have a dedicated workspace to assemble, load, and test a server stack and related systems for installation in a near-by commercial co-location facility, if prolonged downtime at one of our data centers is expected. ICS' Engineering team will configure, ship, and replace any damaged or failed system in 12 to 24 hours from on-hand materials, depending on the number of facilities affected at once.

Type 4 – Loss of Key Personnel: ICS' management cross trains among our departments in order to minimize the disruption caused by loss of a key employee. Personnel backup designations are established to assist in contingency planning. Each key staff member has a backup by the ICS' management team.

THE VISITOR™ VVS Disaster Recovery Plan

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

Standard: This plan's goals are to bring THE VISITOR system back into a serviceable condition so that video visitation is functional. The systems must be recovered in order of Network Switches and Routers, Database Server, Application Server, Control Workstation, THE VISITOR video visitation units

Preventative Steps: To prevent a loss of THE VISITOR system within a facility, THE VISITOR system is placed on the facility's backup power system. Regardless of the facility's backup power structure, THE VISITOR systems are prevented from failure in multiple ways. Separate uninterruptable power supplies (UPS) are supplied for THE VISITOR network switches, routers, and video processing and recording servers, and each THE VISITOR unit is set to automatically restart when facility power is restored.

Recovery Strategies: Because THE VISITOR software, County's configurations, and data are maintained off-site with our centralized ENFORCER®, recovery is as simple as restarting the on-site equipment. facility power must be restored. Then the UPS, switches, routers, servers, and workstations are checked and rebooted. Once the technician verifies units are restarted, the units are tested to ensure video calls and video recording is operational. Power issues will generally not affect the video recordings, which are stored in a storage solution that will be configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard. Visitation recordings will be stored on two separate arrays for redundancy. If the server should ever fail, the arrays can be removed from the server and used in other compatible servers to recover the recordings.

Plan Testing: The Disaster Recovery Plan should be tested at least once per year. The testing should take place with the facility's backup power testing. If the backup power system uses a generator to ensure no loss of facility power, certain THE VISITOR components can be powered down manually. Once powered down, the system can be recovered as outlined above.

Tablets Disaster Recovery Plan

Our BRIDGE Tablets also include a robust Disaster Recovery Plan. For Network & Business Continuity, the BRIDGE network re-routes data communications using alternate network paths when a network path is disrupted. We maintain a geographically redundant back office support structure, with secure data processing and storage to allow for continuous data transmission without disruption. Progress reports will be provided every 30 minutes, or other agreed upon time frames, until service is restored.

Emergency Recovery Preparation: All database files and change logs required to roll the database forward from the last backup are stored in a secure (off-site) location. Current operating system versions and database software, complete with service packs, are kept in a secure location. Catalog Domain and Network Settings—A catalog of the current network settings, protocols, and addressing schemes are prepared and periodically reviewed.

Proactive Risk Management, Disaster Preparedness & Remote Diagnostics: ICSolutions takes proactive steps to minimize the occurrence and impact of situations that could interrupt our Tablet service. ICSolutions installs a robust, redundant network system and a fault-tolerant computer-controlled wireless tablet system with redundant data storage. ICSolutions safeguards our network and services by using event-recognition technology including wireless tablet system remote diagnostics.

In addition to on-site preventative maintenance, the ICSolutions BRIDGE Tablet system runs diagnostics 24/7, checking both hardware and software for potential points of failure multiple times per minute. On-site hardware uses an enterprise-class distributed monitoring system to monitor all server hardware, software services and customer end-points. Our remote diagnostics and troubleshooting processes include failure reports, alarms, service history and steps taken for resolution. Our system performs remote diagnostics every 15 seconds, and if a system or service fails to respond, the monitoring system flags a warning. If the system fails consecutive checks, the monitoring system creates an alert, and dispatches automatic messages to ICSolutions on-duty service personnel. ICSolutions monitors both the network connectivity, and the quality of our customer end-points.

Restoration of Facility System Service Outages: ICSolutions' back office systems are designed to recognize an outage and to send all traffic to the systems that are on line whenever possible. When the off-line systems return to service, all other systems will detect their presence and adjust traffic flow accordingly.

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

Restoration of Data & System Configurations: The Bridge tablet system is robust with several layers of redundancy. By mirroring all our data centers, we can automatically redirect to an alternate data center if one becomes unavailable. All servers are remotely accessed by the County's facilities. All wireless tablet data is stored offsite at geographically separated data centers on dedicated RAID 5 servers (multiple hard drives with built-in redundancy), with two RAID-5 backup servers providing further redundancy.

Each data center has been selected by location to ensure that it has the highest quality connection to the Internet fiber backbone, and a wide array of available outside power feeds and internal power generation capabilities. So each facility is hardened against all but the most extreme catastrophes, and even if that were to happen, we can switch seamlessly to an alternate location over 1,000 miles away. Each of our off-site data centers has a complete copy of all client data, and is capable of fully running the system in the event of failure of the other two. If all three were to fail, we have a fourth failover utilizing our San Francisco and Portland data center sites. By default, ICSolutions retains inmate and system data for the contract life. ICSolutions can work with Yolo County to institute a data backup and archiving process and to find a solution ensuring secure and accessible data storage. ICSolutions' Disaster Recovery Team will keep the County fully informed regarding recovery effort status. Progress reports will be provided every 30 minutes, or other agreed upon time frames, until service is restored.



Exhibit 3

Service Escalation Matrix

In the event that any problem requires escalation, ICSolutions' Technical Services Center (TSC) follows a documented internal escalation procedure.

Escalation Level	Escalation Contact	Additional Notification	Role & Responsibility
Initial Report	Help Desk Technician Open Ticket & Gather Information Toll-free: 866-228-4031 icssupport@icsolutions.com	None	• Receive & Prioritize ticket • Conduct Diagnostics • Resolve Remotely or Dispatch Technician • Coordinate with utilities & LECs as needed • Update Client. If unable to resolve, then escalate.
Level One	Latoya Coleman Technical Support Manager Direct: 210-572-9547 Cell: 601-212-6128 lcoleman@icsolutions.com	None	• Assess diagnosis and resolution plan • Assess need for immediate Engineering or Operations assistance • Monitor work progress of utilities & LECs as needed • Assess need for purchasing/ordering authority for major parts & work • Update Client. If unable to resolve or major purchasing is necessary, then escalate
Level Two	Brian Dietert Director of Operations Direct: 210-477-7340 Cell: 832-561-8010 bdietert@icsolutions.com	Darryl Hughes Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 darryl.hughes@icsolutions.com	• Assess Diagnosis and Resolution Plan • Build Replacement System, retrieve cached data and settings, access system archives as needed • Update RAM & Client. RAM to discuss ways to mitigate impact of service interruption with client. If unable to resolve, then escalate
Level Three	Brendan Philbin Vice President, Product Development Direct: 210-581-8102 Cell: 408-838-1157 bphilbin@icsolutions.com	Darryl Hughes Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 darryl.hughes@icsolutions.com	• Assess Diagnosis and Resolution Plan • Assemble CRT (Crisis Response Team) if necessary • Redirect organization resources and personnel to accommodate unplanned major project • Update RAM & Client. RAM to discuss ways to mitigate impact of service interruption with client. If unable to resolve, then escalate

Escalation Level	Escalation Contact	Additional Notification	Role & Responsibility
Level Four	Tim McAteer President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 tmcateer@icsolutions.com	Darryl Hughes Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 darryl.hughes@icsolutions.com	- Assess Diagnosis and Resolution Plan - Assemble CRT (Crisis Response Team) if necessary - Draw on resources of Keefe/Centric national staffs - Arrange necessary financial resources for unplanned major project - Update RAM & Client

Escalations can be initiated by a number of methods. These methods include:

1. The Severity Level can trigger an escalation. This either happens by a Technical Support report or by one of our system monitoring applications.
2. Escalations can also be triggered by lower severity levels remaining in that state past a pre-determined threshold.

Following are the basic criteria for escalation at each level:

1. **P1 Issues** are escalated to the VP of Product Development level immediately. Status updates are provided to that level hourly.
2. **P2 Issues** that are not solved within the standard four-hour timeframe are escalated to Level 1. P2 issues that are not solved within 8 hours are escalated to the VP of Product Development level. This level will be provided with status updates daily.
3. **P3 issues** that are not solved within the standard 48-hour timeframe are automatically escalated one level. P3 issues that are not solved within 7 days are escalated to the VP of Product Development level. The VP of Product Development will receive status updates daily.

Video Visitation Escalations (VIDEO ONLY)

When a video visitation system (VVS) is in place, ICSolutions' video visitation product manager will be added to the above list as the first escalation point to assign tickets to the Video support team. The VVS product manager is dedicated solely to supporting our VVS software, VVS clients, and escalated VVS support tickets.

Tablet Maintenance and Support (TABLET ONLY)

ICSolutions will be responsible for the ongoing maintenance of tablets and all other functions performed under this contract. Maintenance and repair is included as part of the turnkey tablet solution for the term of the contract. In the event an access point requires repair, the local dedicated technician will have spares on hand to replace the non-functioning equipment. Other issues will be addressed remotely when possible.



Exhibit 4

Maintenance Policies / Procedures

EXHIBIT 4

Maintenance Policies / Procedures

ICSolutions has assembled a seasoned team of account management, technical support and repair personnel to support all of your ongoing service needs. In keeping with the company's mission, the support team is dedicated to customer satisfaction, and our primary goal is to provide continuous, reliable system performance throughout the contract term.



**Complete Service at
no cost to the County**

ICSolutions' proposal includes full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of THE ENFORCER inmate telephone system, your new VISITOR Video Visitation System, and THE BRIDGE inmate tablets. Our commitment extends to all systems, telephones, kiosks, software, and peripheral hardware. This level of support is part of our turn-key proposal to each customer. As such, there will be no cost to the Agency for this service.

Preventative Maintenance

Following deployment, ICSolutions will create a preventative maintenance schedule to ensure that we meet the goal of continuous, reliable service. ICSolutions typically sends out technicians to each facility on a monthly basis for maintenance testing. ICSolutions can vary the frequency of these visits according to the Agency's preference.

At the designated time for the site visit, the technician will work with the facility to troubleshoot and repair any specific problems brought forward by staff and inmates. After specific issues are addressed, the technician will conduct a walkthrough of the entire facility and perform preventative maintenance tasks.

Proactive System Performance Monitoring

THE ENFORCER deploys remote monitoring 24 hours a day, 7 days a week, 365 days a year to ensure optimal system performance at all times. ICSolutions proactively monitors system performance using all of the following methods:

1. **Call Volume Activity** – ICSolutions uses the first few months of call activity to define a pattern. Call volume totals are compared daily for variances outside of a defined range (typically a decrease or increase of 15%). An exception report is automatically created for any site showing such variances.
2. **Network Availability** – Diagnostic routines are constantly being performed to confirm network availability, outgoing trunk status, and phone status. Exceptions are automatically reported to the ICSolutions 24-hour Technical Services Center for further investigation and resolution.
3. **Variances** – Daily call data is compared against normal call activity characteristics, such as ratio of attempted calls vs. completed calls, percentage of invalid PIN failures, percentage of blocked number failures, etc. Any results outside of the norm will appear on the exception report for further investigation.

4. **System Monitoring** – System monitoring is part of the fundamental design of all components of THE ENFORCER system. Key applications send heartbeat messages to ICSolutions' central monitoring system **ERTS (ENFORCER Real Time Status)**. These heartbeats are recorded in a status database and displayed on a browser screen. ERTS monitors all heartbeats and raises events should a heartbeat become overdue based on configuration (or policy, in the event specific configuration has not been assigned) to ensure that no missing heartbeats are ignored.

Applications are also able to send events to ERTS for action. Any condition which is deemed "not normal" can cause an event to fire.

All interface programs are capable of sending both heartbeat and event messages to the ERTS system, which means that any regularly scheduled interface which is overdue triggers an event on the centrally monitored status system. All programs generate detailed log files both for troubleshooting and monitoring, with logs being scraped at least twice per hour for anomalous activity, which is sent to ERTS for processing.

In addition to this passive monitoring which is ongoing, ICSolutions has created a utility called **"The Patrol"**, which is completely unique in call control platforms. The Patrol proactively connects to each analog phone media gateway and completes a call to ensure that the media gateway is functioning. These tests are run periodically, typically once per hour. Tests are done for both station-side testing and trunk-side testing to ensure there are no problems with the terminating carriers, either. All negative results from these tests are sent as events to ERTS for appropriate response.

ERTS has various options for event handling including, but not limited to, email, SMS, and user interface alerts.

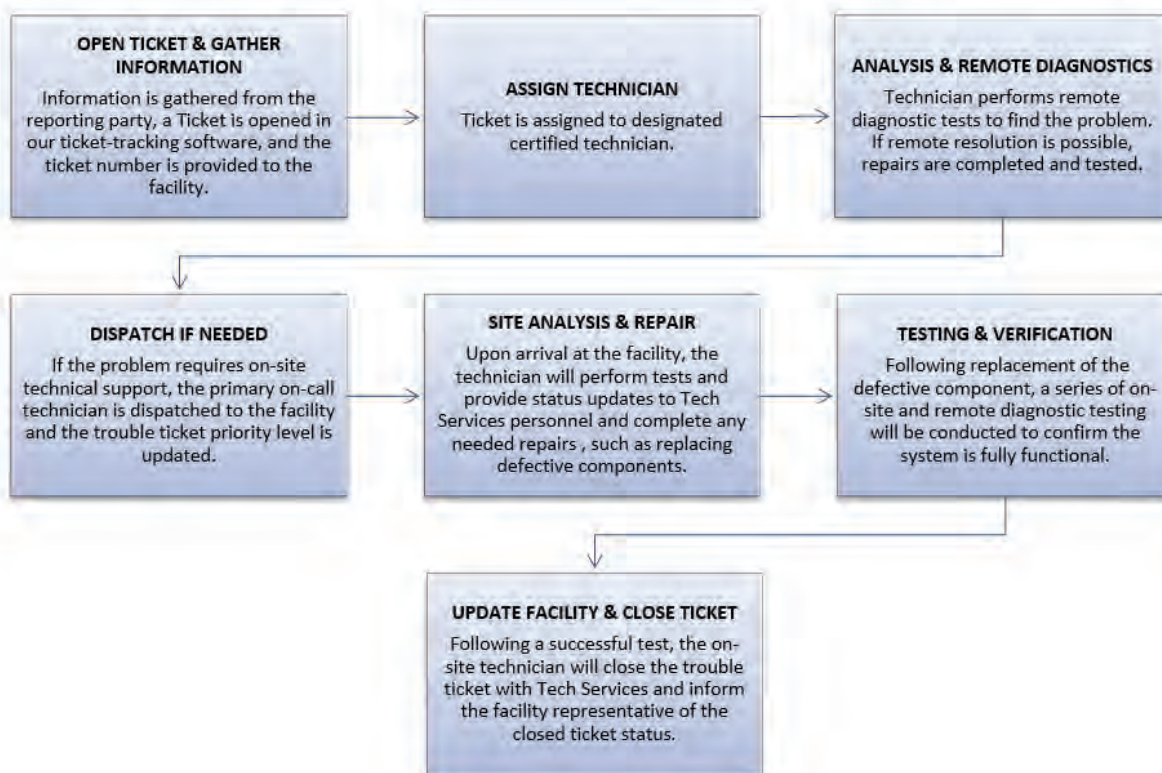
Our Technical Support and system monitoring teams are responsible for responding to and performing Level 1 support on issues, and escalating both technically and administratively, as appropriately.

Technical Services Center (TSC)

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



24/7/365
Live Support Center



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

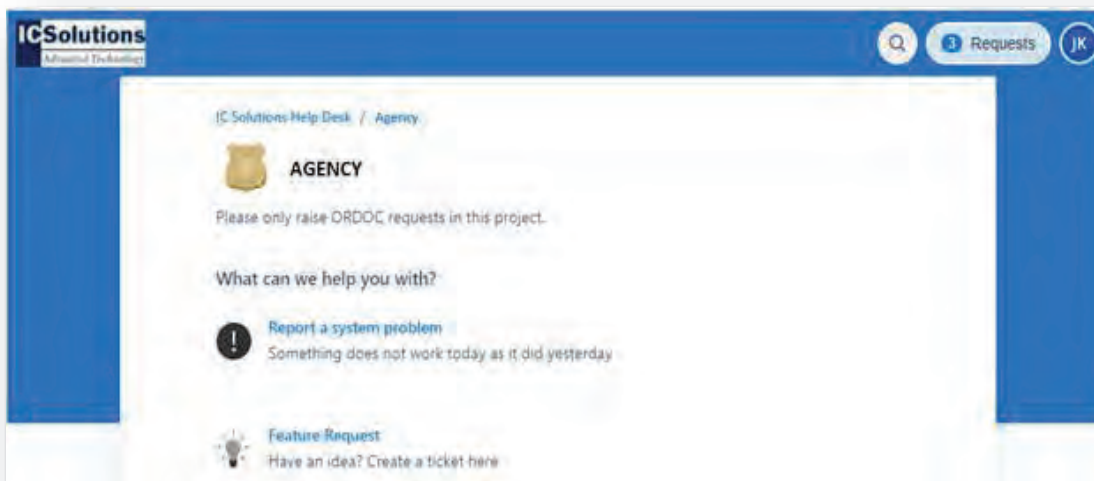
Seamless Trouble Ticketing & Tracking

ICSolutions utilizes Atlassian's ticketing system Jira. This system offers a seamless user experience. Jira will allow Facility users to easily submit tickets directly via email, and automatically receive emailed status updates related to the tickets they have submitted.

ICSolutions can also provide access to the portal where facility staff can create tickets for service issues, or even submit feature requests. Any ticket created will automatically generate update emails any time a change or note is added.

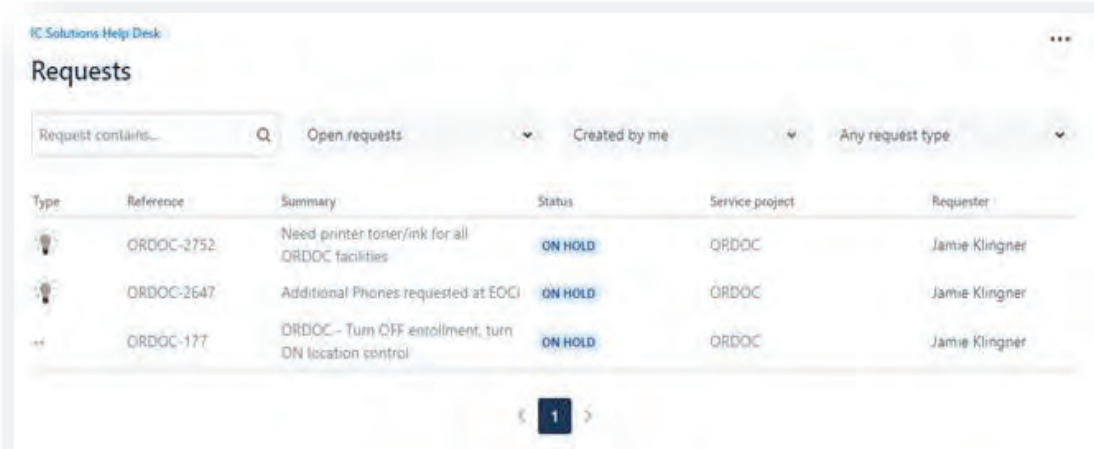


Robust & Seamless
Trouble Ticketing
System Jira



Create a Ticket

By clicking Requests, users can view a list of their tickets and select a specific ticket to see additional details.



View Requests

Jira also features state-of-the-art reporting features that will be customized and configured according to the Agency's precise needs during the initial implementation and go-live process. ICSolutions will work with the Agency to determine the types of reports that are needed, the frequency at which such reports shall be provided, and which stakeholders require these reports. This information can be updated at any time, and will ensure that the Facility has all required reporting at your fingertips, automatically.

Priority Schedule

The following Priority Schedule defines our standard service commitment offered to each one of our clients. Specific terms have been customized where applicable to meet special needs of the Agency.

Priority Level 1	• Multiple Housing Units not operational • Multiple intake phones out of service • Entire System Failure	Remote diagnostics and repair will begin within 1 hour
Priority Level 2	• One entire Housing Unit not Operational • One intake phone not working • Technical or Recording Failure • Recording Access Failure • Server Capacity Warning • Commissary Interface Failure	Remote diagnostics will begin within 1 hour Repair will begin within 8 hours
Priority Level 3	• One of multiple phones in a Housing Unit Not Operational	Repair will begin by the end of the 2nd Business Day

Remote Diagnostics Minimize Onsite Maintenance

Due to the sophisticated nature of THE ENFORCER, TSC personnel can conduct an array of non-intrusive remote diagnostic tests that will quickly pin-point the problem and expedite resolution. We recognize the need to maintain security at the facility and make every effort to perform remote repairs in order to minimize the need for site visits.

Because critical system components will reside at an offsite data center, facility visits will be minimized. Facility visits will be necessary only in the event that maintenance, repair, or replacement needs to be done on a telephone or connectivity device. All other work can take place remotely. And, even for the few remaining onsite components, a great deal of that performance monitoring and diagnostics can also be performed remotely.



**Always-on
Remote Monitoring,
Diagnosis & Repair**

Escalation Plan

In the event that any problem requires escalation, TSC follows a documented internal escalation procedure.

Escalation Level	Escalation Contact	Additional Notification
Initial Report	Help Desk Technician Open Ticket & Gather Information Toll free: 866-228-4031 Email: icssupport@icsolutions.com	None
Level One	Latoya Coleman Technical Support Manager Direct 210-572-9547 Cell: 601-212-6128 email: lcoleman@icsolutions.com	None
Level Two	Brian Dietert Director of Operations Direct: 210-477-7340 Cell: 832-561-8010 email: bdietert@icsolutions.com	Darryl Hughes Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 Darryl.Hughes@icsolutions.com
Level Three	Brendan Philbin Vice President, Product Development Direct: 210-581-8102 Cell: 408-838-1157 email: bphilbin@icsolutions.com	Darryl Hughes Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 Darryl.Hughes@icsolutions.com
Level Four	Tim McAteer President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 email: tmcateer@icsolutions.com	Darryl Hughes Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 Darryl.Hughes@icsolutions.com

Escalations can be initiated by a number of methods. These methods include:

1. The Severity Level can trigger an escalation. This either happens by a Technical Support report or by one of our system monitoring applications.
2. Escalations can also be triggered by lower severity levels remaining in that state past a pre-determined threshold. Following are the basic criteria for escalation at each level:
 1. **P1 Issues** are escalated to the VP of Product Development level immediately. Status updates are provided to that level hourly.
 2. **P2 Issues** that are not solved within the standard four-hour timeframe are escalated to Level 1. P2 issues that are not solved within 8 hours are escalated to the VP of Product Development Level. This level will be provided with status updates daily.
 3. **P3 issues** that are not solved within the standard 48-hour timeframe are automatically escalated one level. P3 issues that are not solved within 7 days are escalated to the VP of Product Development level. The VP of Product Development will receive status updates daily.

Video Visitation Escalations

When a video visitation system (VVS) is in place, ICSolutions' video visitation technician will be added to the above list as the first escalation point to assign tickets to the Video support team. The VVS technician is dedicated solely to supporting our VVS software, VVS clients, and escalated VVS support tickets.

Tablet Maintenance and Support

ICSolutions will be responsible for the ongoing maintenance of tablets and all other functions performed under this contract. Maintenance and repair are included as part of the turnkey tablet solution for the term of the contract. In the event an access point requires repair, the local dedicated technician will have spares on hand to replace the non-functioning equipment. Other issues will be addressed remotely when possible.

Local Field Service Technicians

Service is further enhanced using certified local and regional technical support personnel. Additional local technicians will be assigned as backups upon contract award. Site administrators and local technicians are fully trained onsite on both THE ENFORCER and each facility's exact equipment and system configuration. We also maintain a local supply of system components and replacement parts to minimize the time to service restoration.



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

Regular Account Reviews

Mr. Darryl Hughes will schedule Account Review meetings with the Agency periodically throughout the contract to receive feedback, discuss ways to improve processes, review ticket histories and service requests to be sure that ICSolutions' service is meeting your expectations, demonstrate new applications and more. These regular face-to-face meetings will enable Mr. Hughes to continuously improve and adapt ICSolutions' service to maximize your satisfaction throughout the contract term.



Exhibit 5

Vendor Documentation



Secretary of State Certificate of Status

I, SHIRLEY N. WEBER, Ph.D., Secretary of State of the State of California, hereby certify:

Entity Name: INMATE CALLING SOLUTIONS, LLC
File Number: 200222710012
Registration Date: 08/13/2002
Entity Type: DOMESTIC LIMITED LIABILITY COMPANY
Jurisdiction: CALIFORNIA
Status: ACTIVE (GOOD STANDING)

As of February 7, 2022 (Certification Date), the entity is authorized to exercise all of its powers, rights and privileges in California.

This certificate relates to the status of the entity on the Secretary of State's records as of the Certification Date and does not reflect documents that are pending review or other events that may affect status.

No information is available from this office regarding the financial condition, status of licenses, if any, business activities or practices of the entity.



IN WITNESS WHEREOF, I execute this certificate and affix the Great Seal of the State of California this day of February 8, 2022.

SHIRLEY N. WEBER, Ph.D.
Secretary of State

Certificate Verification Number: Z1XBMGZ

To verify the issuance of this Certificate, use the Certificate Verification Number above with the Secretary of State Certification Verification Search available at bebizfile.sos.ca.gov/certification/index.

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA**

In the Matter of the Application of Inmate Calling Solutions, LLC, a California Limited Liability Company, for a Certificate of Public Convenience and Necessity to Provide InterLATA and IntraLATA Telecommunications Service in California as a Switchless Reseller.

Application 03-05-031
(Filed May 20, 2003)

O P I N I O N

Inmate Calling Solutions, LLC, a California limited liability company, filed an application on May 20, 2003, for a certificate of public convenience and necessity to provide inter - and intra- local access and transport area services in California as a non-dominant interexchange carrier. This application was filed pursuant to the registration process adopted in Decision (D.) 97-06-107 and related decisions.

The applicant was qualified to use the registration process, complied with the filing requirements for a registration application, and there were no protests to the application. The applicant was qualified to and requested an exemption from tariffing requirements. Applicant also agreed to abide by the consumer protection rules adopted in D. 98-08-031, as modified from time to time. Therefore, pursuant to the authority granted to the Executive Director by Decision 97-08-050, the applicant should be granted a certificate of public convenience and necessity to provide this service.

This is an uncontested matter in which the decision grants the relief requested. Accordingly, pursuant to Public Utilities Code section 311(g)(2), the otherwise applicable 30-day period for public review and comment is being waived.

Findings of Fact

1. The application was filed on May 20, 2003, and appeared in the Commission's Daily Calendar on May 27, 2003.
2. There were no timely protests to the application.

3. The applicant was qualified to and requested an exemption from tariffing requirements. Applicant also agreed to abide by the consumer protection rules adopted in D. 98-08-031, as modified from time to time.

Conclusions of Law

1. Applicant should be granted the requested certificate of public convenience and necessity subject to the conditions in the attached appendices.
2. Applicant should be granted an exemption from the requirement to file tariffs.

O R D E R

IT IS ORDERED that:

1. A certificate of public convenience and necessity is granted to Inmate Calling Solutions, LLC to operate as a switchless reseller of inter-Local Access and Transport Area (LATA) and, to the extent authorized by Decision 94-09-065, intra-LATA telecommunications services offered by communication common carriers in California subject to the conditions set forth in the attached appendices. Applicant is assigned corporate identification number U-6813-C which shall be included in the caption of all filings made with this Commission.
2. Applicant is exempt from the requirement to file tariffs subject to the conditions set forth in the attached appendices.
3. Application No. 03-05-031 is closed.

This order is effective today.

Dated 9/4/03, at San Francisco, California.



WILLIAM AHERN
Executive Director



PUBLIC NOTICE

FEDERAL COMMUNICATIONS COMMISSION
445 12th STREET S.W.
WASHINGTON D.C. 20554

News media information 202-418-0500

Fax-On-Demand 202-418-2830; Internet: <http://www.fcc.gov> (or <ftp.fcc.gov>)

TTY (202) 418-2555

DA No. 03-1123

Report No. TEL-00656

Thursday April 10, 2003

INTERNATIONAL AUTHORIZATIONS GRANTED

Section 214 Applications (47 C.F.R. § 63.18); Cable Landing License Applications (47 C.F.R. § 1.767); Requests to Authorize Switched Services over Private Lines (47 C.F.R. § 63.16); Section 310(b)(4) Requests

The following applications have been granted pursuant to the Commission's streamlined processing procedures set forth in Section 63.12 of the Commission's rules, 47 C.F.R. § 63.12, other provisions of the Commission's rules, or procedures set forth in an earlier public notice listing applications accepted for filing.

Unless otherwise noted, these grants authorize the applicants (1) to become a facilities-based international common carrier subject to 47 C.F.R. § 63.22; and/or (2) to become a resale-based international common carrier subject to 47 C.F.R. § 63.23; or (3) to exceed the 25 percent foreign ownership benchmark applicable to common carrier radio licensees under 47 U.S.C. § 310(b)(4). Grants under Section 63.16 and certain grants under Section 63.18 also authorize carriers generally to use their authorized private lines to provide switched services (ISR) between the United States and particular international points pursuant to 47 C.F.R. § 63.16. See also 47 C.F.R. §§ 63.22(e), 63.23(d).

This public notice serves as each newly authorized carrier's Section 214 certificate. It contains general and specific conditions, which are set forth below. Newly authorized carriers should carefully review the terms and conditions of their authorizations. These are set forth in detail below and in Sections 63.21, 63.22, and 63.23 of the Commission's rules, 47 C.F.R. §§ 63.21-23. Failure to comply with general or specific conditions of an authorization, or with other relevant Commission rules and policies, could result in fines and forfeitures.

The Commission most recently amended its rules applicable to international telecommunications common carriers in 2000 Biennial Regulatory Review, Policy and Rules Concerning the International, Interexchange Marketplace, FCC 01-93, released, March 20, 2001, 66 Fed. Reg. 16874 (Mar. 28, 2001). See also IB Docket No. 97-142, Rules and Policies on Foreign Participation in the U.S. Telecommunications Market, Order on Reconsideration, 15 FCC Rcd 18158 (2000); IB Docket No. 98-118, Review of International Common Carrier Regulations, FCC 99-51, released March 23, 1999, 64 Fed. Reg. 19,057 (Apr. 19, 1999) and in IB Docket Nos. 98-148, 95-22, CC Docket No. 90-337 (Phase II), 1998 Biennial Regulatory Review - Reform of the International Settlements Policy and Associated Filing Requirements, FCC 99-73, released May 6, 1999, 64 Fed. Reg. 34, 734 (June 29, 1999). An updated version of Sections 63.09-.24 of the rules, and other related sections, is available at <http://www.fcc.gov/ib/td/pf/telecomrules.html>.

ITC-214-20030367-00135 P IP Deliver
International Telecommunications Certificate
Service(s): Global or Limited Global Facilities-Based Service
Grant of Authority

Date of Action: 04/04/2003

Application for authority to provide facilities-based service in accordance with Section 63.18(e)(1) of the rules.

ITC-214-20030311-00126 E VoIP Services, LLC
International Telecommunications Certificate
Service(s): Global or Limited Global Facilities-Based AND Resale Service
Grant of Authority Date of Action: 04/04/2003

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

ITC-214-20030312-00127 E Atlantic Ventures Group, Inc. dba Lightning Com
International Telecommunications Certificate
Service(s): Global or Limited Global Facilities-Based Service, Global or Limited Global Resale Service
Grant of Authority Date of Action: 04/04/2003

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

ITC-214-20030312-00128 E Inmate Calling Solutions, LLC
International Telecommunications Certificate
Service(s): Global or Limited Global Resale Service
Grant of Authority Date of Action: 04/04/2003

Application for authority to provide service in accordance with Section 63.18(e)(1) of the rules.

ITC-214-20030313-00134 E C III Communications Operations, L.L.C.
International Telecommunications Certificate
Service(s): Global or Limited Global Facilities-Based Service, Global or Limited Global Resale Service
Grant of Authority Date of Action: 04/04/2003

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

ITC-214-20030314-00137 E CRISTEL TELECOM, INC.
International Telecommunications Certificate
Service(s): Global or Limited Global Facilities-Based AND Resale Service
Grant of Authority Date of Action: 04/04/2003

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

ITC-214-20030314-00139 E Hardy Telecommunications Inc
International Telecommunications Certificate
Service(s): Individual Switched Resale Service
Grant of Authority Date of Action: 04/04/2003

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

ITC-ASG-20030227-00143 P Telephone Services Incorporated
Assignment
Grant of Authority Date of Action: 04/04/2003

Current Licensee: Local Gateway Exchange, Inc.
FROM: Local Gateway Exchange, Inc.
TO: Telephone Services Incorporated

Application for consent to assign an international section 214 authorization (ITC-214-19990621-00394) held by Local Gateway Exchange, Inc., from Local Gateway Exchange, Inc. and its shareholders to Telephone Service Incorporated and its Shareholders. Specifically, upon consummation, Telephone Service Incorporated and its Shareholders will acquire the license, assets and accounts of Local Gateway Exchange, Inc. pursuant to an order in the United States Bankruptcy Court for the Northern District of Texas Dallas Division. This authorization is without prejudice to the to the Commission's action on other related pending application(s).

CONDITIONS APPLICABLE TO INTERNATIONAL SECTION 214 AUTHORIZATIONS

(1) These authorizations are subject to the Exclusion List for International Section 214 Authorizations, which identifies restrictions on providing service to particular countries or using particular facilities. The most recent Exclusion List is attached to this Public Notice. The list applies to all U.S. international carriers, including those that have previously received global or limited global Section 214 authority, whether by streamlined grant or specific written order. Carriers are advised that the attached Exclusion List is subject to amendment at any time pursuant to the procedures set forth in Streamlining the International Section 214 Authorization Process and Tariff Requirements, IB Docket No. 95-118, 11 FCC Rcd 12884 (1996), para. 18. A copy of the current Exclusion List will be maintained in the FCC Reference and Information Center and will be available at <http://www.fcc.gov/ib/td/pf/exclusionlist.html>. It also will be attached to each Public Notice that grants international Section 214 authority.

(2) The export of telecommunications services and related payments to countries that are subject to economic sanctions may be restricted. For information concerning current restrictions, call the Office of Foreign Assets Control, U.S. Department of the Treasury, (202) 622-2520.

(3) Carriers shall comply with the requirements of Section 63.11 of the Commission's rules, which requires notification by, and in certain circumstances prior notification by, U.S. carriers acquiring an affiliation with foreign carriers. A carrier that acquires an affiliation with a foreign carrier will be subject to possible reclassification as a dominant carrier on an affiliated route pursuant to the provisions of Section 63.10 of the rules. The Commission recently amended Section 63.11 of the rules in its Order on Reconsideration in IB Docket No. 97-142, 15 FCC Rcd 18158 (2000).

(4) Carriers shall comply with the Commission's International Settlements Policy and associated filing requirements contained in Sections 43.51 and 64.1001 of the Commission's Rules, 47 C.F.R. §§ 43.51, 64.1001. The Commission modified these requirements most recently in 2000 Biennial Regulatory Review, Policy and Rules Concerning the International, Interexchange Marketplace, FCC 01-93, released, March 20, 2001, 66 Fed. Reg. 16874 (Mar. 28, 2001). See also 1998 Biennial Regulatory Review - Reform of the International Settlements Policy and Associated Filing Requirements, IB Docket Nos. 98-148, 95-22, CC Docket No. 90-337 (Phase II), FCC 99-73 (rel. May 6, 1999). In addition, any carrier interconnecting private lines to the U.S. public switched network at its switch, including any switch in which the carrier obtains capacity either through lease or otherwise, shall file annually with the Chief, International Bureau, a certified statement containing, on a country-specific basis, the number and type (e.g., 64 kbps circuits) of private lines interconnected in such manner. The Commission will treat the country of origin information as confidential. Carriers need not file their contracts for interconnection unless the Commission specifically requests. Carriers shall file their annual report on February 1 (covering international private lines interconnected during the preceding January 1 to December 31 period) of each year. International private lines to countries for which the Commission has authorized the provision of switched basic services over private lines at any time during a particular reporting period are exempt from this requirement. See 47 C.F.R. § 43.51(d).

(5) Carriers authorized to provide private line service either on a facilities or resale basis are limited to the provision of such private line service only between the United States and those foreign points covered by their referenced applications for Section 214 authority. In addition, the carriers may not -- and their tariffs must state that their customers may not -- connect their private lines to the public switched network at either the U.S. or foreign end, or both, for the provision of international switched basic services, unless the Commission has authorized the provision of switched services over private lines to the particular country at the foreign end of the private line or the carrier is exchanging switched traffic with a foreign carrier that the Commission has determined lacks market power in the country at the foreign end of the private line. See 47 C.F.R. §§ 63.16, 63.22(e), 63.23(d). A foreign carrier lacks market power for purposes of this rule if it does not appear on the Commission list of foreign carriers that do not qualify for the presumption that they lack market power in particular foreign points. This list is available at http://www.fcc.gov/Bureaus/International/Public_Notices/1999/da990809.txt. See generally 1998 Biennial Regulatory Review - Reform of the International Settlements Policy and Associated Filing Requirements, IB Docket Nos. 98-148, 95-22, CC Docket No. 90-337 (Phase II), FCC 99-73 (rel. May 6, 1999), paras. 12-15, 102-109.

(6) The Commission has authorized the provision of switched basic services via facilities-based or resold private lines between the United States and the following foreign points: Sweden, Canada, New Zealand, the United Kingdom, Australia, The Netherlands, Luxembourg, Norway, Denmark, France, Germany, Belgium, Austria, Switzerland, Japan, Italy, Ireland, Hong Kong, Iceland, Spain, Finland, Israel, Singapore, Netherlands Antilles, Poland, Argentina, United Arab Emirates, Macau, Hungary, Philippines, Greece, Uruguay, Brunei, Trinidad & Tobago, Czech Republic, the Dominican Republic, Brazil, Botswana, Costa Rica, South Africa, Saint Lucia, Saint Kitts & Nevis, Saint Vincent, Antigua, Malaysia, Thailand, Belize, Panama, Guatemala, Venezuela, Bahrain, South Korea, Portugal, Cyprus, Slovak Republic, Slovenia, Dominica, Grenada, Jamaica, Kuwait, Jordan, Paraguay, Croatia, Egypt, Zambia, Ecuador,

Barbados, Colombia, Chile, El Salvador, Taiwan, Nicaragua, Turkey, Peru, Morocco, Ghana, Bolivia, Guyana, Mongolia, Zimbabwe, Gambia, Nigeria, Bangladesh, Indonesia, and Tunisia.

(7) Carriers may engage in "switched hubbing" to countries for which the Commission has not authorized the provision of switched basic services over private lines consistent with Section 63.17(b) of the rules.

(8) Carriers may provide U.S. inbound or outbound switched basic service via their authorized private lines extending between or among the United States, Sweden, New Zealand, the United Kingdom, Australia, The Netherlands, Luxembourg, Norway, Denmark, France, Germany, Belgium, Austria, Switzerland, Japan, Italy, Ireland, Hong Kong, Iceland, Spain, Finland, Israel, Singapore, Netherlands Antilles, Poland, Argentina, United Arab Emirates, Macau, Hungary, Philippines, Greece, Uruguay, Brunei, Trinidad & Tobago, Czech Republic, the Dominican Republic, Brazil, Botswana, Costa Rica, South Africa, Saint Lucia, Saint Kitts & Nevis, Saint Vincent, Antigua, Malaysia, Thailand, Belize, Panama, Guatemala, Venezuela, Bahrain, South Korea, Portugal, Cyprus, Slovak Republic, Slovenia, Dominica, Grenada, Jamaica, Kuwait, Jordan, Paraguay, Croatia, Egypt, Zambia, Ecuador, Barbados, Colombia, Chile, El Salvador, Taiwan, Nicaragua, Turkey, Peru, Morocco, Ghana, Bolivia, Guyana, Mongolia, Zimbabwe, Gambia, Nigeria, Bangladesh, Indonesia, and Tunisia.

(9) Carriers shall comply with the "No Special Concessions" rule, Section 63.14, 47 C.F.R. § 63.14.

(10) Carriers regulated as dominant for the provision of a particular communications service on a particular route for any reason other than a foreign carrier affiliation under Section 63.10 of the rules shall file tariffs pursuant to Section 203 of the Communications Act, as amended, 47 U.S.C. § 203, and Part 61 of the Commission's Rules, 47 C.F.R. Part 61. Except as specified in Section 20.15 with respect to commercial mobile radio service providers, carriers regulated as non-dominant, as defined in Section 61.3, and providing detariffed international services pursuant to Section 61.19 must comply with all applicable public disclosure and maintenance of information requirements in Sections 42.10 and 42.11. These non-dominant carriers may continue filing new or revised international tariffs for mass market services until January 28, 2002, when all tariffs, with limited exceptions, must be cancelled. Carriers may not file any new or revised contract tariffs or tariffs for other long-term international service arrangements. See 2000 Biennial Regulatory Review, Policy and Rules Concerning the International, Interexchange Marketplace, FCC 01-93, released March 20, 2001, 66 Fed. Reg. 16874 (Mar. 28, 2001).

(11) Carriers shall file the annual reports of overseas telecommunications traffic required by Section 43.61(a). Carriers shall also file the quarterly reports required by Section 43.61 in the circumstances specified in paragraphs (b) and (c) of that Section.

(12) Carriers shall file annual reports of circuit status and/or circuit additions in accordance with the requirements set forth in Rules for Filing of International Circuit Status Reports, CC Docket No. 93-157, Report and Order, 10 FCC Rcd 8605 (1995). See 47 C.F.R. §§ 43.82, 63.23(e). These requirements apply to facilities-based carriers and private line resellers, respectively.

(13) Carriers should consult Section 63.19 of the rules when contemplating a discontinuance, reduction or impairment of service. Further, the grant of these applications shall not be construed to include authorization for the transmission of money in connection with the services the applicants have been given authority to provide. The transmission of money is not considered to be a common carrier service.

(14) If any carrier is reselling service obtained pursuant to a contract with another carrier, the services obtained by contract shall be made generally available by the underlying carrier to similarly situated customers at the same terms, conditions and rates. 47 U.S.C. § 203.

(15) To the extent that any of the above-listed applicants intends to provide international call-back services through the use of uncompleted call signaling, its authorization to resell international switched voice and/or data services to provide these services is expressly subject to the conditions listed in VIA USA Ltd., et al., 9 FCC Rcd 2288 (1994), on recon., 10 FCC Rcd 9540 (1995).

(16) To the extent the applicant is, or is affiliated with, an incumbent independent local exchange carrier, as those terms are defined in Section 64.1902 of the rules, it shall provide the authorized services in compliance with the requirements of Section 64.1903. See Regulatory Treatment of LEC Provision of Interexchange Services Originating in the LEC's Local Exchange Area and Policy and Rules Concerning the Interstate, Interexchange Marketplace, Second Report and Order in CC Docket No. 96-149 and Third Report and Order in CC Docket No. 96-61, 12 FCC Rcd 15756, recon., 12 FCC Rcd 8730 (1997), Order, 13 FCC Rcd 6427 (Com. Car. Bur. 1998), further recon., FCC 99-103 (rel. June 30, 1999).

(17) Except as otherwise ordered by the Commission, a carrier authorized here to provide facilities-based service that (i) is classified as dominant under Section 63.10 of the rules for the provision of such service on a particular route and (ii) is affiliated with a carrier that collects settlement payments for terminating U.S. international switched traffic at the foreign end of that route may not provide facilities-based service on that route unless the current rates the affiliate charges U.S. international carrier to terminate traffic are at or below the Commission's relevant benchmark adopted in International Settlement Rates, IB Docket No. 96-261, Report and Order, 12 FCC Rcd 19806 (1997). See also Report and Order on Reconsideration and Order Lifting Stay in IB Docket No. 96-261, FCC 99-124 (rel. June 11, 1999). For the purposes of this rule, "affiliation" and "foreign carrier" are defined in Section 63.09.

Petitions for reconsideration under Section 1.106 or applications for review under Section 1.115 of the Commission's rules in regard to the grant of any of these applications may be filed within thirty days of this public notice (see Section 1.4(b)(2)).

For additional information, please contact the FCC Reference and Information Center, Room CY-A257, 445 12th Street SW, Washington, D.C. 20554, (202) 418-0270.

Exclusion List for International Section 214 Authorizations

-- Last Modified December 22, 1999 --

The following is a list of countries and facilities not covered by grant of global Section 214 authority under Section 63.18(e)(1) of the Commission's Rules, 47 C.F.R. § 63.18(e)(1). In addition, the facilities listed shall not be used by U.S. carriers authorized under Section 63.18 of the Commission's Rules unless the carrier's Section 214 authorization specifically lists the facility. Carriers desiring to serve countries or use facilities listed as excluded hereon shall file a separate Section 214 application pursuant to Section 63.18(e)(4) of the Commission's Rules. See generally 47 C.F.R. § 63.22.

Countries:

Cuba (Applications for service to Cuba shall comply with the separate filing requirements of the Commission's Public Notice Report No. 1-6831, dated July 27, 1993, "FCC to Accept Applications for Service to Cuba.")

Facilities:

All non-U.S.-licensed satellite systems that are not on the Permitted Space Station List, maintained at <http://www.fcc.gov/ib/sd/se/permitted.html>. See International Bureau Public Notice, DA 99-2844 (rel. Dec. 17, 1999).

This list is subject to change by the Commission when the public interest requires. Before amending the list, the Commission will first issue a public notice giving affected parties the opportunity for comment and hearing on the proposed changes. The Commission may then release an order amending the exclusion list. This list also is subject to change upon issuance of an

Executive Order. See Streamlining the Section 214 Authorization Process and Tariff Requirements, IB Docket No. 95-118, FCC 96-79, 11 FCC Rcd 12,884, released March 13, 1996 (61 Fed. Reg. 15,724, April 9, 1996). A current version of this list is maintained at <http://www.fcc.gov/ib/td/pf/telecomrules.html#exclusionlist>.

For additional information, contact the International Bureau's Policy Division, (202) 418-1460.

Registration Detail	
FRN:	0010682326
Registration Date:	04/02/2004 12:21:43 PM
Last Updated:	05/18/2020 12:49:55 PM
Entity Name:	Inmate Calling Solutions, LLC
Entity Type:	Private Sector , Limited Liability Corporation
Contact Organization:	
Contact Position:	Director
Contact Name:	1 Ken R Dawson
Contact Address:	2200 Danbury San Antonio, TX 78217 United States
Contact Email:	kdawson@icsolutions.com
ContactPhone:	(210) 581-8104
ContactFax:	(210) 832-8915



Exhibit 6

Vendor Financial Statements
(Uploaded as a Separate PDF file)



Exhibit 7

Vendor Personnel & Résumés

Darryl A. Hughes
Regional Account Manager, Inmate Calling Solutions, LLC

SUMMARY

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

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

PROFESSIONAL EXPERIENCE

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

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

EDUCATION

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

Time devoted to work related to the requirements in this RFP:
Works full time, 40 hours per week / approximately 175 hours per month.

Two (2) past project references:

San Mateo County Sheriff's Office, CA
Sgt. Jim Gilletti
(650) 599-1098
JGilletti@smcgov.org

Tulare County Sheriff's Office, CA
Lt. Megan Pinheiro
(559) 802-9440
mpinheiro@tularecounty.ca.gov

Melissa Mitchell

Project Manager, Inmate Calling Solutions, LLC

SUMMARY

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

Areas of Expertise

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

PROFESSIONAL EXPERIENCE

Project Manager, Inmate Calling Solutions, LLC

2020 - Present

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

Project Manager, GTL

2019 - 2020

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

Service Coordinator, Southwest Airlines

2018 - 2019

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

Customer Service and Sales Agent, Southwest Airlines

2016 - 2018

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

Director National Accounts, BSG Clearing Solutions

2009 - 2016

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

EDUCATION & CERTIFICATIONS

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

Lean Six Sigma Yellow Belt Certified

Time devoted to work related to the requirements in this RFP:

Works full time, 40 hours per week / approximately 175 hours per month.

Two (2) past project references:**San Mateo County Sheriff's Office, CA**

Sgt. Jim Gilletti
(650) 599-1098
JGilletti@smcgov.org

Tulare County Sheriff's Office, CA

Lt. Megan Pinheiro
(559) 802-9440
mpinheiro@tularecounty.ca.gov

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

SUMMARY

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

Core Competencies

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

Additional Proficiencies

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

PROFESSIONAL EXPERIENCE

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

National Accounts Manager, Praeses 2014 - 2016
Managed vendor contracts for correctional facilities to ensure all financial, technological, quality and service requirements were contractually met. Focused on non-local accounts located in California, New Mexico, Alabama, Tennessee and Virginia varying in size from average daily population of 250 to 18,000 inmates with monthly revenues averaging from \$7,000 and \$200,000. Developed and maintained long-term, successful relationships with new and existing customers as the single point of contact for all service and contractual issues. Provided in-depth industry knowledge of Inmate Telephone System (ITS) components, both hardware and software for multiple vendors. Drafted complex documents for customers including Request for Proposals (RFP), Contracts and Amendments. Negotiated contractual specifics including

commission percentages and extension terms. Evaluated vendor responses to RFPs to provide customers an independent and objective perspective and provide recommendations based on industry knowledge. Facilitated high-level, technical vendor presentations. Completed reconciliation and other accounting roles for billing files, detailed records, and revenue and commission reports. Managed projects for new or transition installation and implementation of new inmate phone systems, video visitation systems, kiosk solutions or any other additional technology provide by the vendor. Maintained statistical data on call patterns and call traffic volumes for correctional facilities. Identified trends and opportunities for revenue growth.

Account Executive, Gremillion & Pou Integrated Marketing

2012 - 2013

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

EDUCATION & CERTIFICATIONS

PMP Certification

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

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

Time devoted to work related to the requirements in this RFP:

Works full time, 40 hours per week / approximately 175 hours per month.

Two (2) past project references:

San Mateo County Sheriff's Office, CA

Sgt. Jim Gilletti
(650) 599-1098
JGilletti@smcgov.org

Tulare County Sheriff's Office, CA

Lt. Megan Pinheiro
(559) 802-9440
mpinheiro@tularecounty.ca.gov

Timothy P. McAteer

President & General Manager, Inmate Calling Solutions, LLC

SUMMARY

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

PROFESSIONAL EXPERIENCE

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

EDUCATION

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

Time devoted to work related to the requirements in this RFP:

Works full time, 40 hours per week / approximately 175 hours per month.

Two (2) past project references:

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Sgt. Jim Gilletti
(650) 599-1098
JGilletti@smcgov.org

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Lt. Megan Pinheiro
(559) 802-9440
mpinheiro@tularecounty.ca.gov

Michael Kennedy

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

PROFESSIONAL EXPERIENCE

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

EDUCATION

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

INTERESTS

Technology, college athletics, furniture restoration.

Time devoted to work related to the requirements in this RFP:

Works full time, 40 hours per week / approximately 175 hours per month.

Two (2) past project references:

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(650) 599-1098
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(559) 802-9440
mpinheiro@tularecounty.ca.gov

Brendan Philbin

Vice President of Product Development, Inmate Calling Solutions, LLC

SUMMARY

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

PROFESSIONAL EXPERIENCE

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

EDUCATION

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

Time devoted to work related to the requirements in this RFP:

Works full time, 40 hours per week / approximately 175 hours per month.

Two (2) past project references:

San Mateo County Sheriff's Office, CA

Sgt. Jim Gilletti
(650) 599-1098
JGilletti@smcgov.org

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Lt. Megan Pinheiro
(559) 802-9440
mpinheiro@tularecounty.ca.gov

Brian P. Dietert
Director of Operations, Inmate Calling Solutions, LLC

SUMMARY

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

PROFESSIONAL EXPERIENCE

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

Time devoted to work related to the requirements in this RFP:
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Two (2) past project references:

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mpinheiro@tularecounty.ca.gov

Justin D. Naquin
Regional Field Service Manager, Inmate Calling Solutions, LLC

PROFESSIONAL EXPERIENCE

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

EDUCATION

Diploma, Thibodaux High School Thibodaux, LA

Omniphone Inc. Mobile, AL ~ Certificate of Completion 1998 - 1999
▪ Training on new equipment for prison phone systems.

Time devoted to work related to the requirements in this RFP:
Works full time, 40 hours per week / approximately 175 hours per month.

Two (2) past project references:

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Sgt. Jim Gilletti
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Lt. Megan Pinheiro
(559) 802-9440
mpinheiro@tularecounty.ca.gov

James E. Chapman
Regional Field Service Manager, Inmate Calling Solutions, LLC

SUMMARY

- Experience in both Management and Leadership roles
- Dedicated to making quick, clear, and correct decisions under extreme pressure
- Possess strong analytical and troubleshooting skills to diagnose problems and develop workable solutions
- Computer skills and experience.
- Proficient with Microsoft Office Suite, Windows, Excel, and Word

PROFESSIONAL EXPERIENCE

Regional Field Service Manager, Inmate Calling Solutions, LLC 2020 - Present
Responsible for managing the on-site installation, including overseeing on-site technicians and the quality assurance process. Justin is the field supervisor for ICSolutions' installation teams in the Southern Region of the United States. In addition to providing leadership of our field technicians, Justin provides hands-on management of the transition process, testing and on-site quality control.

Primary Technician, Inmate Calling Solutions, LLC 2008 - 2020
As a Primary Technician, my duties include servicing the client/s to which I am assigned. I perform all essential repair, install, and management duties as they are allocated to my work queue. I continually build upon client relationships by providing exceptional services, superior turnaround times, and a great work ethic.

EDUCATION:

- Medina Joint Vocational School
- United States Army

Time devoted to work related to the requirements in this RFP:
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Lt. Megan Pinheiro
(559) 802-9440
mpinheiro@tularecounty.ca.gov

David Urbina

Regional Field Service Manager, Inmate Calling Solutions, LLC

SUMMARY

Experienced Manager with over 10 years of experience in the telecommunication industry. Excellent reputation for resolving problems and improving customer satisfaction.

PROFESSIONAL EXPERIENCE

Regional Field Service Manager, Inmate Calling Solutions, LLC 2021 - Present
Responsible for managing the on-site installation, including overseeing on-site technicians and the quality assurance process. Justin is the field supervisor for ICSolutions' installation teams in the Southern Region of the United States. In addition to providing leadership of our field technicians, Justin provides hands-on management of the transition process, testing and on-site quality control.

Right of Way Agent, Texas Land & Right of Way 2019 - 2021

- Surveyed land for the purposes of developing properties and municipals.
- Conducted research on the land and its ownerships, gathering information from multiple sources. Purchased Easements from landowners, notarized documents and filed with the local courts.

Field Service Technician, Inmate Calling Solutions, LLC 2014 - 2019

- Worked with both team members and clients to ensure all parties were satisfied with the service I was providing in my territory. Maintained and installed all ICS products, including but not limited to: Phone Services, Video Visitation and Tablets.
- Installed cable infrastructure and networking for prisons and jails of all sizes and shapes. Ran and installed: CATS and 6, Fiber Optic Cable, and Point to Point.
- Identified issues, analyzed information, and provided solutions to problems.
- Increased customer satisfaction by resolving issues in a efficient manner.

Site Administrator, Global Tel Link 2012 - 2014

- Maintained our equipment on-site.
- Processed service requests made by staff and offenders
- Ran CAT3 for additional phone lines and CAT5e for workstations. Fixed wiring issues that facility was experiencing for months.
- Helped the investigators with pulling recordings and testifying in court as a professional witness.

EDUCATION

Highschool diploma, Raymondville High School, TX 2007

KEY SKILLS

- Customer service
- Teamwork
- Leadership
- Analytical skills
- Supervision
- Critical thinking

Time devoted to work related to the requirements in this RFP:

Works full time, 40 hours per week / approximately 175 hours per month.

Two (2) past project references:

San Mateo County Sheriff's Office, CA

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Lt. Megan Pinheiro
(559) 802-9440
mpinheiro@tularecounty.ca.gov

George W. Langdin
Technical Services Manager (IT Engineering)

PROFESSIONAL EXPERIENCE

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

SKILLS

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

VOLUNTEER EXPERIENCE

TheSiteClub 2004 - present
Provided free web and e-mail hosting for friends and local small businesses. Also provided web site design and custom JavaScript and PHP scripting.

Los Gatos High School 2002 - present
Collaborated with AP Biology teacher to integrate his Macintosh lab with his class work. Provided instruction on building and maintaining web sites. Assisted in creating presentations and putting course materials on web site. Provided general technical support <http://www.lghs.net/teachers/science/shammack/>

Berkeley Macintosh Users Group 1996
Answered questions, sold memberships and merchandise at Macworld Expo, San Francisco.

EDUCATION

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

Time devoted to work related to the requirements in this RFP:
Works full time, 40 hours per week / approximately 175 hours per month.

Two (2) past project references:

San Mateo County Sheriff's Office, CA
Sgt. Jim Gilletti
(650) 599-1098
JGilletti@smcgov.org

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Lt. Megan Pinheiro
(559) 802-9440
mpinheiro@tularecounty.ca.gov

Sylvia Castillo

Technical Support Manager, Inmate Calling Solutions, LLC

SUMMARY

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

PROFESSIONAL EXPERIENCE

Manager of Client Services, Inmate Calling Solutions, LLC 2010 - Present
As the Client Services Manager, Sylvia maintains excellent business relationships with all of ICSolutions' clients. Part of her role is to ensure that the products and services that are operating within each of our client's facilities are meeting and/or exceeding their expectations. Any time there is a concern; Sylvia is one of the primary points of contact in resolving client-specific issues.

EDUCATION

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

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

Time devoted to work related to the requirements in this RFP:
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Two (2) past project references:

San Mateo County Sheriff's Office, CA
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(650) 599-1098
JGilletti@smcgov.org

Tulare County Sheriff's Office, CA
Lt. Megan Pinheiro
(559) 802-9440
mpinheiro@tularecounty.ca.gov

Latisha Steger

Director of Sales Engineering, Inmate Calling Solutions, LLC

SUMMARY

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

PROFESSIONAL EXPERIENCE

Director of Sales Engineering, Inmate Calling Solutions, LLC

2012-Present

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

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

EDUCATION

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

2005 - 2007
2003

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Two (2) past project references:

San Mateo County Sheriff's Office, CA

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(650) 599-1098
JGilletti@smcgov.org

Tulare County Sheriff's Office, CA

Lt. Megan Pinheiro
(559) 802-9440
mpinheiro@tularecounty.ca.gov

Michael Pickell

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

SUMMARY

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

PROFESSIONAL EXPERIENCE

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

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

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

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

Police Officer

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

EDUCATION

Alvin Community College/Navarro Junior College – 75 Credits

PROFESSIONAL CERTIFICATIONS:

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

SKILLS

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

Time devoted to work related to the requirements in this RFP:

Works full time, 40 hours per week / approximately 175 hours per month.

Two (2) past project references:

San Mateo County Sheriff's Office, CA

Sgt. Jim Gilletti
(650) 599-1098
JGilletti@smcgov.org

Tulare County Sheriff's Office, CA

Lt. Megan Pinheiro
(559) 802-9440
mpinheiro@tularecounty.ca.gov

Stephen L. Shieldes

Director of Information Technology, Inmate Calling Solutions, LLC

SUMMARY

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

PROFESSIONAL EXPERIENCE

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

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

EDUCATION

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

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

Time devoted to work related to the requirements in this RFP:

Works full time, 40 hours per week / approximately 175 hours per month.

Two (2) past project references:

San Mateo County Sheriff's Office, CA

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(650) 599-1098
JGilletti@smcgov.org

Tulare County Sheriff's Office, CA

Lt. Megan Pinheiro
(559) 802-9440
mpinheiro@tularecounty.ca.gov

Latoya Coleman

Technical Support Manager, Inmate Calling Solutions, LLC

PROFESSIONAL EXPERIENCE

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

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

EDUCATION

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

Time devoted to work related to the requirements in this RFP:

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Two (2) past project references:

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JGilletti@smcgov.org

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Lt. Megan Pinheiro
(559) 802-9440
mpinheiro@tularecounty.ca.gov



Exhibit 8

Customer Referemces

EXHIBIT 8

Customer References

We are pleased to provide the following references that enjoy similar equipment and services offered to Yolo County. These references can attest not only to the quality of our technical solution, but also to our commitment to outstanding service and customer care. ICSolutions is proud of our service history, and we have included several recent Letters of Reference from a few of our clients in **VENDOR EXHIBIT 13: OTHER VENDOR BROCHURES / DOCUMENTS**.

Table 3 - Customer References Format

Customer Name:	San Mateo County Sheriff's Office
Contact Person and Title:	Sgt. Jim Gilletti
Telephone Number(s):	(650) 599-1098
Email Address:	JGilletti@smcgov.org
Mailing Address:	1300 Maple Street
City, State and Zip Code:	Redwood City, CA 94063
Total Number of Facilities:	2
ADP:	1,000
Agreement Effective Date:	June 2018
List All Services Provided:	ITS, VV-enabled Tablets with inmate self services
Total Number of Inmate Phones:	156
Total Number Visitation Phones:	51 visitation phones
Total Number of VVS stations:	Tablet-based VVS
Total Number of Tablets:	167 Video Visitation-enabled Tablets

Customer Name:	Tulare County Sheriff's Office
Contact Person and Title:	Lt. Megan Pinheiro
Telephone Number(s):	(559) 802-9440
Email Address:	mpinheiro@tularecounty.ca.gov
Mailing Address:	833 S. Akers Street
City, State and Zip Code:	Visalia, CA 93277
Total Number of Facilities:	3
ADP:	1,270
Agreement Effective Date:	November 2021
List All Services Provided:	ITS, VVS, tablets
Total Number of Inmate Phones:	157 Phones
Total Number Visitation Phones:	N/A
Total Number of VVS stations:	94 VVS Stations
Total Number of Tablets:	320 Tablets

Customer Name:	Marion County Jail
Contact Person and Title:	Lt. Warren McDaniel
Telephone Number(s):	(503) 316-6612
Email Address:	WMcDaniel@co.marion.or.us
Mailing Address:	4000 Aumsville Hwy SE
City, State and Zip Code:	Salem, OR 97317

Total Number of Facilities:	2
ADP:	560
Agreement Effective Date:	September 2018
List All Services Provided:	ITS, VV-enabled Tablets with inmate self services
Total Number of Inmate Phones:	79 Phones
Total Number Visitation Phones:	30 Visitation Phones
Total Number of VVS stations:	33 VVS Stations
Total Number of Tablets:	220 Video-Visitation-enabled Tablets

Customer Name:	Mendocino County Sheriff's Office
Contact Person and Title:	Lt. Joyce Spears
Telephone Number(s):	(707) 234-2131
Email Address:	spearsj@mendocinosheriff.org
Mailing Address:	951 Low Gap Road
City, State and Zip Code:	Ukiah, CA 95482
Total Number of Facilities:	1
ADP:	200
Agreement Effective Date:	December 2020
List All Services Provided:	ITS, VV-enabled Tablets with inmate self services
Total Number of Inmate Phones:	48 Phones
Total Number Visitation Phones:	N/A
Total Number of VVS stations:	Tablet-based VVS
Total Number of Tablets:	180 Video-Visitation-enabled Tablets

Customer Name:	Stanislaus County Sheriff's Department
Contact Person and Title:	Lt. Ron Lloyd
Telephone Number(s):	(209) 525-5629
Email Address:	rlloyd@stanislaussheriff.com
Mailing Address:	200 E. Hackett Road
City, State and Zip Code:	Modesto, CA 95358
Total Number of Facilities:	7
ADP:	1,700
Agreement Effective Date:	March 2017
List All Services Provided:	ITS, VV-enabled Tablets with inmate self services
Total Number of Inmate Phones:	197 Phones
Total Number Visitation Phones:	N/A
Total Number of VVS stations:	Tablet-based VVS
Total Number of Tablets:	436 Video-Visitation-enabled Tablets



Exhibit 9

System Report & File Samples

The ENFORCER[®] Inmate Telephone System

Call Detail Report

02/02/2011 16:01 - Page 1

INMATE CALLING
ICSolutions

Call Detail Report
Site: Newport DOC
1296680502

Report Parameters	
Phone Number	ALL
Inmate ID	ALL
Choose Call Connected	Connected Only
Choose Completion Code	All
Choose Tariff Type	All
Choose 3Way Events	No Filter
Choose Call Type	All
Choose Alerts	No Filter
Start Time	01/17/2011 00:00
End Time	02/02/2011 23:59

02/02/2011 16:01 - Page 2

INMATE CALLING
ICSolutions

Call Detail Report
Site: Newport DOC
1296680502

Call Start	Dialed Number	Completion Code	Rec	Alert	Call Type	Tariff Type	Talk Seconds	Billed Time	Cost	Inmate ID	Last Name
2011-02-02 16:00:11-05	1-603-504-8309	Normal	YES	NO	Debit	Intra LATA	47	1	0.15		
2011-02-02 15:56:28-05	1-978-663-2333	Normal	YES	NO	Debit	Interstate	95	2	0.30		
2011-02-02 15:56:02-05	1-603-866-9940	Normal	YES	NO	Prepaid collect	Intra LATA	139	3	0.45		
2011-02-02 15:56:01-05	1-603-225-6141	Normal	YES	NO	Prepaid collect	Local	46	1	0.50		
2011-02-02 15:55:25-05	1-603-542-1430	Normal	YES	NO	Debit	Intra LATA	268	5	0.75		
2011-02-02 15:54:59-05	1-603-631-5090	Normal	YES	NO	Debit	Intra LATA	270	5	0.75		
2011-02-02 15:54:21-05	1-603-860-7899	Normal	YES	NO	Debit	Intra LATA	417	7	1.05		
2011-02-02 15:53:19-05	1-918-269-1417	Normal	YES	NO	Prepaid collect	Interstate	231	4	0.60		
2011-02-02 15:52:45-05	1-802-674-4073	Normal	YES	NO	Debit	Interstate	62	2	0.30		
2011-02-02 15:52:02-05	1-603-942-0023	Normal	YES	NO	Debit	Intra Cell	382	7	0.70		
2011-02-02 15:51:31-05	1-603-988-9193	Normal	YES	NO	Debit	Intra LATA	74	2	0.30		

Call Statistics

02/02/2011 17:38 - Page 1

INMATE CALLING
ICSolutions

Station Activity
Site: Newport DOC
Start Time = 01/17/2011 00:00 End Time = 02/02/2011 23:59

Site Name	Station Port	Station Name	Attempt Calls	Accept Calls	Accept Rev Calls	Rev Mins	Rev Amnt
	6213	F-TIER-3	995	231	211	2235	371.45
	6214	G-TIER-3	722	207	201	1174	211.45
	6215	H-TIER-4	796	207	168	1576	264.90
	6216	MSU-3	524	150	143	1703	285.85
	6217	MSU-4	634	163	149	1387	240.00
	6218	INFIRMARY	51	14	11	192	28.95
	6219	G-TIER-1	476	167	161	1862	302.85
	6220	B-TIER-3	2424	685	627	5617	960.30
	6221	C-TIER-1	195	81	77	1122	183.30
	6222	C-TIER-2	228	42	42	672	110.60
	6223	G-TIER-5	180	23	23	397	63.55
	6224	RECEPTION	446	121	93	810	140.30
	6301	A-TIER-3	1866	523	471	4416	752.22

Completed Calls by Facility

02/15/2017 14:37 - Page 1

INMATE CALLING
ICSolutions

Site List
Facility: ICS Enforcer Demo
Parameters = None

Site ID	Code	Name	Completed Calls
1001	CC1	Corrections Center 1	5431
1002	CC2	Corrections Center 2	783
1003	CC3	Corrections Center 3	4022
1004	CC4	Corrections Center 4	634
1005	CC5	Corrections Center 5	532
1006	CF11	Correctional Facility 1	2001
1007	CF12	Correctional Facility 2	1904
1008	CF13	Correctional Facility 3	848
1009	CF14	Correctional Facility 4	3672
1010	CF15	Correctional Facility 5	966
Grand Total		10	20793

Phone Usage Report

02/02/2011 17:38 - Page 1

INMATE CALLING
ICSolutions

Station Activity
Site: Newport DOC
Start_Time = 01/17/2011 00:00 End_Time = 02/02/2011 23:59

Site Name	Station Port	Station Name	Attempt Calls	Accept Calls	Accept Rev Calls	Rev Mins	Rev Amnt
	6213	F-TIER-3	995	231	211	2235	371.45
	6214	G-TIER-3	722	207	201	1174	211.45
	6215	H-TIER-4	796	207	168	1576	264.90
	6216	MSU-3	524	150	143	1703	285.85
	6217	MSU-4	634	163	149	1387	240.00
	6218	INFIRMARY	51	14	11	192	28.95
	6219	G-TIER-1	476	167	161	1862	302.85
	6220	B-TIER-3	2424	685	627	5617	960.30
	6221	C-TIER-1	195	81	77	1122	183.30
	6222	C-TIER-2	228	42	42	672	110.60
	6223	G-TIER-5	180	23	23	397	63.55
	6224	RECEPTION	446	121	93	810	140.30
	6301	A-TIER-3	1866	523	471	4416	752.22
	6302	A-TIER-2	0	0	0	0	0.00
	6303	A-TIER-1	1586	453	406	4120	684.30
	6304	B-TIER-4	1979	575	532	5330	895.40
	6305	B-TIER-5	156	0	0	0	0.00

Gross Revenue Report

03/01/2018 05:44 - Page 1

INMATE CALLING
ICSolutions

Revenue by Account Type
Facility: ICS Enforcer Demo
Site = ICS Enforcer Demo; Start = 2018-02-01; End = 2018-03-01 00:00:00

Call Type	Tariff Band	Calls	Talk Secs	Billed Mins	Rated Cost	Fee Amt	Tax Amt	Final Cost	Percent
Prepaid	Local	614	216339	3905	820.05	0.00	49.80	869.85	
	IntraCell	100	51215	901	189.21	0.00	11.44	200.65	
	IntraLata	197	76133	1354	284.34	0.00	17.19	301.53	
	IntraState	446	200962	3550	745.50	0.00	45.08	790.58	
	InterState	113	41290	746	156.78	0.00	41.10	197.88	
Subtotal		1,470	585,939	10,456	2,195.88	0.00	164.61	2,360.49	44.0
Debit	Local	774	236074	4296	902.16	0.00	54.83	956.99	
	IntraCell	102	23961	446	93.66	0.00	5.72	99.38	
	IntraLata	196	57291	1053	221.13	0.00	13.52	234.65	
	IntraState	810	318323	5695	1195.95	0.00	72.45	1268.40	
	InterState	188	73884	1317	269.37	0.00	62.09	331.46	
	International	19	7034	127	85.09	0.00	22.95	108.04	
Subtotal		2,089	716,567	12,934	2,767.36	0.00	231.56	2,998.92	56.0
Grand Total		3,559	1,302,506	23,390	4,963.24	0.00	396.17	5,359.41	100.0

Gross Revenue Summary Report

02/02/2011 18:09 - Page 1

INMATE CALLING
ICSolutions

Revenue Summary
Site: Newport DOC
Start Time = 01/28/2011 00:00 End Time = 02/02/2011 23:59

Facility Name	Attempts	Completed	Min	Percent	Revenue	MTD Att	MTD Comp	MTD Min	MTD Pct	MTD Rev
	11521	4974	51759	43.17	4514.24	67960	29018	308248	42.70	26942.31
	17618	8394	94764	47.64	7594.96	100828	48940	535321	48.54	43354.65
	2133	952	9651	44.63	985.60	11549	5037	53222	43.61	5566.00
	233	83	664	35.62	117.50	1492	592	4242	39.68	707.90
Total	31505	14403	156838		13212.30	181829	83587	901033	175	76570.86

Prepaid Balance Report



Inmate PAN List

ICS Confidential

Advanced Technology

[First Name] [Last Name]

[Address]

[City], [State] [Zip]

1-260-602-0016

Prepaid Account Statement for the period: 03/01/2008 - 02/08/2011

Date / Time	Type	Duration	Amount	Balance
2010-09-28 16:44	Adjustment		(\$0.55)	\$9.00
2010-09-28 16:42	Adjustment		\$0.05	\$9.55
2010-09-28 16:02	Account Refund		(\$2.50)	\$9.50
2010-09-28 16:01	Adjustment		\$2.00	\$12.00
2010-09-28 15:58	Adjustment		(\$0.50)	\$10.00
2010-09-28 14:51	Adjustment		\$1.50	\$10.50
2010-09-28 14:50	Adjustment		(\$1.00)	\$9.00
2010-09-23 09:16	Adjustment		(\$4.00)	\$10.00
2010-08-30 08:29	Account setup		\$14.00	\$14.00
2009-01-20 15:27	Funds Transfer		(\$21.28)	\$0.00
2009-01-20 15:26	Adjustment		\$6.28	\$21.28
2009-01-14 17:15	Cash		\$15.00	\$15.00
2008-12-02 17:13	Admin Fee		(\$6.28)	\$0.00
2008-03-26 20:19	Call	00:14:47	(\$4.72)	\$6.28
2008-03-25 20:52	Call	00:14:39	(\$4.72)	\$11.00
2008-03-18 20:36	Call	00:15:02	(\$4.72)	\$15.72

Debit Transaction Report

ICSolutions Inmate Calling		Debit Transaction Report			02/03/2011 09:30 - Page 1		
		Start Time = 02/02/2011 00:00 End Time = 02/03/2011 23:59 Inmate ID = ALL					
Inmate	Name	Date/Time	Amount	Trans. Type	User	Description	
	KNIGHT, ROBIN	2011-02-03 07:10	50.00	Call Center Debit	hqdata	PMT 3382811;	online (TERM=72.71.240.143); credit_card
	LABOMBARD, JAMES	2011-02-02 17:33	70.00	Call Center Debit	hqdata	PMT 3379805; agent;	credit_card
	AMBROSE, SHAWN	2011-02-02 15:18	20.00	Call Center Debit	hqdata	PMT 3378837;	online (TERM=72.70.125.87); credit_card
		2011-02-02 16:48	25.00	Call Center Debit	hqdata	PMT 3379570;	online (TERM=72.70.125.87); credit_card
	LOPEZ, LUIS	2011-02-02 20:59	3.80	Call Center Debit	hqdata	PMT 3381535;	online (TERM=75.69.212.58); credit_card
	POND, ROBERT	2011-02-03 09:08	5.00	Call Center Debit	hqdata	PMT 3383085;	online (TERM=98.229.239.119); credit_card
	MARSH, JEFFREY	2011-02-02 19:52	7.00	Call Center Debit	hqdata	PMT 3380939;	online (TERM=75.68.120.115); credit_card
	MARTIN, LEO	2011-02-03 08:09	50.00	Call Center Debit	hqdata	PMT 3382857; agent;	credit_card
	DAY, MICHAEL	2011-02-02 14:57	100.00	Call Center Debit	hqdata	PMT 3378719; agent;	credit_card
	SORRENTINO, FRANCISCO	2011-02-02 20:17	10.00	Call Center Debit	hqdata	PMT 3381070;	online (TERM=96.61.88.138); credit_card
	MURRAY, BEAU	2011-02-02 14:46	15.00	Call Center Debit	hqdata	PMT 3378646;	online (TERM=69.147.174.2); credit_card
	DEMERS, RYAN	2011-02-02 17:17	15.00	Call Center Debit	hqdata	PMT 3379713;	online (TERM=71.232.225.124); credit_card
	JOBIN, DAVID	2011-02-02 19:53	15.00	Call Center Debit	hqdata	PMT 3380942; agent;	credit_card
	PERKINS, DENNIS	2011-02-02 16:42	5.00	Call Center Debit	hqdata	PMT 3379524;	online (TERM=71.181.30.162); credit_card
	NASON, DEREK	2011-02-03 07:52	3.00	Call Center Debit	hqdata	PMT 3382842;	online (TERM=24.91.79.127); credit_card
	DONOVAN, DAVID	2011-02-02 17:37	50.00	Call Center Debit	hqdata	PMT 3379827; agent;	credit_card
						PMT 3382450;	online (TERM=75.194.12.156); credit_card

Commission Summary Report



Monthly Commission Report
January 2018
Settlement Date: 2/25/2018

Client ID: 9999 - XYZ Department of Corrections
Facility: XYZ Main Jail
123 Any Street
Anytown, FL 99999
Attn: Accounting Department

Tariff Type	Call Type	# of Calls	# of Minutes	Gross Revenue	%	Commission Earned
Local	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	2,825	17,163	\$ 3,604.23	55.1%	\$ 1,985.93
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	3,958	21,453	\$ 4,505.13	55.1%	\$ 2,482.33
Total Local		6,783	38,616	\$ 8,109.36		\$ 4,468.26
Intra Cell	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	387	3,301	\$ 693.21	55.1%	\$ 381.96
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	386	2,061	\$ 432.81	55.1%	\$ 238.48
Total Local		773	5,362	\$ 1,126.02		\$ 620.44
IntraLATA	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	867	6,223	\$ 1,306.83	55.1%	\$ 720.06
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	1,265	9,216	\$ 1,935.36	55.1%	\$ 1,066.38
Total IntraLATA		2,132	15,439	\$ 3,242.19		\$ 1,786.45
Intrastate	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	1,922	17,353	\$ 3,644.13	55.1%	\$ 2,007.92
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	2,797	22,238	\$ 4,669.98	55.1%	\$ 2,573.16
Total Intrastate		4,719	39,591	\$ 8,314.11		\$ 4,581.07
Interstate	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	377	2,280	\$ 478.80	55.1%	\$ 263.82
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	470	3,218	\$ 675.78	55.1%	\$ 372.35
Total Interstate		847	5,498	\$ 1,154.58		\$ 636.17
International	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	-	-	\$ -	55.1%	\$ -
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	75	532	\$ 356.44	55.1%	\$ 196.40
Total International		75	532	\$ 356.44		\$ 196.40
Canadian	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	-	-	\$ -	55.1%	\$ -
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	-	-	\$ -	55.1%	\$ -
Total Canadian		-	-	\$ -		\$ -
Caribbean	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	-	-	\$ -	55.1%	\$ -
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	-	-	\$ -	55.1%	\$ -
Total Caribbean		-	-	\$ -		\$ -
Total Collect		-	-	\$ -	55.1%	\$ -
Total PrePaid		6,378	46,320	\$ 9,727.20	55.1%	\$ 5,359.69
Total Debit Card		-	-	\$ -	55.1%	\$ -
Total Debit		8,951	58,718	\$ 12,575.50	55.1%	\$ 6,929.10
Commission Earned		15,329	105,038	\$ 22,302.70		\$ 12,288.79
Shortfall						\$ -
Guaranteed Monthly Commission						\$ 10,000.00
VoiceMail Commission		50		\$ 50.00	55.1%	\$ 27.55
Video Commission				\$ 1,833.00	50.0%	\$ 916.50
Net Commission Due						\$ 13,232.84

Miscellaneous Fees/Charges Report

Miscellaneous Fees_Charges								
Facility: Test Facility, TX								
Site: Test Site Jail, Tx								
start_time = 06/01/2016 00:00:00; end_time = 06/30/2016 23:59:59								
FACILITY ID	DATE	FROM ANI	TO ANI	BILLED ANI	BILL TYPE	TRANSACTION TYPE	FEE TYPE	FEE AMOUNT
1234	06/2016				Collect	Direct Billed	BSF	\$ 2.00
1234	06/2016	2105721234	2101238910	2101234567	Prepaid Collect	Credit Card via Live Agent	Funding	\$ 5.99
1234	06/2016	2105721234	2101238910	2101234567	Prepaid Collect	Credit Card via IVR	Funding	\$ 3.00
1234	06/2016	2105721234	2101238910	2101234567	Prepaid Collect	Credit Card via web	Funding	\$ 3.00
1234	06/2016	2105721234	2101238910	2101234567	Debit	Credit card via web	Funding	\$ 3.00
	06/2016				Collect	Direct Billed	BSF	\$ 2.00
1234	06/2016	2105721234	2101238910	2101234567	Prepaid Collect	Credit Card via IVR	Funding	\$ 3.00
1234	06/2016	2105721234	2101238910	2101234567	Prepaid Collect	Credit Card via web	Funding	\$ 3.00
	06/2016				Collect	Direct Billed	BSF	\$ 2.00
1234	06/2016	2105721234	2101238910	2101234567	Debit	Credit card via web	Funding	\$ 3.00
	06/2016				Collect	Direct Billed	BSF	\$ 2.00
1234	06/2016	2105721234	2101238910	2101234567	Prepaid Collect	Credit Card via Live Agent	Funding	\$ 5.99
1234	06/2016	2105721234	2101238910	2101234567	Prepaid Collect	Credit Card via IVR	Funding	\$ 3.00
1234	06/2016	2105721234	2101238910	2101234567	Prepaid Collect	Credit Card via web	Funding	\$ 3.00
1234	06/2016	2105721234	2101238910	2101234567	Debit	Credit card via web	Funding	\$ 3.00
	06/2016				Collect	Direct Billed	BSF	\$ 2.00

Traffic Detail Report (Partial View)

Report: enf_partner_monthly_commission_report.fex
 Output: XYZJAIL_20170131_PRAESES_C1.xls
 Run on: 02/01/2017
 SiteID: 1234

TRAFFIC AND COMMISSIONS REPORT																
PERIOD : January 1, 2017 thru January 31, 2017																
Project 1234 -- Client: 1234																
XYZ Jail																
9876 Main Street																
City, ST 56789																
BILL TYPE	LEAD ANI	STATION ID	STATION NAME	LOCAL MINUTES	LOCAL CALLS	LOCAL GROSS REVENUE	LOCAL FEE REVENUE	LOCAL COMMISSION REVENUE	LOCAL COMMISSION	INTRA CELL MINUTES	INTRA CELL CALLS	INTRA CELL GROSS REVENUE	INTRA CELL FEE REVENUE	INTRA CELL COMMISSION REVENUE	INTRA CELL COMMISSION	INTRALOA MINUTE
COLLECT	7575254001	1101	A2 PHONE #2	316	30	\$47.40	\$0.00	\$47.40	\$31.2840	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	7575254001	1103	A3 PHONE #1	61	8	\$9.15	\$0.00	\$9.15	\$6.0390	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	7575254001	1105	B1 PHONE #2	0	0	\$0.00	\$0.00	\$0.00	\$0.0000	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	7575254001	1106	B3 PHONE #1	110	10	\$16.50	\$0.00	\$16.50	\$10.8900	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	7575254001	1107	C PHONE #5	205	15	\$30.75	\$0.00	\$30.75	\$20.2950	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	7575254001	1108	C PHONE #2	283	19	\$42.45	\$0.00	\$42.45	\$28.0170	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	7575254001	1109	D PHONE #6	87	7	\$13.05	\$0.00	\$13.05	\$8.6130	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	7575254001	1110	D PHONE #2	29	3	\$4.35	\$0.00	\$4.35	\$2.8710	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	7575254001	1111	D PHONE #1	42	6	\$6.30	\$0.00	\$6.30	\$4.1580	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	7575254001	4116	MED PHONE #1	52	3	\$7.80	\$0.00	\$7.80	\$5.1480	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	7575254001	4117	SECURITY #1	233	17	\$34.95	\$0.00	\$34.95	\$23.0670	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	7575254001	4118	INTAKE PHONE #1	20	1	\$3.00	\$0.00	\$3.00	\$1.9800	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
Total COLLECT				1,438	119	\$215.70	\$0.00	\$215.70	\$142.3620	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
DEBIT	7575254001	1101	A2 PHONE #2	1,194	189	\$179.10	\$0.00	\$179.10	\$118.2080	344	40	\$51.60	\$0.00	\$51.60	\$34.0560	\$0.0000
DEBIT	7575254001	1102	A3 PHONE #1	64	6	\$9.60	\$0.00	\$9.60	\$6.3360	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
DEBIT	7575254001	1103	B1 PHONE #2	1,164	184	\$174.60	\$0.00	\$174.60	\$115.2360	330	45	\$49.50	\$0.00	\$49.50	\$32.6700	\$0.0000
DEBIT	7575254001	1105	B3 PHONE #1	0	0	\$0.00	\$0.00	\$0.00	\$0.0000	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
DEBIT	7575254001	1106	C PHONE #5	213	37	\$31.95	\$0.00	\$31.95	\$21.0870	28	5	\$4.20	\$0.00	\$4.20	\$2.7720	\$0.0000
DEBIT	7575254001	1107	C PHONE #2	1,076	115	\$161.40	\$0.00	\$161.40	\$106.5240	90	13	\$13.50	\$0.00	\$13.50	\$8.9100	\$0.0000
DEBIT	7575254001	1108	D PHONE #6	1,652	192	\$247.80	\$0.00	\$247.80	\$163.5480	445	55	\$66.75	\$0.00	\$66.75	\$44.0550	\$0.0000
DEBIT	7575254001	1109	D PHONE #2	1,783	216	\$267.45	\$0.00	\$267.45	\$176.5170	69	7	\$10.35	\$0.00	\$10.35	\$6.8310	\$0.0000
DEBIT	7575254001	1110	D PHONE #1	392	120	\$148.80	\$0.00	\$148.80	\$98.2080	123	12	\$19.35	\$0.00	\$19.35	\$12.7710	\$0.0000
DEBIT	7575254001	1111	MED PHONE #1	757	95	\$113.55	\$0.00	\$113.55	\$74.3430	310	20	\$46.50	\$0.00	\$46.50	\$30.6900	\$0.0000
DEBIT	7575254001	4116	SECURITY #1	0	0	\$0.00	\$0.00	\$0.00	\$0.0000	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
DEBIT	7575254001	4117	INTAKE PHONE #1	606	53	\$90.90	\$0.00	\$90.90	\$59.9940	341	30	\$51.15	\$0.00	\$51.15	\$33.7530	\$0.0000
Total DEBIT				9,501	1,207	\$1,425.15	\$0.00	\$1,425.15	\$940.5390	2,086	227	\$312.90	\$0.00	\$312.90	\$206.5140	\$0.0000
PREPAID	7575254001	1101	A2 PHONE #2	1,222	164	\$183.30	\$0.00	\$183.30	\$120.3780	103	14	\$16.35	\$0.00	\$16.35	\$10.7310	\$0.0000
PREPAID	7575254001	1102	A3 PHONE #1	11	3	\$1.65	\$0.00	\$1.65	\$1.0890	17	1	\$2.55	\$0.00	\$2.55	\$1.6830	\$0.0000
PREPAID	7575254001	1103	B1 PHONE #2	1,282	125	\$192.30	\$0.00	\$192.30	\$128.3180	1,186	61	\$177.90	\$0.00	\$177.90	\$117.4140	\$0.0000
PREPAID	7575254001	1105	B3 PHONE #1	0	0	\$0.00	\$0.00	\$0.00	\$0.0000	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
PREPAID	7575254001	1106	C PHONE #5	171	17	\$25.65	\$0.00	\$25.65	\$16.9230	20	5	\$3.00	\$0.00	\$3.00	\$1.9800	\$0.0000
PREPAID	7575254001	1107	C PHONE #2	919	95	\$137.85	\$0.00	\$137.85	\$90.9810	33	7	\$13.95	\$0.00	\$13.95	\$9.2070	\$0.0000
PREPAID	7575254001	1108	D PHONE #6	1,230	99	\$184.50	\$0.00	\$184.50	\$121.7700	294	26	\$44.10	\$0.00	\$44.10	\$29.1060	\$0.0000
PREPAID	7575254001	1109	D PHONE #2	1,105	98	\$165.75	\$0.00	\$165.75	\$109.3950	148	16	\$22.20	\$0.00	\$22.20	\$14.6520	\$0.0000
PREPAID	7575254001	1110	D PHONE #1	884	89	\$132.60	\$0.00	\$132.60	\$87.5160	94	10	\$14.10	\$0.00	\$14.10	\$9.3060	\$0.0000
PREPAID	7575254001	1111	MED PHONE #1	368	39	\$55.20	\$0.00	\$55.20	\$36.4320	112	12	\$16.80	\$0.00	\$16.80	\$11.0880	\$0.0000
PREPAID	7575254001	4116	SECURITY #1	33	2	\$4.95	\$0.00	\$4.95	\$3.2670	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
PREPAID	7575254001	4117	INTAKE PHONE #1	1,160	126	\$174.00	\$0.00	\$174.00	\$114.8400	426	34	\$63.90	\$0.00	\$63.90	\$42.1740	\$0.0000
Total PREPAID				8,385	857	\$1,257.75	\$0.00	\$1,257.75	\$830.1150	2,439	206	\$374.85	\$0.00	\$374.85	\$247.4010	\$0.0000
TOTAL				19,324	2,183	\$2,898.60	\$0.00	\$2,898.60	\$1,913.0760	4,585	433	\$687.75	\$0.00	\$687.75	\$453.9150	\$0.0000

Sample Billing File

Field Description				Pos.	Char.
1	Category	Record Identification	X	1	
2	Group			2	
3	Record Type			3	
4	Year			4	
5	Month	Date Of Record	9	5	
6	Day			6	
7	From Number Length			7	
8	NPA	From Number	9	8	
9	NXX			9	
10	Line Number			10	
11	Overflow Digits			11	
12	To Number Length	To Base Station Number	9	12	
13	NPA			13	
14	NXX			14	
15	Line Number			15	
16	Charge Or Amount Collected	9	9	16	
17	\$			17	
18	€			18	
19	Mill			19	
20	Type Of Regulation Indicator	9	9	20	
21	\$			21	
22	€			22	
23	Local Tax			23	
24	State Tax	9	9	24	
25	Other Line/ Surcharge			25	
26	WATS Class			26	
27	Only WATS Band			27	
28	Connect Time	9	9	28	
29	Min			29	
30	Sec			30	
31	Billable Or Reported Time			31	
32	Min	9	9	32	
33	Sec			33	
34	1/10			34	

Field Description				Pos.	Char.
68	Method Of Recording	9	X	68	
69	Return Code			69	
70	From RAO			70	
71	Local Company Information	9	9	71	
72	Cust. Bill Format			72	
73	Conference Leg Number			73	
74	Rate Period			74	
75	Rate Class	9	9	75	
76	Message Type			76	
77	IOC Code			77	
78	Term. WATS Band			78	
79	Indicators	9	9	79	
80	1			80	
81	2			81	
82	3			82	
83	4	9	9	83	
84	5			84	
85	6			85	
86	7			86	
87	8	9	9	87	
88	9			88	
89	10			89	
90	11			90	
91	12	9	9	91	
92	13			92	
93	14			93	
94	15			94	
95	16	9	9	95	
96	17			96	
97	18			97	
98	19			98	
99	20	9	9	99	
100	Operator Unit			100	
101	Recording Point Identification (AMA)			101	
102	Serial Number			102	
103	Obligation ID	9	9	103	
104	Billing RAO			104	
105	Billing Number North American Standard			105	
106	Billing Number Non Standard			106	
107	Com. Tariff Amt	9	9	107	
108	North Amer. From Place			108	
109	Over-seas From Place And Country			109	
110	From Ship Name			110	
111	CDAR No.	9	9	111	
112	Coin Fed Tax			112	
113	SSAS Code			113	
114	N.A. From State			114	
115	CnCrCd.	9	9	115	
116	Pseudo Trunk No (SFG)			116	
117	1			117	
118	2			118	
119	3	9	9	119	
120	4			120	
121	5			121	
122	6			122	
123	7	9	9	123	
124	8			124	
125	9			125	
126	10			126	
127	11	9	9	127	
128	12			128	
129	13			129	
130	14			130	
131	15	9	9	131	
132	16			132	
133	17			133	
134	18			134	

Field Description				Pos.	Char.
135	North American To Place	Overseas To Place And Country	To Ship Name	135	
136	No. American To State			136	
137	Library Code			137	
138	Settlement Code			138	
139	Carrier Identification	9	Carrier Identification Expanded	139	
140	Reserved			140	
141	Treatable Indicator			141	
142	Indicators			142	
143	21	9	9	143	
144	22			144	
145	23			145	
146	24			146	
147	25	9	9	147	
148	26			148	
149	27			149	
150	28			150	
151	29	9	9	151	
152	30			152	
153	31			153	
154	32			154	
155	LSPID	X	X	155	
156	Reserved For Local Company Use			156	
157	1			157	
158	2			158	
159	3	9	9	159	
160	4			160	
161	5			161	
162	6			162	
163	7	9	9	163	
164	8			164	
165	9			165	
166	10			166	
167	11	9	9	167	
168	12			168	
169	13			169	
170	14			170	
171	15	9	9	171	
172	16			172	
173	17			173	
174	18			174	
175	19	9	9	175	
176	20			176	
177	21			177	
178	22			178	
179	23	9	9	179	
180	24			180	
181	25			181	
182	26			182	
183	27	9	9	183	
184	28			184	
185	29			185	
186	30			186	

Sample CDR

Field No.	Name	Length Min	Length Max	Legal Values	Format
1	Record Type	3	3	ENF,RAD,SCI	
2	System ID	5	5	SystemID	AAA##
3	CSN	1	11	Digits or ""	
4	Source ANI	1	15	Digits or ""	
5	Termination ANI	1	15	Digits or ""	
6	Inmate ID	1	20	InmateID or \ or ""	
7	Station ID	1	8	Digits	
8	Port Name	1	32	Port Name or ""	
9	Trunk ID	1	8	Digits or "-1"	
10	Call Billing Type	1	3	Digits	
11	Duration	1	4	Digits	
12	Billing Start Time	8	8	Time	HH:MM:SS
13	Billing Start Date	10	10	Date	MM/DD/YYYY
14	Accept Digit	0	32	Digit or ""	
15	Call Termination Type/ End type	1	2	Digits	
16	Language	1	1	Digit	
17	Call Charge	3	8	Decimal Number	####9.9#
18	OCN	4	4	Text or ""	AAAA
19	Band	1	32	Text or ""	
20	UNUSED	0	32	Alphanumeric	
21	CRSEQ	1	32	Unsigned Integer	
22	Direct Billed	1	2	Integer	
23	Taxes & Fees	1	32	Decimal number	####9.9#
24	Total Charge	3	8	Decimal Number	####9.9#

```

ENF|XXX01|31156829|2036520692|7037726475|2034093|00003302|FR 1E61|00003112|009||00:00:37|07/01/2011|
|12|1|0.0|6827|intracell| | |02|0.0|0.0|
ENF|XXX01|31156834|5036520692|5712121808|2034093|00003302|FR 1E61|00003118|006||00:02:26|07/01/2011|
|32|1|0.0|4036|intracell| | |02|0.0|0.0|
ENF|XXX01|31156846|6036520692|7186798781|2034094|00002417|FH TANK -2| | |00:07:12|07/01/2011|
|24|1|0.0|4036|Interlata Interstate| | |02|0.0|0.0|
ENF|XXX01|31156847|2036520692|7186798187|2034094|00002417|FH TANK -2| | |00:08:11|07/01/2011|
|24|1|0.0|4036|Interlata Interstate| | |02|0.0|0.0|
ENF|XXX01|31156848|5036520692|3475280224|2034094|00002417|FH TANK -2| | |00:09:06|07/01/2011|
|24|1|0.0|6664|Interlata Interstate| | |02|0.0|0.0|
ENF|XXX01|31156850|8036520692|7186798781|2034094|00002417|FH TANK -
2|00002112|006|55|00:13:31|07/01/2011| |03|1|0.0|4036|Interlata Interstate| | |02|0.0|0.0|
ENF|XXX01|31156852|9036520692|7186798781|2034094|00002417|FH TANK -2|00002113|009||00:15:43|07/01/2011|
|25|1|0.0|4036|Interlata Interstate| | |02|0.0|0.0|
ENF|XXX01|31156854|4036520692|3475280224|2034094|00002417|FH TANK -2|00002110|006||00:17:51|07/01/2011|
|12|1|0.0|6664|Interlata Interstate| | |02|0.0|0.0|
ENF|XXX01|31156857|5036520692|3475280224|2034094|00002417|FH TANK -
2|00002119|006|55|00:19:50|07/01/2011| |03|1|0.0|6664|Interlata Interstate| | |02|0.0|0.0|
ENF|XXX01|31156858|9036520692|1:18777761999|2034094|00002417|FH TANK -
2|00002119|019|8|00:20:56|07/01/2011| |00|1|0.0|incomplete| | |02|0.0|0.0|
ENF|XXX01|31156859|2036520692|3475280224|2034094|00002417|FH TANK -2|00002117|009||00:22:05|07/01/2011|
|25|1|0.0|6664|Interlata Interstate| | |02|0.0|0.0|
ENF|XXX01|31156862|3036520692|7186798781|2034094|00002417|FH TANK -2|00002111|009||00:24:13|07/01/2011|
|12|1|0.0|4036|Interlata Interstate| | |02|0.0|0.0|

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The Bridge 8 Sample Reports

Tablet Usage Report

Facility Name				Dates from 2016-10-01 to 2016-10-31						
Facility Total Usage	Facility Total Messages	Paid Total Usage	Free Total Usage	Promotional Total Usage						
231,489	13,731	156,397	16,317	59,909						
Top 10 App Categories										
	Games	Music	Video	Messaging	Photo	Grievances	Contacts	Finance	Web	Education
2016-10-01 - 2016-10-31	38,530	37,872	19,280	18,450	2,071	1,925	1,248	950	339	266
Top 10 Websites										
	www.bet.com	www.usatoday.com	www.nfl.com	www.espn.com	www.foxsports.com	m.mlb.com	espn.deportes.espn.com	www.ew.com	snaptelmate.com	www.bbc.com
2016-10-01 - 2016-10-31	4,091	920	895	848	176	159	156	133	103	86
Room Name	Tablet ID	Total Minute	Total Messages	Room Name	Tablet ID	Total Minute	Total Messages			
Dorm 1	1531	3,600	176	Dorm 3	1511	5,132	177			
	4335	6,671	245		3191	5,500	203			
	7775	2,968	163		16346	6,067	209			
	12516	2,611	148		16356	4,915	256			
	13996	3,071	157		16366	5,828	147			
	20106	3,874	202		16396	5,255	188			
	28405	2,679	314		16406	5,737	258			
	Room Total	25,474	1,405		21846	6,457	212			
Dorm 2	2785	3,991	172	Dorm 4	26215	6,384	204			
	3451	9,852	509		Room Total	51,275	1,854			
	7785	9,138	547		1551	6,708	334			
	26205	7,764	418		1571	3,791	281			
	26255	838	30		2341	6,345	311			
	31975	9,830	553		3061	4,142	306			
	32705	969	51		4081	6,828	327			
	43385	4,464	500		21716	6,298	246			
	Room Total	46,846	2,780		Room Total	34,112	1,805			

Tablet Revenue Summary



Tablet Message Detail Report

Facility ID	Street	City	State	Zip	Kiosk ID	Room Name	Revenue Reporting Period Dates	Incoming Messages	Incoming Messages Gross Revenue	Outgoing Messages	Outgoing Messages Gross Revenue	Commission	Traffic Date
10283	1575 Kings County Drive	Hanford	CA	93230	Tablet: 6C21A24813F8	Pod A-4	202004	0	\$0.00	3	\$0.00	\$0.00	2020-04-30
10283	1575 Kings County Drive	Hanford	CA	93230	Tablet: 6C21A2C6F7D1	Pod C-2	202004	0	\$0.00	3	\$0.00	\$0.00	2020-04-30
10283	1575 Kings County Drive	Hanford	CA	93230	Tablet: 6C21A2C70EB7	Pod B-3	202004	0	\$0.00	5	\$0.00	\$0.00	2020-04-30
10283	1575 Kings County Drive	Hanford	CA	93230	Tablet: 6C21A2C70EB9	Pod A-4	202004	0	\$0.00	5	\$0.00	\$0.00	2020-04-30
10283	1575 Kings County Drive	Hanford	CA	93230	Tablet: 6C21A2C79C21	Pod A-2	202004	0	\$0.00	20	\$0.00	\$0.00	2020-04-30
10283	1575 Kings County Drive	Hanford	CA	93230	Tablet: AC83F3C280C1	Pod C-6	202004	0	\$0.00	34	\$0.00	\$0.00	2020-04-30
10283	1575 Kings County Drive	Hanford	CA	93230	Tablet: AC83F3C2B429	Pod B-6	202004	0	\$0.00	30	\$0.00	\$0.00	2020-04-30
10283	1575 Kings County Drive	Hanford	CA	93230	Tablet: AC83F3C2C40B	Pod B-5	202004	0	\$0.00	12	\$0.00	\$0.00	2020-04-30
10283	1575 Kings County Drive	Hanford	CA	93230	Tablet: AC83F3C2E4A9	L	202004	0	\$0.00	39	\$0.00	\$0.00	2020-04-30

Tablet Revenue Detail

ID		\$ 0.05							
Device id	Tablet	Provision Name	Room Name	Minutes	Messages	Dollars	Avg Rev Same Day Previous 3 Weeks	Average Revenue Past Two Days	
182083	CCB8A89605B1	na	100	638.0	18	\$ 6.23	\$ 0.00	\$ 5.74	
182073	CCB8A8960156	na	100	638.0	6	\$ 6.23	\$ 0.00	\$ 5.95	
182093	CCB8A89602CB	na	200	552.0	12	\$ 5.52	\$ 0.00	\$ 5.74	
182103	CCB8A8960223	na	200	635.0	5	\$ 6.35	\$ 0.00	\$ 5.73	
182113	CCB8A896018C	na	300	407.0	1	\$ 4.06	\$ 0.00	\$ 5.50	
182123	CCB8A8960001	na	3man	69.0	0	\$ 0.60	\$ 0.00	\$ 0.42	
182143	CCB8A896018B	na	400	372.0	0	\$ 3.69	\$ 0.00	\$ 1.44	
182133	CCB8A8960310	na	400	176.0	1	\$ 1.75	\$ 0.00	\$ 1.18	
182153	CCB8A8960343	na	4man	0.0	0	\$ 0.00	\$ 0.00	\$ 1.17	
182163	CCB8A896006D	na	8man	360.0	19	\$ 3.60	\$ 0.00	\$ 1.63	
182173	CCB8A89607AC	na	Cafeteria	336.0	12	\$ 3.35	\$ 0.00	\$ 2.93	
182183	CCB8A896026B	na	Cafeteria	321.0	2	\$ 3.21	\$ 0.00	\$ 1.39	
182193	CCB8A89601AC	na	Cell Block J	1.0	0	\$ 0.00	\$ 0.00	\$ 0.00	
Facility Total:				4,505.0	74	\$ 44.59	\$ 0.00	\$ 38.82	
ADP				65.00		Revenue per			
ADP with tab / ADP				98.46 %		Message Per Tablet			
Free Minutes				46.0					
Free/Total				1.0 %					
# of Tablets:		13.0							
ADP with tab/Tablet		4.9							

The Visitor™ Sample Reports

Inmate Visitation Schedule

INMATE CALLING ICSolutions		(test) Inmate Visitation Schedule Facility: Boone County Jail, IN site = Boone County Jail, IN; visit type = All; inmate housing = All; inmate station = All; inmate id = ALL; inmate firstname = ALL; inmate lastname = ALL; start time = 10/04/2016 00:00:00; end time = 10/04/2016 23:59:59						10/04/2016 09:48 - Page 1
SITE	VISIT START	VISIT ID	VISIT TYPE	INMATE ID	INMATE NAME	INMATE HOUSING	INMATE STATION	
Boone Cnty	10/04 09:30	19277	Video	000000012844	Maxwell,Jason D	H04	H	
Boone Cnty	10/04 13:00	19287	Video	140031511	Deputy,Levi J	A14	A	
Boone Cnty	10/04 13:30	18988	Video	201200026770	Neese,Damion L	D03	D	
Boone Cnty	10/04 13:30	19283	Video	201200026691	Paul,Phillip C	F08	F	
Boone Cnty	10/04 13:30	19314	Video	201200027034	Mathis,Michael D	E03	E	
Boone Cnty	10/04 14:00	19237	Video	140030448	Farris,James M	F05	F	
Boone Cnty	10/04 14:30	19268	Video	140031347	Cottongim,Mackenzie	F11	F	
Boone Cnty	10/04 15:30	19000	Video	201200026514	Mossburg,James M	A03	A	
Boone Cnty	10/04 15:30	19290	Video	201200026754	Ford,Nathan D	D01	D	
Boone Cnty	10/04 16:00	19120	Video	000000007227	McKinney,Dale A	A08	A	
Boone Cnty	10/04 16:00	19286	Video	201200027034	Mathis,Michael D	E03	E	
Boone Cnty	10/04 16:30	19288	Video	140031283	Musser,Ryan M	F15	F	

Visitor Accounts

10/04/2016 09:47 - Page 1

(test) VISITOR ACCOUNTS
Facility: Boone County Sheriffs Office
visitor lastname = ALL; visitor firstname = ALL; visitor username = ALL; visitor phone = ALL;
visitor email = ALL; visitor class = All; visitor status = All; visitor suspended = All

VISITOR NAME/DOB	VISITOR USERNAME	VISITOR PHONE	VISITOR EMAIL	VISITOR CLASS	VISITOR STATUS	VISITOR SUSPENSION
ABBETT,ANTHONY 07/15/1964	ANTHONYABBETT	317-306-9384	anthony_abbett@yahoo.com	Default	Approved	No
ABSTON,DONALD 09/23/1994	DUIEDUCK94	765-894-2427	abstonduck72@gmail.com	Default	Approved	No
ACEVEDO,MELISSA 12/29/1982	LOVEHINNA10@AOL.COM	407-970-9877	lovehinna10@aol.com	Default	Approved	No
ADAMS,QUEST 10/16/1989	QADAMS17	317-654-2679	questadams@icloud.com	Default	Approved	No
AKAU-AKAMU,AMBER 03/13/1994	AMBER96792	317-667-4772	skeh808@gmail.com	Default	Approved	No
AKIN,JEREMY 04/01/1993	JEREMY4193	765-894-7939	jeremyakin5555@gmail.com	Default	Approved	Lifetime
AKIN,JEREMY 04/01/1993	JEREMYAKIN5555@GMAIL.COM	765-894-7939	jeremyakin0612@gmail.com	Default	Approved	No
ALDRIDGE,TAWNYA 05/10/1984	TAWNYA ALDRIDGE	765-336-4643	tawnyamarie1892@gmail.com	Default	Approved	No
ALEXANDER,THOMAS 08/29/1969	HARPER3III	561-215-9936	thomasharperalexander@gmail.com	Default	Approved	No
ALEXANDER,THOMAS 08/29/1969	HARPERIII3	561-215-9936	harper3iii@hotmail.com	Default	Approved	Lifetime
ALLEN,JESSICA 08/19/1988	JLALLEN0327@GMAIL.COM	765-894-0223	jlallen0327@gmail.com	Default	Approved	No

Visitor Relationships

10/04/2016 09:50 - Page 1

(test) VISITOR RELATIONSHIPS
Facility: Boone County Sheriffs Office
visitor lastname = ALL; visitor firstname = ALL; visitor phone = ALL; visitor suspended = All

VISITOR ID	VISITOR NAME/DOB	VISITOR PHONE	INMATE ID	INMATE NAME	RELATIONSHIP	RELATIONSHIP STATUS	VISITOR SUSPENSION
11464	ABBETT,ANTHONY 07/15/1964	317-306-9384	200900024045	Veach,Sean D	Father-In-Law	Approved	No
11551	ABSTON,DONALD 09/23/1994	765-894-2427	201100025547	Altie,Shannon D	Friend	Approved	No
11189	ADAMS,QUEST 10/16/1989	317-654-2679	140029347	Tate,Johnathan	Friend	Approved	No
11343	AKAU-AKAMU,AMBER 03/13/1994	317-667-4772	140031149	Cullen,Leo P	Fiance	Approved	No
11359	AKIN,JEREMY 04/01/1993	765-894-7939	140029866	Runion,Adria	Friend	Approved	Lifetime
			140030032	Trent,Aaron M	Friend	Approved	
			200900023890	Shue,Mitchell A	Friend	Approved	
			200900024045	Veach,Sean D	Cousin	Approved	
			201000025079	Bailey,Rachel B	Friend	Approved	
			201100025547	Altie,Shannon D	Friend	Approved	
11741	AKIN,JEREMY 04/01/1993	765-894-7939	201200026481	Conner,Brandon R	Friend	Approved	No
11470	ALDRIDGE,TAWNYA 05/10/1984	765-336-4643	000000013609	Bishop,Joshua L	Wife	Approved	No
			140029628	Martinez,John L	Friend	Approved	
			201200026553	Hale,Desmond R	Friend	Approved	
11680	ALEXANDER,THOMAS 08/29/1969	561-215-9936	201200026365	Cordes,Audrey R	Girlfriend	Approved	Lifetime

Visitation Incompletions and Cancellations

10/04/2016 09:49 - Page 1

(test) VISITATION INCOMPLETIONS AND CANCELLATIONS
Facility: Boone County Jail, IN
site = Boone County Jail, IN; visit id = ALL; visit type = All; visitor firstname = ALL; visitor lastname = ALL; inmate id = ALL; inmate
firstname = ALL; inmate lastname = ALL; cancel reason = All; start time = 10/04/2016 00:00:00; end time = 10/04/2016 23:59:59

SITE	VISIT START	VISIT ID	VISIT TYPE	VISITORS NAME/DOB	INMATE ID	INMATE NAME	REASON	NOTE
Boone Cnty	10/04 18:30	19302	Video	RIGDON,DONAVAN - 01/13/1997	201200026553	Hale,Desmond R	canceled by user	Visitor requested visit cancellation
Boone Cnty	10/04 19:00	19295	Video	FREDERICK,DAWNETTA - 01/26/1981	201100025845	Malone,Christopher	canceled by user	Visitor requested visit cancellation
Boone Cnty	10/04 20:00	19284	Video	BIRGE,ASHLEY - 12/26/1984	200900023674	Henry,Steven C	canceled by facility	The inmate has gone inactive.

Visitation Records

03/16/2020 14:53 - Page 1

INMATE CALLING
ICSolutions

VISITATION RECORDS
Facility: ICS Enforcer Demo
site = All; start time = 11/01/2018 00:00:00; end time = 12/31/2018 23:59:59; csn = ALL; visitor lastname = ALL; visitor firstname = ALL; visitor station = ALL; inmate id = ALL; inmate lastname = ALL; inmate firstname = ALL; inmate housing = ALL; visitation records sort = Default

SITE	VISIT START	CSN	VISITOR NAME/DOB	VISITOR STATION	INMATE ID	INMATE NAME	INMATE HOUSING	DURATION
ICSDemo01	11/01 10:30	3462636	MARTINEZ,NICOLE 06/14/1982	V04	95188	Prada-Estrada,Genaro G	B Block	00:25:02
ICSDemo01	11/01 13:00	3463314	ANDERSON,MATTHEW 01/14/1976	V04	31913	Burdshaw,Elizabeth B	D Block	00:25:02
ICSDemo01	11/01 13:00	3463320	GIBSON,TARA 04/30/1991	V05	86077	Asherbraner,Leslie C	G Block	00:25:02
ICSDemo01	11/01 13:01	3463322	SWAFFORD,RENEE 12/15/2000	V01	77517	Berryhill,Shawn D	E Block	00:23:12

Revenue Visitation Records

03/16/2020 15:10 - Page 1

INMATE CALLING
ICSolutions

REVENUE VISITATION RECORDS
Facility: ICS Enforcer Demo
site = All; start time = 01/01/2019 00:00:00; end time = 11/30/2019 23:59:59; csn = ALL; visitor lastname = ALL; visitor firstname = ALL; visitor station = ALL; inmate id = ALL; inmate firstname = ALL; inmate lastname = ALL; inmate housing = ALL; revenue visitation records sort = Default

SITE	TRANSACTION DATE	VISIT ID	CSN	VISITOR NAME/DOB	VISITOR STATION	INMATE	INMATE HOUSING	DURATION	FINAL COST
ICSDemo01	11/01 01:29	78702	3745484	TRIVETTE,ANGELA 06/29/1981	V02	Waldrop,Wade A(12718)	B Block	00:25:02	0.00
ICSDemo01	11/01 11:05	78712	3746388	JONES,MOYACCA 08/21/1974	Offsite	Hurt,Brandon R(89422)	B Block	00:18:43	6.50
ICSDemo01	11/01 11:21	78714	3746548	WELDON,SAMANTHA 06/09/1971	V02	Weldon,Samantha H(94935)	D Block	00:25:02	6.50
ICSDemo01	11/01 13:06	78726	3746878	CURINGTON,CRYSTAL 01/06/1985	V02	Hamby,Cory W(560)	G Block	00:25:02	0.00

Visitation Transactions

03/16/2020 15:12 - Page 1

INMATE CALLING
ICSolutions

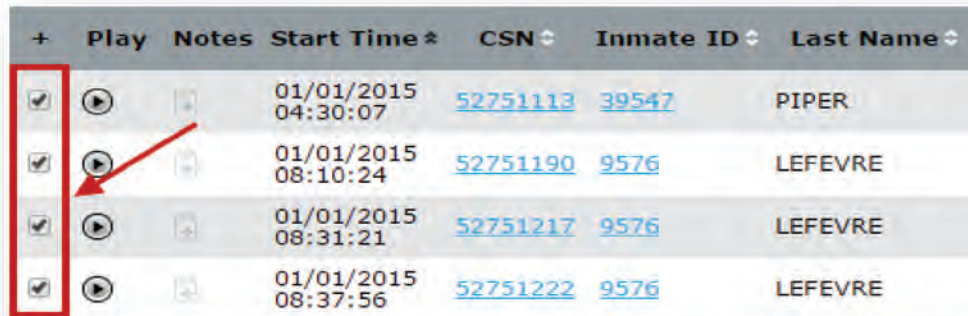
VISITATION TRANSACTIONS
Facility: ICS Enforcer Demo
phone number = ALL; visitor lastname = ALL; visitor firstname = ALL; balances = All; start time = 02/01/2019 00:00:00; end time = 02/29/2020 23:59:59; visitation transactions sort = Default

PHONE NUMBER	LASTNAME	FIRSTNAME	TRANSACTION DAY/TIME	AMOUNT	DESCRIPTION
1-256-708-7439	THURSBY	KAYLA	03/28 15:01	0.00	Visit ID#81946; 2019-04-02 15:30 - 15:55
1-256-347-7758	JAMES	MEGAN	04/04 08:10	0.00	Visit ID#81948; 2019-04-04 09:00 - 09:25
Grand Total			2	0.00	

Exporting Query Results

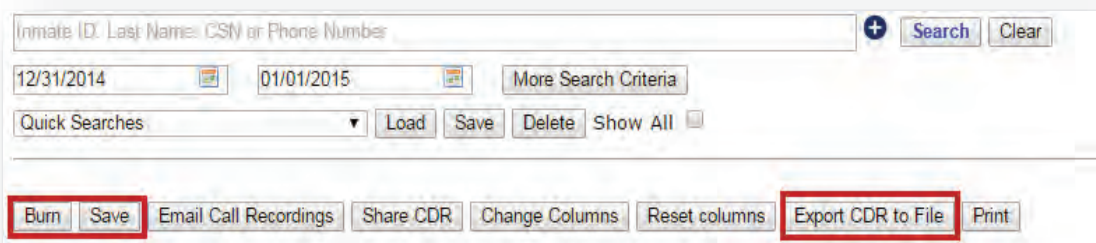
From the Call Detail Results screen, authorized facility users may quickly and easily export or download call recordings and call data in standard file formats. Selected calls may be quickly and easily exported to media in **CSV, PDF, and Excel file formats**. Call recordings may be exported to **MP3,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

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



	Play	Notes	Start Time	CSN	Inmate ID	Last Name
☒			01/01/2015 04:30:07	52751113	39547	PIPER
☒			01/01/2015 08:10:24	52751190	9576	LEFEVRE
☒			01/01/2015 08:31:21	52751217	9576	LEFEVRE
☒			01/01/2015 08:37:56	52751222	9576	LEFEVRE

Select Call Records to Export



Search criteria: Inmate ID, Last Name, CSN or Phone Number. Search Clear

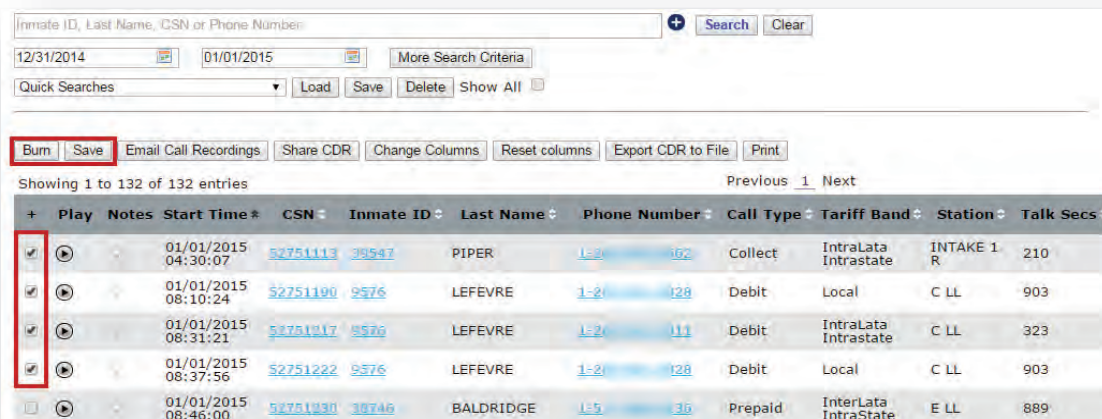
12/31/2014 01/01/2015 More Search Criteria

Quick Searches Load Save Delete Show All

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

Export Options – Burn, Save, and Export Calls

The Firecracker feature within THE ENFORCER optimizes the process of burning and saving call recordings. Personnel have the option to download files in either the default speex (.spx) or MP3 format, move the recordings to different discs, and perform multiple burns. From the Call Detail page, authorized personnel need only select BURN or SAVE.



Search criteria: Inmate ID, Last Name, CSN or Phone Number. Search Clear

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

Quick Searches Load Save Delete Show All

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

Showing 1 to 132 of 132 entries Previous 1 Next

	Play	Notes	Start Time	CSN	Inmate ID	Last Name	Phone Number	Call Type	Tariff Band	Station	Talk Secs
☒			01/01/2015 04:30:07	52751113	39547	PIPER	1-201-102	Collect	IntraLata IntraState	INTAKE 1-R	210
☒			01/01/2015 08:10:24	52751190	9576	LEFEVRE	1-201-128	Debit	Local	C LL	903
☒			01/01/2015 08:31:21	52751217	9576	LEFEVRE	1-201-111	Debit	IntraLata IntraState	C LL	323
☒			01/01/2015 08:37:56	52751222	9576	LEFEVRE	1-201-128	Debit	Local	C LL	903
☐			01/01/2015 08:46:00	52751230	10746	BALDRIDGE	1-503-130	Prepaid	InterLata IntraState	E LL	889

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



Exhibit 10

Equipment Specification Sheets

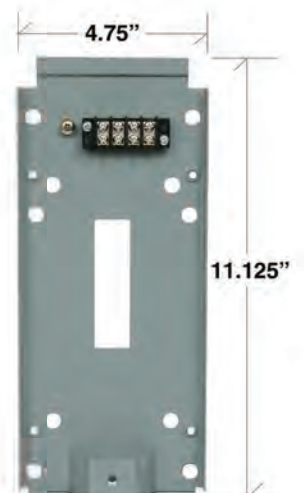
Mini Stainless Steel 7010SS



- Built-in user controlled volume “LOUD” button for ADA mandated volume control (must be user-controlled volume amplification AND volume must be reset to normal with on-hook to meet ADA requirements).
- Heavy duty 14 gauge brushed stainless steel provides rugged vandal resistant telephone housing designed for inmate use.
- Confidencer technology, built into every dial, filters out background noise at the user’s location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear (DURA) Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism.
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations.
- Pin-in-head security screws minimize tampering.
- Hearing aid compatible and FCC registered US:1DATE05BITC-254, IC:3267A-ITC254.

ACCESSORIES:

- Handset length and style of your choice, choose carbon or DuraClear
- Standard 178A Backboard for mounting
- Adaptor Plate for mounting Mini Phones to 178A Blackboards and pedestals
- Conduit Backboard with two (2) or (4) entry positions
- Standard Flush Mount Pedestal
- Adjustable Pedestal
- 4 Wheel Rollcart



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The V17 Multi-Purpose Video Visitation Station with Touchscreen Monitor:

The V17 video visitation stations are constructed of heavy gauge steel, with a shatterproof Lexan handset and no removable parts and a 17" hardened touchscreen monitor. All handset cords will be armored and have a poly-coated steel lanyard, which can withstand a minimum 1000 foot-pounds of pull power. Tamper-preventive security screws will be used on all telephones to guard against potential vandalism.

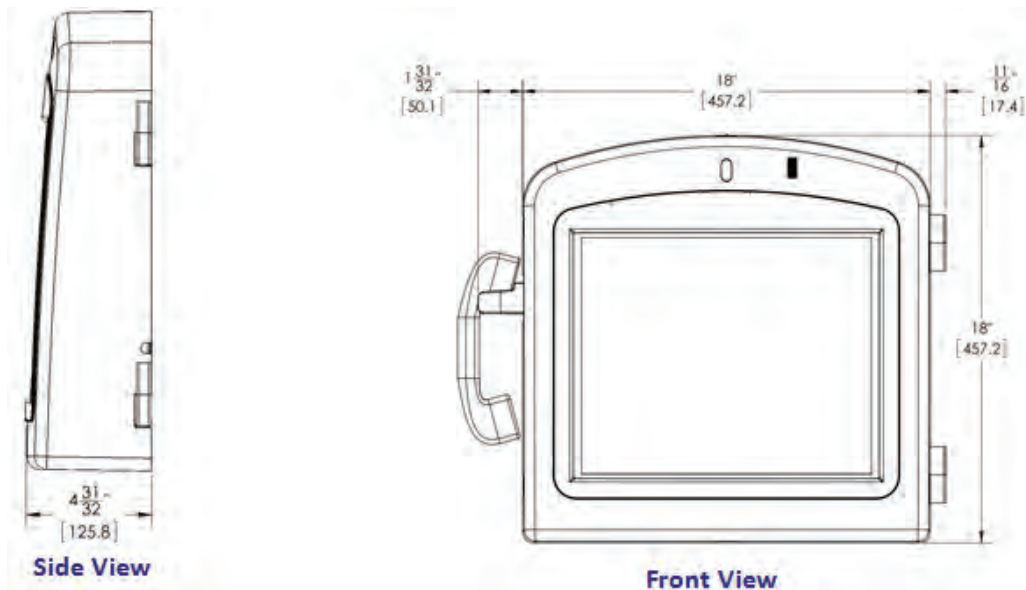


- 17" color monitor
- IP addressable
- Power-over-Ethernet
- Secure touch surface wave technology
- Hi-resolution camera with VGA capability
- Lexan handsets
- Factory Sealed with no removable parts
- Hearing Aid compatible (E.I.A. Standard RS504 compliant)
- Poly-coated armored handset cords
- Armored steel handset cord
- Adjustable handset cord lengths (24" standard)
- **Built-in Confidencer to minimize background noise**
- Sealed Housing to protect unit from moisture
- **Touchscreen volume control (ADA compliance)**

The V17 offers high-quality stereo audio and broadcast-quality video that meets industry standards. The default video resolution stream is 640 by 480, with a maximum video resolution of 2592 by 1944. The video transmission speed is 512 Kbps at 640 by 480 pixels.

The operating temperature should be between 32 and 122 degrees Fahrenheit, and the storage temperature can be between -4 and 176 degrees Fahrenheit. Relative humidity must be between 10% and 95%.

Sample drawings of the size and construction of the V17 enclosures are provided below:



The Bridge 8 Tablet



The Bridge wireless tablet has rugged external housing and was drop-tested to meet military-grade 810G (**MIL-STD-810G**) standards. Inmates will find it difficult to break the tablet or access interior components, like the motherboard. The Bridge tablets feature a black, bezel bumper to protect against impact and purposeful discoloration. The clear back cover discourages inmates from trying to hide contraband inside the device. Additionally, the device is protected from inmate access to the inside of the case via specialty security screws, which require a custom tool to remove. The Bridge features an 8" multi-touch screen with LED backlight, 2GB memory, 32GB Flash Memory and a front-facing 5MP camera.

Hardware Specifications

- CPU: RK3368 Octa-Core 1.5 GHz
- Display: 1280 x 800 pixels 8" IPS touch-screen
- RAM: 2GB DDR3
- Flash Memory: 32GB Flash
- Battery: 3.7V 8000 mAh rechargeable Li-Polymer
- Camera: 5.0 MP front-facing camera
- OS: Proprietary OS built on Android v7.1
- Wi-Fi: 802.11 a/b/g/n/ac Dual Band 2.4/5GHz
- Audio: Headphone Jack, External Mic, Dual Speakers
- I/O Interface: Micro USB 2.0 port; On/off button; Volume +/- button; NFC; DC In
- Charging: AC: 100-240V, 50/60Hz; DC: 5V/2A; Wireless Charging: 5V/1.2A
- Integrated Functions: FM radio; RFID
- Testing: Drop tested to MIL-STD-810G
- Headphones: High visibility yellow 42" HD earbud/mic combo
- The device size is 246mm x 151mm x 22.5mm (approximately 9.7" x 6"), with an 8" screen.



Key Hardware Features

ICSolutions is dedicated to providing the highest quality, custom-built hardened tablet in the market. Key hardware features of The Bridge tablet include:

- 8" 1280 X 800 pixels IPS touch-screen display — High-resolution display and screen size enhances services like video visitation, games, photo sharing, e-books, and messaging
- Extended life battery — 7+ hours of screen time from a single charge reduces time spent managing charging cycles
- Enhanced chipset — Faster processing speeds, increased memory, and enhanced wireless capabilities combine to ensure fast, smooth delivery of services
- Integrated RFID — Tracks devices to within 5m, even when the tablet is powered off

Tablet Charging Stations

Providing charging solutions is vital to the success of our wireless tablet deployments. ICSolutions offers two wireless charging options which are custom designed for the corrections market. Providing a secure and convenient way to keep the devices powered maximizes the time an inmate spends using services and eases the burden of managing devices for facility staff.

Charging Stations

The Bridge tablet hardware will include dual charging stations which will provide capacitive charging for the tablets and enable tablets to be used for video visitation. The VVS-enabled tablet is battery powered via inductive, wall-mounted charging shelves to avoid introducing live electrical current in inmate accessible areas. Tablet charging stations are secured to walls, and inmates cannot remove them. Each charging station holds two tablets, both of which can be used for video visitation.



Visitation Kit 7429VST



- *Strong & Durable*
- *Long Lasting*
- *Standard Wintel Phone Parts*
- *Rhino Handset*
- *Wiring Options*
- *Double-Gang Mounting Box*
- *Magnetic Hook Switch*
- *14-Gauge Stainless Steel Faceplate*

Face Plate

- 14-Gauge Stainless Steel
- Pin & Head Security Screws
- Machined Stainless Steel Ring for Handset Cord Entry
- Shipped with Double-Gang Mounting Box

Electronics

- Magnetic Hook switch (no mechanical contacts to fail)
- Hearing Aid Compatible Handset
- Transmitter & Receiver Elements Designed for Inmate Abuse

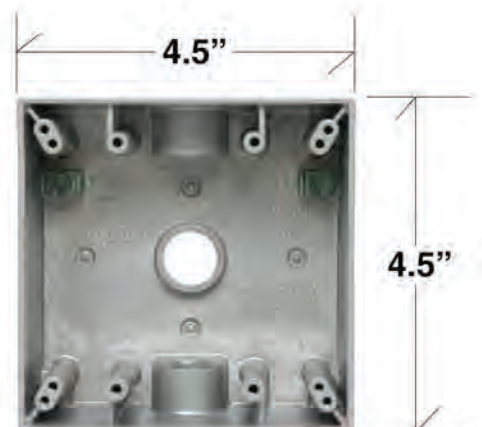
ORDERING OPTIONS

- Kits are sold as single units, not pairs
- 32" Rhino Handset
- 18" Rhino Handset
- 54" Rhino Handset
- Order replacement Handsets as needed
- All handset are built without a receiver varister
- Special lengths and builds are available
- VPM-1 Visitation Power Module

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P3 Video Relay Service

P3 delivers the reliability and security for video relay service (VRS) and point-to-point (P2P) calls with an easy-to-use interface featuring a wide array of additional features and benefits. Purple offers a cost-effective, FCC-certified solution to deaf and hard-of-hearing individuals that promotes equal communications access, satisfying the requirements of Title IV of the Americans with Disabilities Act (ADA). P3 is easy to deploy, interoperable with other VRS devices and providers that support SIP or H.323 standards and offers the greatest amount of flexibility.



- PC equipped with a 21-inch monitor
- Can operate on a PC or Android tablet connected to the internet
- Simple, easy-to-use interface
- Superior Video Quality
- Customizable Voice Greeting
- Ability to send DTMF tones
- Strictly regulated by the FCC for confidentiality and data protection

Product: P3
Platform: PC
Version: 9.0
Release Date: October 28, 2015
Customer Support: For more information or support, please contact us at **877-885-3172**, email **salesengineer@purple.us** or visit our website at **www.purplevrs.com/p3**.

Introduction

P3 delivers the reliability and security for video relay service (VRS) and point-to-point (P2P) calls with an easy-to-use interface featuring a wide array of additional features and benefits. Purple offers a cost-effective, Federal Communications Commission (FCC)-certified communications solution to deaf and hard-of-hearing individuals that promotes equal communications access, satisfying the requirements of Title IV of the Americans with Disabilities Act (ADA). P3 is easy to deploy, interoperable with other VRS devices and providers that support SIP or H.323 standards and offers the greatest amount of flexibility.

Package Includes

Simple Interface – easy-to-use
 Superior Video Quality
 Call Waiting – enables users to answer a call while on another call
 3-Way Calling – add a second caller to active call
 Personal Voice Greeting – customize the greeting for the hearing caller while connecting to a sign language interpreter

P3 Tech Specs

Interoperable with other VRS devices and providers that support SIP or H.323 standards
 Crystal-clear audio with acoustic echo canceler

P3 Advantages

Health Insurance Portability and Accountability Act (HIPAA)-compliant for VRS calls
 Ability to send DTMF tones using the dial pad
 Services are strictly regulated by the FCC for confidentiality and data protection
 P3 can be mass-deployed using silent install
 Purple ONE™ Number and Ring All – all devices logged in under the same account will ring simultaneously

PC System Requirements

Windows® 7/8/10 (including 64 bit versions) with DirectX® 9.0c or higher
 Recommended CPU: Intel Core 2 Duo class, 2.33 GHz or faster
 Ideal CPU: Intel Core 2 Quad class, 2.66 GHz or faster
 Memory and Disk: 2 GB of RAM and 250 MB of hard drive space
 Open GL 2.1 or higher: hardware-accelerated video drivers are highly recommended
 Administrator rights are required for installation and upgrades
 Webcam: either built-in or external webcam (Logitech® C910/C920 webcam highly recommended)
 DirectSound® compliant required audio card and drivers – must support 48 KHz sampling rate for VCO users

Video Protocols

SIP, H.323
 H.263, H.264
 CIF (352 x 288)

Audio Protocols

G.711
 G.722.1
 GSM
 iLBC
 Echo cancellation
 Automatic Gain Control and Denoise

Video Performance (Bandwidth)

Bandwidth adjusts between 384 Kbps and 2048 Kbps
 Recommended bandwidth of 768 Kbps
 Adaptive low-latency packet-loss recovery
 Automatic bandwidth control, adapts to network conditions

Corporate Environments

Compatible with the following virtualized and thin client environments:

- Citrix®
- VMWare®
- Microsoft Hyper-V®

Supports VPN in the following situations:

- Telecommuting workers
- Satellite offices
- Separate departments

Note: If using a VPN, the VPN must be active before launching P3.

ACD/Call Manager

- Will work with many ACD and call manager systems
- Can setup call forwarding from extension to Purple ONE Number
- Outbound call masking of Purple ONE number configurable per business requirements

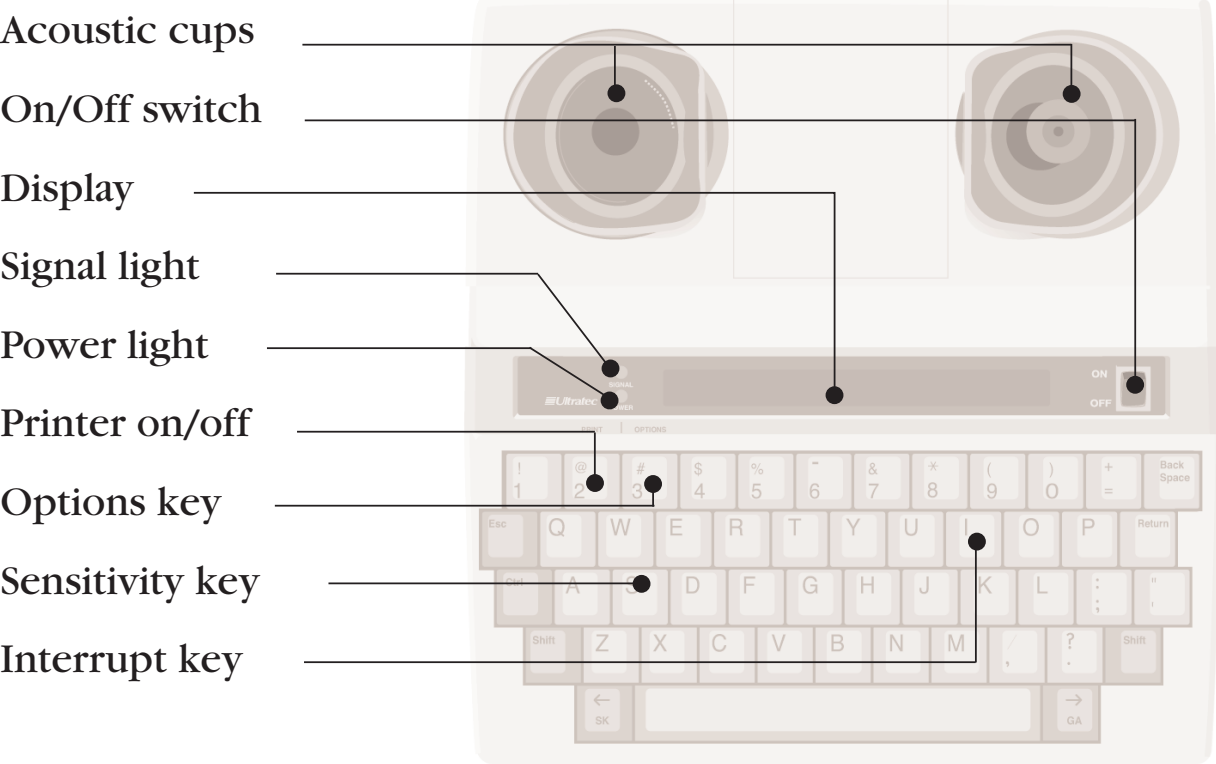
Secured Login and Connection

- HTTPS login and transferring data prior to and during calls
- Text chat during VRS calls uses data encryption

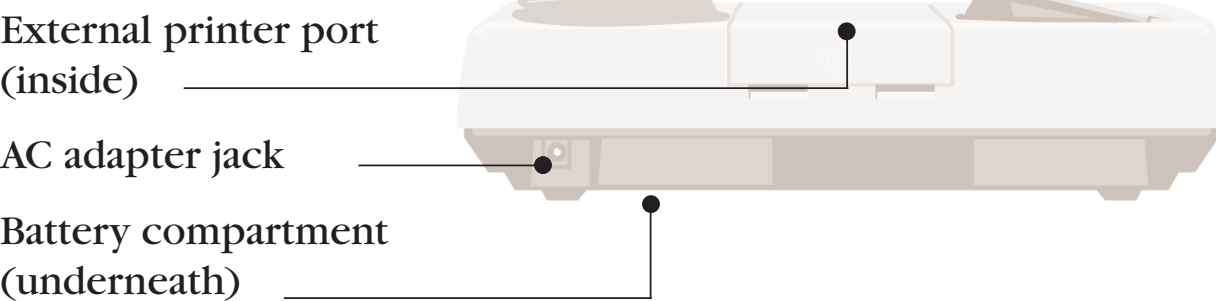
Note: Per FCC regulations, this program cannot be used behind a proxy.

Overview of the Minicom IV™

Top view



Back view



Total Access

900E Series

Market Leading IP Business Gateways



Benefits

- Seamless voice and data integration over VoIP-based network architectures
- Designed for Ethernet and Multi-T1 applications
- Optional eSBC functionality
- Up to 24 analog POTS interfaces
- Optional outbound lifeline via FXO
- Compatible with industry-leading softswitches and call agents
- Dynamic bandwidth allocation affords more efficient utilization
- Integral full-featured business-class IP router
- Stateful inspection firewall for network security
- Quality of Service (QoS) for delay and jitter sensitive traffic like VoIP
- Supports 802.1q Virtual LAN (VLAN) Trunking
- Voice Quality Monitoring (VQM)
- Network Address Translation (NAT) for IP address concealment
- Feature-rich ADTRAN Operating System (AOS)
- Optional battery backup
- Industry-leading five-year warranty
- Supports transcoding and DTMF interworking (30 calls)
- Full featured SBC for robust network security and voice interoperability

Overview

The Total Access® 900e Series of market leading IP Business Gateways for Ethernet and multi-T1 applications from ADTRAN® are designed for carrier Ethernet and SIP/MGCP Voice over IP (VoIP) networks. These products feature all the same robust routing and voice features of the previous generation IPBGs, along with a host of new features and functions that enable cost effective, reliable IP service delivery. These devices use the ADTRAN Operating System (AOS) to simplify management and administration. Multiple models offer flexibility for varied applications from PRI delivery and SIP trunking services to Hosted IP PBX offerings.

The Total Access 900e Series offers up to 24 FXS ports for analog voice delivery, and three Ethernet interfaces (one Gigabit and two Fast) for access to the Total Access 900e's router or WAN/LAN access. The Total Access 900e Series can be coupled with a NetVanta® Power over Ethernet (PoE) switch to provide connectivity to a variety of network devices and personal computers, as well as to power IP phones and Wireless Access Points (WAPs).

VoIP Gateway

The Total Access 900e Series utilizes SIP or MGCP For VoIP applications, providing interoperability with industry-leading soft switches, feature servers, and gateways. Acting as a gateway, the Total Access 900e converts IP signaling from the carrier into traditional TDM analog and digital voice services. This functionality allows the Total Access 900e Series to deliver voice services to both IP phones and traditional

telephony equipment simultaneously. For customers implementing a hosted PBX or IP Centrex service, the Total Access 900e Series is ideal for providing customers additional analog ports necessary to support their remaining analog phones, fax machines, or modems. The Total Access 900e Series supports many popular calling features such as caller ID, call hold, forward, transfer, and call waiting. Voice Activity Detection (VAD) and silence suppression are supported to ensure reliable VoIP call quality.

Enterprise Session Border Control (eSBC)

The Total Access 900e also can provide eSBC functionality delivering a truly converged application platform at the customer premises. This feature is becoming mandatory in today's service deployment to normalize, secure and troubleshoot the SIP to SIP communication between a carrier network and the customers SIP compliant equipment.

Remote Survivability

In addition, the Total Access 900e Series can act as a registrar and Back-to-Back User Agent (B2BUA) or as a SIP-transparent proxy to facilitate remote survivability and NAT traversal. In the event of a service interruption on the wide area network or if the carrier's call agent were to become unavailable, calls may continue locally at the customer premises between IP-based or analog phones. In addition, the embedded FXO port can be used as a survivable interface for outbound calls to the PSTN.



Smart-UPS 120 V

Advanced line interactive power protection
for servers and network equipment



The world's most popular network and server UPS

The award-winning Smart-UPS™ unit from APC™ by Schneider Electric™ is the most popular UPS in the world for servers, storage, and networks. Trusted to protect critical data and equipment from power problems, the UPS supplies clean and reliable network-grade power. In addition to Legendary Reliability and manageability, Smart-UPS units have extremely high efficiency at low, medium, and high load levels, making them ideal for today's multi-core or virtualized servers that have varying load consumption. Available in a variety of form factors (tower, rack-mount, rack/tower convertible), there is a model for every application and budget.

Intelligent and efficient network power protection from entry level to scaleable runtime. Ideal for servers, point-of-sale, routers, switches, hubs, and other network devices.

- Reliable
- Intelligent
- Efficient
- Manageable



Smart-UPS Tower and Rack-mount 750 – 3,000 VA

Application-optimized standard models, ideal for servers, storage, point-of-sale, and other network devices



[SMT750]



[SMT1500RM1U]



[SMT1500RM2U]



[SMT1500RM2U]



[SMT750]

Standard Features

High-efficiency Green Mode:

Optimum efficiency which saves utility and cooling costs

Emergency Power Off (EPO):

Provides for remote UPS shut-off in the event of a fire or other emergency (2,200 VA and above)

Alphanumeric LCD Display:

Intuitive interface provides detailed and accurate information with ability to configure locally

Battery Disconnect:

Convenient way to disconnect battery for transport

Network-grade Power:

Provides most stable power conditions by filtering noise, automatic voltage regulation (AVR), and surge protection

Communication Ports:

Serial, USB, and SmartSlot™ for accessory cards

Advanced Battery Management:

Temperature-compensated charging extends life and advanced algorithms recommend replacement date



Exhibit 11

Sample Training Plan & User Documentation

Exhibit 11

Sample Training Plan & User Documentation

ICSolutions' goal is to familiarize Facility personnel with daily system functions, blocks, reports, investigative tools as well as emergency system shut down. ICSolutions understands that different user groups will sometimes have different training needs. As such, multiple classes will be scheduled, customized to fit the participants' job responsibilities. The user-friendly nature of THE ENFORCER system and its THE VISITOR module, as well as our BRIDGE tablets, makes it easy to understand and minimizes staff training time.

ICSolutions will provide a **customized hands-on training curriculum** for each facility served. Upon award, our dedicated Training Department will contact the Agency to set up the training. ICSolutions often schedules training in shifts so that facility staff can receive training during their normal work hours.

- ✓ **User Manuals**
- ✓ **Quick Reference Guides**
- ✓ **Self-Help Training Guid**
- ✓ **Online & Hard Copies**

- The ICSolutions training sessions will be conducted at a centralized location, or at individual sites, as set up by the Training Department and the Agency.
- Training materials consist of a visual presentation, such as a Microsoft Power Point presentation; in-class question and answer sessions; THE ENFORCER's Quick Reference Guide; and a demonstration of the commonly used features of THE ENFORCER system; and hands-on interactive training **using the facility's own live system.**
- Training is typically divided into three types of sessions: **Standard User, Investigator, and Site Administrator (Super User)** and, for the VVS, we also add training for the **Control Officer.** Training length varies based upon user type and number of trainees, but most training sessions are roughly **one-hour** long.
- When a voice biometrics application is in use, separate training will be conducted for that product after all inmates have been enrolled in the system.
- Printed copies of the Quick Reference Guide will be provided for each facility. Online documentation (Quick Reference Guide, Investigative Suite Reference, Reports Guide, and Enhancements Summary) is provided as part of THE ENFORCER system. These online documents are updated and published to all facilities every time THE ENFORCER system is updated or enhanced.
- ICSolutions typically provides initial training in live sessions at the client's facilities. Follow-up training can be delivered live, but we also offer web-based training via WebEx.



ICSolutions Client Testimonial

"ICSolutions has provided continued refresher and new program update trainings ... I have found the training to be thorough, detailed, and specific to the target audience to facilitate intelligence gathering."

*Captain Almonte – Osceola
County Corrections Department*

- Initial and all follow-up training will be conducted by our dedicated Training department. ICSolutions is able to **accommodate your requests for training with very little notice.**
- All training is provided **at no cost to the facility.**

Training Curriculum

Standard curriculum for training will include the following. This is a typical training agenda which will be customized to fit each installation based on the facility's needs:

Day-to-Day System Administration	• Logging In, locally, remotely, to one site, multiple sites, etc. - o Single sign-on to ITS and VVS through THE ENFORCER • User Access Control Settings: Roles, permissions etc. • Call Process Flow & Control settings • Call Record Search • Blocked Number Administration • Inmate Account Editor - o Search for Inmate Account - o ANI Advanced Privileges and Inmate-specific controls - o Enter PANs, Inmate-specific blocks & exceptions - o Alerts on Inmate Accounts - o Print Account Information - o Account suspension/reinstatement - o Change PINs • Debit Account Administration • Visitor Registration & Scheduling • Connecting Visits • Visitor Verification (if applicable) • Viewing and Modifying Inmate and Visitor Profiles • Interface Functionality (if applicable)
Investigative Functions	• Live Call Monitoring/Scanning • Call Disrupt Function • Recording • Recording Exempt Numbers • Setting Alerts (email, pager and phone) • Recordings – Search, Retrieval & Reporting • Recordings – Exporting Recordings, records and files to CD/DVD/USB, etc. • Running Ad-Hoc Call/Record/Recording Reports • Live Visitation Monitoring & Instant Disconnect • Visitation Recordings Search, Retrieval & Playback • Visitation Reporting & Interactive Tables
Automated Calling Process Overview	• Placing a Call • Debit Call Process • Prepaid Process

Visitation Administration	• User Accounts & Privileges (ban visitors & other inmate restrictions) • System configurations • Creating messages to warn inmates and visitors of non-compliant behavior • Setting visitation rules for onsite, remote, and specified visitation centers or housing units • Establishing authorized visitor relationship type and privilege status • Interface functionality (if applicable)
Service & Maintenance	• Initiating Trouble Reports & Scheduling automatic progress notifications • Information Gathering & Preliminary Trouble shooting • Trouble Reporting and escalation • Viewing and reporting on trouble ticket histories
Tablet Training	• Tablet System Administration Portal • System Management • Tablet Program Best Practices
Training and User Reference Tools	• Quick Reference Guide • User Guide • Report Synopsis • Inmate Information Pamphlet in English & Spanish • Support Center • ICSolutions' and Support Team Contact Information

In addition to the printed training manuals, the full User Guide, Quick Guide, and Release Notes (describing changes in upgrades) are available to all authorized users directly through THE ENFORCER.

INMATE CALLING
ICSolutions

THE ENFORCER®

Jackson County Correctional Institution
User: kcaballero (10.0.2.2.g2c4e0282-backports-f)
Copyright 2005-2020

Inmate | Global Numbers | Accounts | Monitor | Call Detail | Reports | Site Admin | Tools | Logout

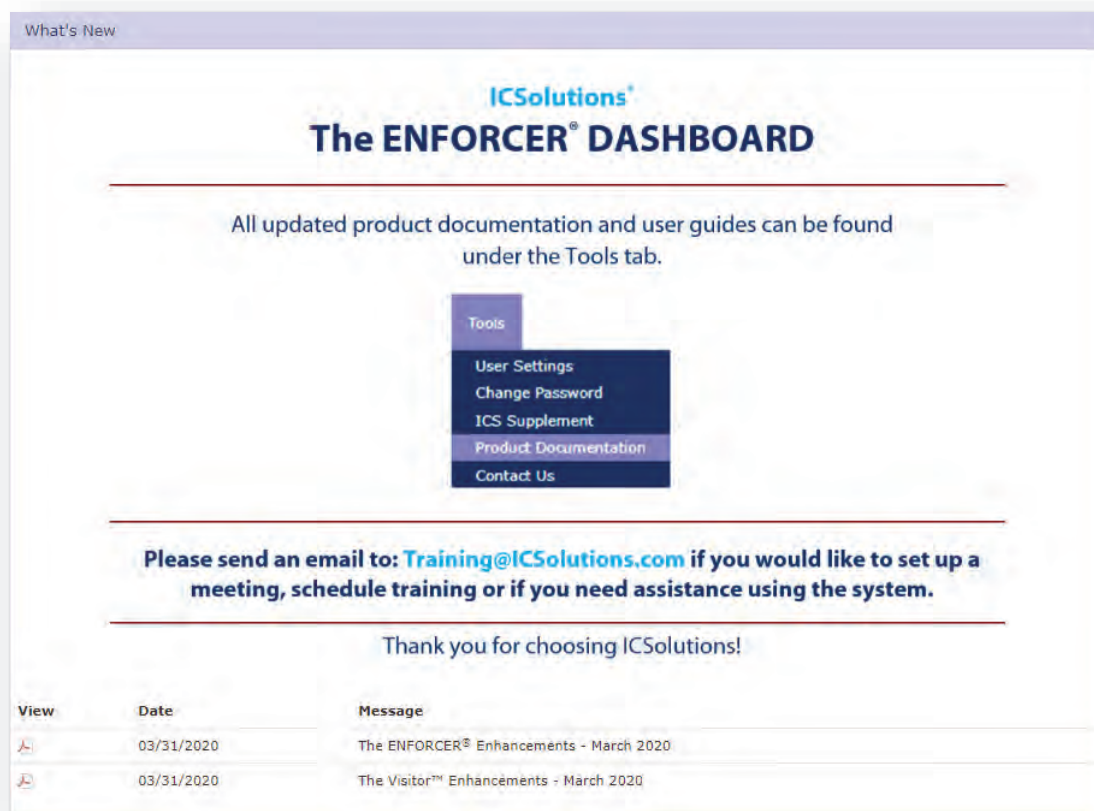
Product Documentation for Inmate Calling Solutions
Feel free to download these manuals

CURRENT DOCUMENTATION
ENFORCER® Enhancements - March 2020
ENFORCER® Quick Reference Guide
ENFORCER® Investigative Suite Reference
ENFORCER® Reports Guide
ICS Supplement Update Guide

HISTORICAL ENHANCEMENTS AND RESOLVED ISSUES
The ENFORCER® Enhancements Summary
The ENFORCER® Resolved Issues Summary

User Access to Product Documentation

In addition, all users will be notified through THE ENFORCER's Dashboard of recent enhancements and related product documentation upon logging in.



Upgrades Dashboard

Inmate and End-Users Training Plan

ICSolutions offers several solutions to ensure that end users also have a transparent transition to the new system. First, we provide educational material for the housing and lobby areas to announce the upcoming transition date, calling and visitation rates, and ICSolutions' name, dedicated video visitation website, and toll-free customer service number for friends and family to set up prepaid accounts. Also prior to cutover, we activate prepaid account functionality so that friends and family can set up their accounts ahead of time. Any and all signage and brochures will be approved by the Facility before distribution.

We can also provide written instructions on the phones, and we use clear and simple call prompts to guide inmates through the calling process. Call recipients whose phones cannot accept collect calls are given a free call followed by an automatic transfer to a live agent to explain calling options and help with account setup.

When inmate tablets are deployed, ICSolutions provides inmate training on the new tablet solution following distribution of the tablets to the housing areas.

About this Book

This book is designed to assist correctional facility administrative personnel, correctional facility security personnel, and law enforcement personnel with learning and using The ENFORCER® platform. This book provides instructions for performing the most frequently used tasks through The ENFORCER® user interface. For more detailed information on more advanced ENFORCER® capabilities and functions, see *The ENFORCER® User Reference*.

Throughout this document, any page number shown in **bold, bright green** type is a **cross-reference hyperlink**. You can click on the page number to go directly to the related section or topic. *Example:* For more information, see page **Error! Bookmark not defined.**

About The ENFORCER®

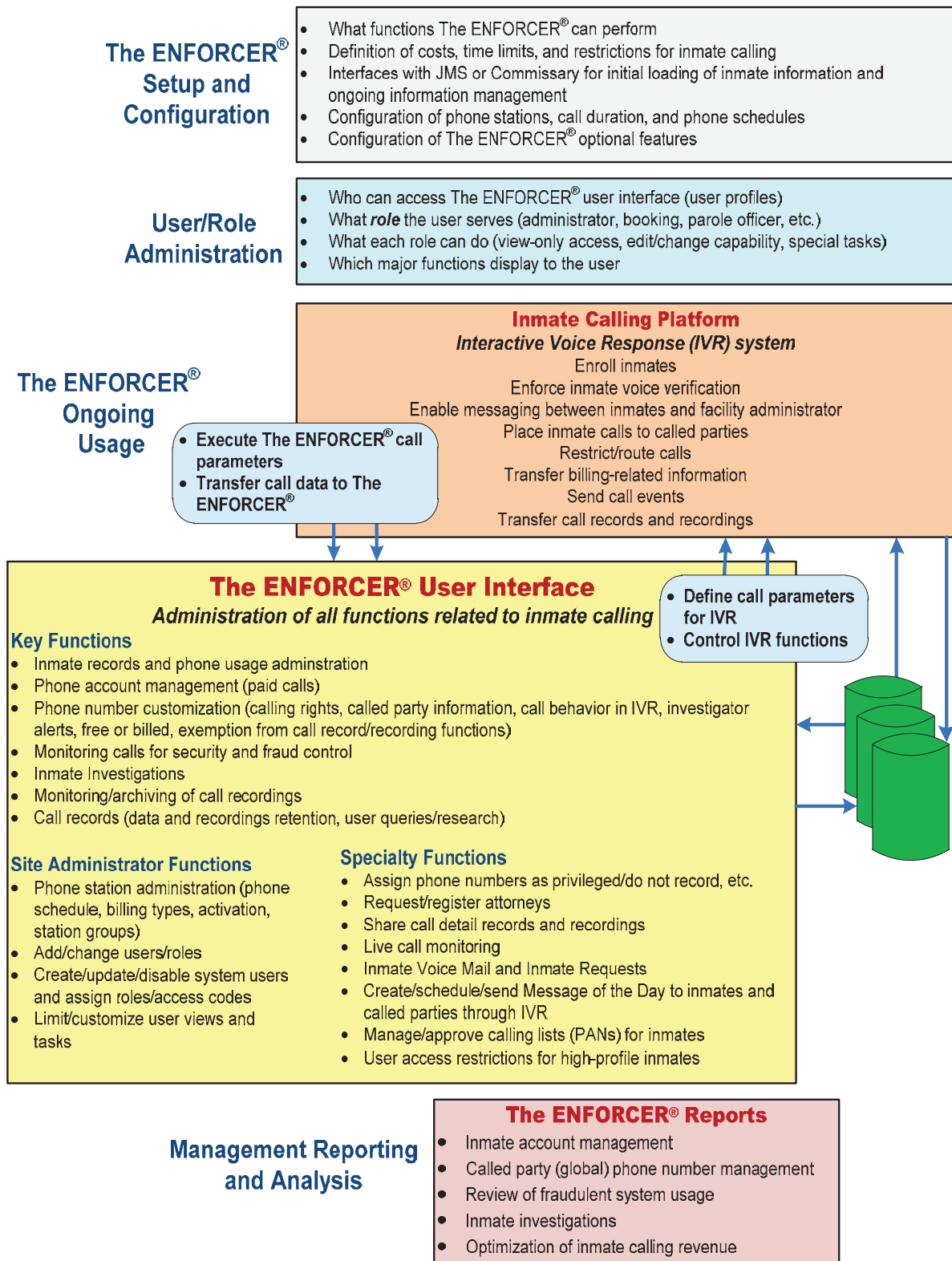
The ENFORCER® call processing system is a comprehensive, self-contained call processing platform that is used by inmates to make phone calls from within a correctional facility. This platform provides an extensive and flexible set of administrative, security, and investigation tools. All components needed for placing calls, recording, monitoring, and data collection are contained in a single system that has been customized for use at your correctional facility.

The ENFORCER® is designed to

- Provide the facility with a feature-rich toolset for managing inmate calls
- Provide call monitoring, recording, and user access to call informational records as well as call recordings
- Provide advanced security, fraud control, and investigational tools
- Offer wide range of billing options for inmate calls
- Improve the calling experience for inmates

The diagram on the following page provides a high level summary about the components and functions of The ENFORCER®.

The ENFORCER® Process Overview



The ENFORCER® Function Groups

Inmate Information

Inmate administration

- Where the inmate is housed
- Inmate usage status in The ENFORCER®
- Inmate current calling rights (punitive/suspension activities)
- What phones the inmate can use
- Which phone numbers the inmate can call (and cannot call)
- How many calls can be made within a time period
- What types of calls the inmate can place
- How many calls the inmate can place per a timeframe
- Definition of alerts on inmate calls

Global Numbers

Called party number administration

- How calls are placed from The ENFORCER®
- Whether or not a call is billable, and how it gets billed
- What type of account a call is billed to
- Which phone numbers a facility is allowed to call (or may be blocked from calling)
- Specific attributes and restrictions assigned to a called party number
- Defining the “decisions” that The ENFORCER® makes to accept/deny and bill calls
- Defining alerts placed on a called party number
- Defining free and privileged calls

Accounts

Maintenance of inmate and called party accounts

- Maintaining inmate calling accounts (Debit and Debit Card)
- Creating/maintaining Collect and Prepaid Collect accounts
- Making manual account balance adjustments

Monitor Phones

Investigations and fraud control

- Monitoring or terminating inmate calls in progress
- Accessing details for calls in progress
- Enabling/disabling phone stations
- Determining inmate calling abuse or imposters
- Determining geographical location of inmate and called party

Call Detail

Call records administration

- Performing call record queries
- Customizing searches based on call types, call purpose, billing types, call end types, and other parameters
- Interpreting information provided by query results
- Accessing and listening to call recordings
- Exporting call records; saving/downloading call recordings

ENFORCER Reports

Management analysis of performance in The ENFORCER®

- Improving management of calling accounts
- Reviewing fraudulent system usage
- Obtaining data to assist with inmate investigations
- Optimizing Inmate calling revenue through call history analysis
- Optimizing system and phone stations

Global Numbers

In The ENFORCER®, a master library of certain called party phone numbers is available for various purposes. These numbers are referred to as *Global Numbers*, and the library itself is referred to as the *Global Numbers* library.

Finding a Number Detail Record for a Specific Number

Each called party number in the *Global Numbers* library contains a unique, user-accessible record called a *Number Detail Record*. The *Global Numbers* function enables you to create and store called party phone numbers, and to define one or more “global” settings that affect calling features (how the number works) when an inmate calls the number. Additionally, the *Global Numbers* function enables setup and customization of phone numbers which support other functions in The ENFORCER®.

When you enter an existing 10-digit phone number in the main search field and click **Search**, The ENFORCER® displays the *Number Detail Record* for the number, with the existing number populated in the *Number:* field.

The screenshot displays the 'Global Number Search' interface. At the top, a search bar contains the number '6154965400' (highlighted with a red box). To its right is a 'Search' button (also highlighted with a red box). Below the search bar are buttons for 'Quick Searches', 'Load', 'Save', 'Delete', and a 'Show All' checkbox. A red arrow points from the 'Search' button to the 'Number:' field in the 'Number Detail Record' below. The 'Number Detail Record' is titled 'General Information' and contains the following fields:

Number:	1-615-496-5400	Name:	Dano Flaker
Speed Dial:		Description:	
Dial Pattern:		Address:	987 Memory Lane
Site:	ENF QA 12	Line 2:	
Category:		City:	Lake Falls
Inmates w/PAN:	0	State:	TEXAS
		ZIP:	78108

At the bottom of the record, it states: 'Last Updated: 01/10/2019 16:25:00 By: bclark1'. Above the record, there are buttons for 'Back', 'Delete', 'Add Note', 'Cancel Changes', and 'Save Changes'.

Finding a Number Using Global Number Search Results

If your main search or *Quick Search* returns multiple results, you can click on any row in the search results to open the *Number Detail Record* for that number as shown in the red box in the following example. If the number you are searching for does not display on the first screen of a long list, you can select a different number of records to display on each page as shown in the blue box.

The ENFORCER® Quick Reference

Global Number Search

Quick Searches ▼

Load
Save
Delete
Show All
0

Change Columns Create New Global Number

Showing 1 to 10 of 280 entries

Previous
1
2
3
4
5
...
28
Next

Action	Number	Site	Speed Dial	Name	Block	DNR	Priv	Call Types	PA/GO	Alerts	Max Dur	Ign. DTMF	Ign. Sil.	PANs
	1-131-977-1376	All Sites			Agent			All			30			0
	1-141-500-8009	All Sites		Murray Shundel	Facility			All			30			0
	1-160-233-4364	All Sites		Marcia Abbas	Not Blocked			All			30			0
	1-160-879-9743	All Sites		shawn johnson	Not Blocked			All			30			0
	1-201-330-6394	All Sites		Jolinda Kirosh	Facility			All			30			0
	1-201-383-0528	All Sites		mary JOHN	Facility			All			30			0
	1-201-456-1155	All Sites		Ali MENES	Not Blocked			All		✓	30			0
	1-201-505-0600	All Sites			Facility			All			30			0
	1-202-662-5598	All Sites			Not Blocked			All			30			0
	1-202-662-5612	All Sites			Not Blocked			All			30			0

Showing 1 to 10 of 280 entries

Previous
1
2
3
4
5
...
28
Next

Show

10
25
50
100
250
500
1,000

entries

Inmate Information

The *Inmate* function provides a centralized area for accessing and editing the *Inmate Detail* screen for a selected inmate, which displays several information windows that pertain to an inmate as well as that inmate's use of The ENFORCER®. The initial information on an *Inmate Detail* screen is derived from *one* of three sources:

- Facility's Jail Management System (via an XML or other type of interface)
- An external source such as an existing Commissary application at your facility
- Manual entry of information (usually at a local or regional facility)

If information is received from a data transfer from a Jail Management System or an external source, the inmate's first name, last name, ID number, and location fields are populated.

The *Inmate Detail* screen is divided into numerous windows, which represent logical groups of information about the inmate. The next two pages describe the purpose and a position of each window on the *Inmate Detail* screen.

Inmate Detail Screen – Top Half Window Descriptions

Inmate Detail

90565 (SMITH, KEVIN)

Function buttons (Add Note, Share, Calls, Cancel, Save)

General Information

Status Active	Last Name Wilson	First Name Alexander	Middle Name Zachary
ID 90565	Location QAPOD_C	Facility ENF QA 61	Recorded Name No Recording
PIN 905650069	Passcode 0069	☐ Pin Reset ☐ TDD / VRS High Profile ☐ Edit	

Hyperlinks (Calling Rules, Activity, Voice Verification, Balances, Alerts, Suspensions, PANs, Notes)

Access (Menu icon)

Calling Rules

Free Calls ☒ Enabled	Allowed 0	Last Reset 11/01/2018
PANs Required ☒ Enabled	Max PANs Allowed 20	Default: 20

Station Group Restrictions

Activity

Last Call

Attempt 11/05/2018 08:55:20	Success 11/05/2018 08:40:15
Reject 11/01/2018 09:46:45	Fail 11/05/2018 08:55:20
Bad PIN 05/25/2018 13:50:32	

Last Activation 2018-11-01 09:05:08 **Last Release** 2018-06-05 05:35:07

Voice Verification

The Verifier Enabled	Status Enrolled

Verification Stats

Attempt 305	Retry Request 0	Rejected 7

Balances

Debit Acct \$0.00

General Information - Displays inmate-specific information, and is the first window completed by a user when creating a new *Inmate Detail* screen

Hyperlinks which can be used to scroll the screen to the selected information window

Access to a check box list of all displayed windows which enables user to show or hide selected windows

Calling Rules - Displays all rules related to inmate calling privileges

Activity - An "information only" window which lists dates/times for significant calling events, the inmate's *Last Activation* date/time, and the inmate's *Last Release* date/time

Voice Verification - displays only if *The Verifier*SM inmate voice verification module is activated at the agency. Includes the activation mode, the inmate's current enrollment status, and calling statistics

Balances - Displays the calling funds balances for each account set up for inmate calls. Also displays link buttons which enable user to open the Account screen in a separate window

Inmate Detail Screen – Bottom Half Window Descriptions

Class of Service

Current Class

1N

Show Rules

Alerts

☐ General Alert
 ☐ Attach Recordings

Email/SMS

bclark5776@yahoo.com

Suspensions

Active/Future Suspensions

Del	User	Created	Start	End	Duration	Type	Notes
	bclark1	01/31/2019 13:44:00	01/31/2019 15:42:28	02/14/2019 00:00:00	13 days 8 hours 17 minutes	Full Phone call; No F2F	Suspension Note: disciplinary suspension
	bclark1	01/31/2019 13:45:49	02/22/2019 15:44:49	02/28/2019 00:00:00	5 days 8 hours 15 minutes	Standard Phone call	Suspension Note: maintenance scheduled on inmate block

Previous suspensions: 0

History

Add Suspension

Personal Allowed/Blocked Numbers (PANs)

Active	Phone Number	Speed Dial	Name	Relationship	Block	Global Entries	Call Type	Date Approved	Approved By	In Use	Address	Description
Active	1-615-496-5400		Winkerbean, Bill	step father	Not Blocked		All	01/31/2019 13:48:44	bclark1	1		
Active	1-210-908-9372		Klempner, Walter	friend	Not Blocked		All	01/31/2019 13:48:44	bclark1	1		

Showing 1 to 2 of 2 entries

☐ Show Inactive PANs

History

Edit PANs

Notes

Author	Created	Type	Reference	Note
bclark0	02/04/2019	Suspension		added per officer K. Smithers
otser	12/18/2018	Inmate	76363774	Inmate revised passcode

Showing 1 to 2 of 2 entries

Show 10 entries

Class of Service - Displays only if service classes are used at the agency to assign bundled privilege/restriction groups related to inmate calling

Alerts - Enables user to define a new alert recipient and select an alert type to trigger notification of inmate calling/account funding events. Also displays all currently defined alerts

Inmate Suspensions - Displays details about any current or upcoming suspensions of calling privileges imposed on the inmate, as well as the **Add Suspensions** button used to initiate a new suspension and the **History** button used to access Suspension historical information

Personal Allowed/Blocked Numbers (PANs) - Displays details on each PAN number currently defined for the inmate, as well as the **Edit PANs** button used to add, edit, or delete a PAN number and the **History** button used to access historical information for PAN numbers

Notes - Displays every note which has been added to the *Inmate Detail* screen, including notes which are created automatically whenever any item on the *Inmate Detail* screen is changed by a user, and notes which are created manually by a user (with the **Add Note** button at the top of the *Inmate Detail* screen)

Visitor Accounts

Visitor Accounts

Account status

Showing 1 to 10 of 3,530 entries
 Previous [1](#) [2](#) [3](#) [4](#) [5](#) ... [353](#) Next

Action	Name	DOB	Number	Email	DNR	Privileged	Created	Status
	HARSHEY, JOSHUA	12/31/1969 (49)	1-210-477-7325	harshey85a@gmail.com		✓	10/21/2016 03:17:33	Approved
	AMUNDSON, YAKELYN	02/05/1977 (42)	1-786-282-2648	mundso990@gmail.com			10/21/2016 14:18:50	Suspended
	MAYLE, BETTY DAVIS	11/17/1982 (36)	1-305-849-1710	icsqa123@gmail.com			10/22/2016 09:34:56	Approved
	STERLING, KERA	10/10/1982 (36)	1-305-417-1358	icsqa@icsolutions.com			10/22/2016 20:24:24	Suspended
	NELSON, KEVIN	05/19/1978 (40)	1-210-477-7324	nelsonk81@gmail.com			10/24/2016 16:00:57	Approved

Display controls at the bottom of the *Visitor Accounts* screen enable you to set the number of visitor accounts to be displayed on a page, and to navigate among multiple pages.

	DOUGALL, ANDREA	03/31/1995 (23)	1-952-380-4844	dougall.andiea@gmail.com			07/26/2018 18:29:17	Approved
	RECTOR, DEBRA	08/24/1995 (23)	1-763-560-8107	rector00@gmail.com			07/26/2018 20:15:00	Approved

Showing 1 to 50 of 2,399 entries
 Previous [1](#) [2](#) [3](#) [4](#) [5](#) ... [48](#) Next

Show

10
25
50
100
250
500
1,000

 entries

From the *Visitor Accounts* screen, you can search for a specific visitor by the visitor's first or last name, phone number, or email address. Alternatively, you can select a specific visitor from the displayed list to access the *Visitor Detail* screen which contains his/her visitor account record. From this screen, you can add or edit certain information for the visitor. After a visitor has been registered successfully, authorized users can perform the following tasks from the *Visitor Detail* screen:

- Change the currently assigned Class (a bundled group of selected visitation privileges) for a visitor
- View the number of visits allowed and completed during a specified timeframe for each available visit type (such as per-week or per-month) by a visitor
- Add notes to a visitor record
- Impose or cancel a suspension on a visitor
- Add or approve *additional* inmates to visit with a registered visitor. This is in addition to the inmate specified by the visitor at the time of registration.

Visitation Schedule

Showing 1 to 4 of 4 entries

		Past Visits		Visit in Progress		Future Visit	
+	Action	Visit ID	Scheduled Start	Scheduled End	Participants	Confirmation Code	Station Group
		67808	03/13/2019 08:00:00	03/13/2019 08:30:00	Inmate: Lawton, Harvey (7104) Visitor: HAARDT, JAMIE (12/31/1969)	71044 121011012341234	QA LN Inmate Contact QA LN Visitor Contact
		67818	03/07/2019 13:35:00	03/07/2019 14:05:00	Inmate: Dent, Virginia (7107) Visitor: HAARDT, JAMIE (12/31/1969)	71077 121011012341234	QAPOD_A QA Visitor Lobby North
		67826	03/14/2019 12:25:00	03/14/2019 12:55	Inmate: Banner, Barry (7197) Visitor: ROTH, FRANCES (04/14/1999)	719797 121010912341234	QAPOD_B QA Visitor Lobby North
		67827	03/14/2019 15:25	03/14/2019 15:55	Inmate: Rayner, Jason (7161) Visitor: ROTH, FRANCES (04/14/1999)	716161 121010912341234	QAPOD_B QA Visitor Lobby North

If you have the required permission associated with your user role, you can change the date/time for the start or end of a visit. Since the last visitation in the above example has not yet occurred, editable fields display where these changes can be made. For more information, see page 88.

NOTE: This view of the *Scheduled Start* and *Scheduled End* columns is available to authorized users only. If you do not have permission to change visit times, all scheduled visits will display like the first two rows shown in the green box in the previous example.

Confirmation Code Column

When checked for display on the *Change Columns* screen, the *Confirmation Code* column displays the confirmation codes for both the inmate and the visitor. Prior to session initiation, each party must enter their confirmation code on the touchscreen in order to connect the visitation.

Typically, the *Confirmation Code* for the inmate is the same as his/her PIN number used in The ENFORCER® for making standard telephone calls. The Confirmation Code for the visitor is assigned automatically by The Visitor™ and is comprised of '1' plus the 10-digit phone number associated with their ICSolutions® account, and a 4-digit PIN the visitor chose when registering. These *Confirmation Codes* are shown in the following example.

+	Action	Visit ID	Scheduled Start	Scheduled End	Participants	Confirmation Code	Station Group
		67826	03/14/2019 12:25:00	03/14/2019 12:55	Inmate: Banner, Barry (7197) Visitor: ROTH, FRANCES (04/14/1999)	719797 121010912341234	QAPOD_B QA Visitor Lobby North
		67827	03/14/2019 15:25	03/14/2019 15:55	Inmate: Rayner, Jason (7161) Visitor: ROTH, FRANCES (04/14/1999)	716161 121010912341234	QAPOD_B QA Visitor Lobby North

Additional Visitors Column

The *Additional Visitors* column displays the appropriate information for additional visitors based on the configuration of visitor rules at your facility and the defined ages for adult and

Using The Visitor™ Monitor

After a visit has been selected (check box checked), the visit will immediately be added to the *Visits* pane. To remove the visit, simply deselect the visit’s check box and the visit will be removed from the *Visits* pane.

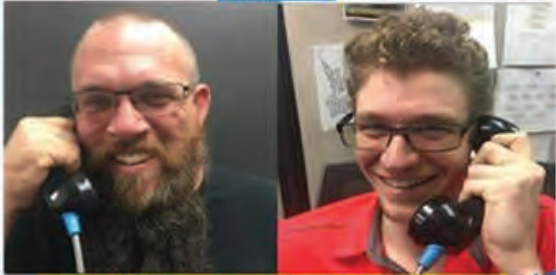
Inmate	Visitor	View
DENNIS JEFFREY	CHARLES WHITE	☒
NATHAN LAURAIN	OLIVE FRANCIS	☒
TREVOR DURHAM	ABBI JONES	☒
OSWALDO CESAR	JANE THOMPSON	☐
JUDITH HICKS	JONATHAN DAVIES	☒
SHANA BROWN	STEVE SMITH	☒

NOTE: Any in-progress visits with visitors who have a privileged, *Do Not Record* (no audio and no video recorded) class of service (i.e., attorneys) will be listed in red. Those visits are *not* selectable and cannot be viewed from the *Visits* pane or the *Expanded View* pane. Visits with the *Audio not recorded* status will not be listed in red and *will* be selectable (video only); however, those visits are marked in both the *Visits* and *Expanded View* panes with a red banner and *Audio not recorded*.

Visits Pane

After a visitation session from the *Visitation List* has been selected, the visit will be visible immediately from the *Visits* pane. Each individual visit showing in the *Visits* pane has specific information relating to the visitation session, which is described in the following example.

CSN 90908



Inmate Station 05

Visitor Station 04

Inmate: CHRISTOPHER SCHAWALWOCHSKI

Visitor: STEVE SMITH

Time Remaining: 05m 15s

Watch

Disconnect

CSN for the video recording

Viewing panes with inmate on the left and visitor on the right (video only, no audio in the Visits pane)

The video station associated with the inmate and the visitor is listed underneath the video

Information box includes the inmate's name, the visitor's name and a countdown timer showing how much time is left in the visit

Click "Disconnect" to immediately terminate the visit

Click "Watch" to move this visitation session to the larger, Extended View with audio



Exhibit 12

Additional Technology Documentation

Wintel® Inmate Telephones

Engineering staff with Experience in Telephony introduced DuraClear® Technology to the design of the Industry Standard Inmate Telephone! Installing Wintel® phones or retrofitting DuraClear® Technology from Wintel® will dramatically improve voice transmission and lower repair costs. Currently installed in several State Prison Systems, this revolutionary technology, only available at Wintel, eliminates “Can’t be heard” complaints and is not affected by moisture or weather. DuraClear® handsets have shown below 7% replacement rates over the course of a year!

Wintel® maintains the highest quality standards and offers the listed descriptions of the manufacturing processes and quality testing requirements used to build the industry standard inmate telephone.

Wintel® employs a staff of 20 in Longwood Florida to build the telephones and telephone handsets. Wintel invites any State or County official wishing to inspect the manufacturing facility to come see one of the only telephone handset manufacturers left in the United States.

Quality and Manufacturing Specifications:

- **State of the Art Metal Weldments & Manufacturing:** Programmable Robotic welding system used to provide precise clean welds. Precision welds nearly eliminate rough, buffed out corners. All internal studs are Stainless Steel and are precision welded.
- **Designed for Inmate Use:** Wintel® Inmate Telephones are designed for the use and abuse typically visited on an inmate telephone. From the heavy gage steel housings to the 5-point security system designed to keep the phone secure, Wintel® phones are designed to be offender phones.
- **The ONLY true ADA compliant Volume Control:** The ADA requires Volume control to be USER controlled; Wintel® phones feature a LOUD button to the right of the keypad.
The competitors phones have No button = no user control = non-compliant!
- **Magnetic Hookswitch:** Wintel phones have the only standard magnetic hookswitch to eliminate trouble calls.
- **Conformal Coating of Electronics:** Printed Circuit Board is coated with conformal coating to protect the electronics from moisture and increase the life of the product.
- **Rhino® Handset:** Patented method of anchoring the steel lanyard through the length of the handle to the receiver end gives Wintel the **only true winner** in the 1000 pound pull strength test.
- **DuraClear® Technology:**
Magnetically activated transmitter replaces the old style carbon transmitters
Four times (4X) the life of the standard carbon transmitter and no more
Performs even in the poorest line conditions found in State Prison Systems
i.e. low loop current, low voltage, high resistance
Looks the same, to the user, as the standard Rhino® Handset
DuraClear® is unaffected by moisture and humidity, unlike carbon transmitters
DuraClear® is new and patented technology, found ONLY at Wintel®
The sound is much Louder, Clearer and Crisper with DuraClear®.



Rhino Handset

The Rhino handset is designed to meet or beat all of the published specifications for handsets for use on public terminals in North America. The handset has strength and durability characteristics that exceed any handset that is manufactured in North America and all handsets that are imported to the United States.

The electrical specifications for handsets are based on the type of phone and/or customer specifications for the application in which the handset is intended. Generally, either carbon or magnetic (DuraClear) microphones and magnetic receivers are used. The electrical components are manufactured to meet the interface standards for the variety of public terminals that are in use. Engineering staff with experience in Telephony have ensured that the Rhino handset is the best handset product on the market today. Standard lengths of 18", 24" and 32" are readily available and custom sizes can be ordered.

Impact Strength of Plastic Handle: Exceeds 80 foot-pounds. (This is tested using an eight-pound sledge that is dropped 10 feet. Five impact points are hit in succession.) All competitive handsets tested failed the 80 ft-lb impact test, and most fail a 40 ft-lb impact test.

Pull Strength: Exceeds 1000 foot-pounds. (Actual results are around 1200 ft-lbs. This test is the handset as a unit, not just the lanyard. The test is done by connecting the plastic handle to one end of the test fixture and the retaining stop on the end of the lanyard to the other end of the test fixture. This ensures that the plastic, the lanyard, and the stops on both ends of the lanyard can withstand a pull of at least 1000 ft-lbs.) All competitive handsets, even those using a heavy-duty lanyard, fail. Usually their failure is the stops pull loose or the plastic breaks or pulls out. Most competitive handsets fail at around 325 ft-lbs of pull or less.

Cap Removal Torque: Exceeds 125 foot-pounds. (This ensures that the caps cannot be removed by the public using small hand tools or bare-hands. As a comparison, lug bolts for car tires require about 75 ft-lbs of torque to remove.) No competitive handset comes close to this specification, with most opening at around 35 ft-lbs or less.

Wire: Stranded wire of at least 24 gauge is used to ensure good transmission quality and flexibility and durability. The insulation is Teflon, which does not support a flame from heat. (Cigarette lighters on other types of insulation will cause the insulation to catch fire and burn.) Most competitors use a smaller gauge wire and a cheaper insulation, resulting in potential problems for transmission and fire.

Electrical Connections: AMP (Tyco) connectors are used for all electrical connections, except for direct connections (solder) that are used on critical points where moisture or vandalism can be a problem with pressure connectors.

Plastic: A special blend of lexan plastic is used that has high strength, won't maintain a flame once the heat source is removed and has UV protection for sun exposure.

Armored Cord: Flexible interlocking stainless steel.

The above specifications result in a low handset replacement rate with Rhino. Standard industry replacement rates where the Rhino is not used is above 35%. The Rhino replacement rate is typically below 10%. If you assume labor cost is \$100 to replace a handset, the longer a handset lasts, the better your bottom line.

Wintel®

A Division of Independent Technologies, Inc.

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www.wintelphones.com

Half Size

Stainless Steel

7005SS

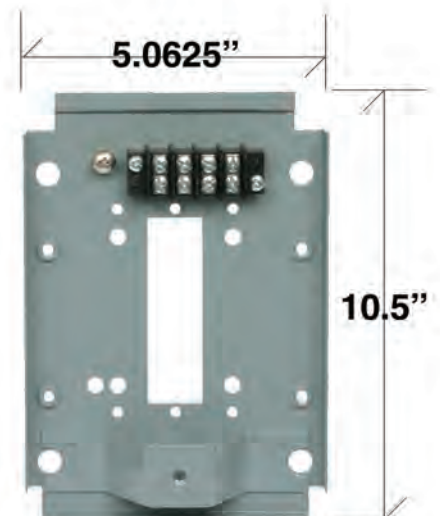


- Offers full sized service in half the space.
- Mounting holes in the backplate are placed to enable the unit to be counted to a 4X4 Gang Box.
- Can be used as a visitation phone in facilities that require a pin number or password to be entered before connection to the outside party can be made.
- Built-in user controlled volume “LOUD” button for ADA mandated volume control (user must have control of volume amplification AND volume must reset to normal with hang up to meet ADA requirements).
- Brushed stainless steel provides rugged vandal resistant telephone housing designed for inmate use.
- Confidencer technology, built into every dial, filters out background noise at the user’s location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear (DURA).
- Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism.
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations.
- Pin-in-head security screws minimize tampering.
- Hearing aid compatible and FCC registered
US:1DATE05BITC-254, IC:3267A-ITC254.

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P3 Firewall Configuration Requirements

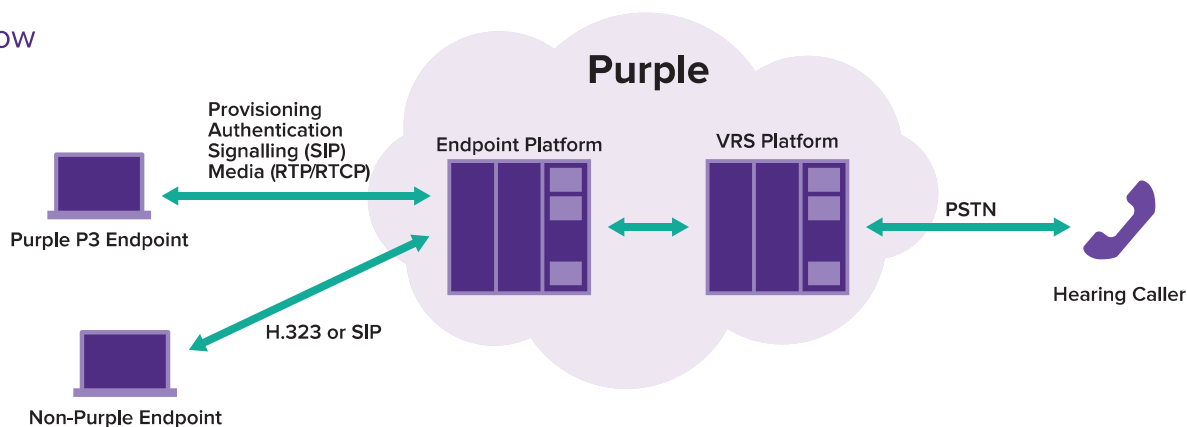
Protocol	Source Ports	Destination DNS	Destination IP Address ¹	Destination Ports	Purpose	Notes
HTTP	Any	vmailer.hovrs.com	208.17.91.240	80 and 8080	PurpleMail	
HTTPS	Any	websvc.prod.purple.us	208.17.91.76	443	Web Services	
TCP	Any	lb.orion.prod.purple.us	174.137.37.191 174.137.37.192 174.137.37.193 174.137.37.194	14004	WebSocket	/24: may expand up to 16 IP addresses
SIP (TCP)	Any	psip-lb.prod.purple.us	174.137.37.50	5060 and 35060	SIP Signaling	/24: may expand up to 16 IP addresses
RTP/RTCP	43000-43050 (See Note)	(No external DNS available)	174.137.37.52 174.137.37.53	10000-20000	RTP/RTCP media – 6 random ports per call (Audio, Video, and Text)	/24: may expand up to 16 IP addresses

¹DNS names verified in October 2015; subject to change by Purple.

²Note on RTP/RTCP: Depending on port usage patterns at a particular site, source ports can range up to 43000-43999. 43050 as the upper end of the range is suggested as a starting point to be confirmed by operational testing, but firewall administrators should be prepared to allow the full range of 43000-43999 if necessary.

Web Filter Requirements: Web Filter Requirements: HTTP/HTTPS lookups on *.purple.us and *.amazonaws.com including subdomains that can be more than one level deep. It is highly recommended that IP filters be set to a /24 range to allow for future expansion or changes by Purple.
Current as of October 2015.

Call Flow



Support

Analyzing your network and provide recommendation for optimal experience.

Provide firewall instructions and support for deployment of our software.

Assist with mass deployment and provide training for IT staff for future upgrades.

Advise on how to integrate our systems with your existing ACD/Call Manager.

Provide support to transition from other VRS software to P3.

Excellent Purple Premier Support team available to answer your questions and provide support.

Visit www.purplevrs.com/usernotice for important information concerning 10-digit numbering and E911 services for VRS.
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541-201606

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THE WORLDWIDE LEADER IN TEXT TELECOMMUNICATIONS

HOME	PRODUCTS	ABOUT US	RESOURCES	CUSTOMER SUPPORT	CONTACT US

Home » Products » Text Telephones » Non-printing TTYs » Minicom IV

Minicom IV



This basic TTY is affordable and easy to use. It has an easy-touch keyboard with a bright, tilted 20-character display for hours of comfortable use. Minicom IV includes a printer port to connect an external printer. Turbo Code lets you enjoy "real-time" conversations with other Turbo Code TTYs. Auto ID lets everyone you call know you are using a TTY. Available options include an extended warranty, a dust cover and a soft carrying case. For basic communication features in a reliable TTY, Minicom IV is right for you.

- [BUY ONLINE](#)
- [Download User Guide](#)

Minicom IV

- Turbo Code® and Auto ID™
- Convenient GA/SK keys
- Printer port to connect to your external printer
- 20-character display
- 43-key, 4-row keyboard
- Rechargeable batteries and AC adapter included
- Baudot code (45.5/50 baud rate)

Products

CapTel
Text Telephones
Simplicity Signalers
Amplified Phones

Company

Company Information
Headlines
Technology

Customer Support

Product Support
Repairs
FAQs
Dealer Locator
Request a Catalog
Contact Us

Contact

(800) 482-2424 (V/TTY)
(608) 238-3008 (FAX)
Email Us

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450 Science Drive
Madison, WI 53711

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SPECIFICATIONS

Physical Dimensions

Size—10" x 9.5" x 3" (25.4 cm x 24.1 cm x 7.6 cm)

Weight—3.75 lbs (1.7 Kg) with batteries

Power

AC adapter-9VDC, 650 mA
(barrel is positive)

AC adapter is UL/CSA listed

The six AA NiCad rechargeable batteries are user replaceable. They power the unit for 45 to 60 minutes of normal use.

Keyboard

50 ergonomic keys in 5 rows

Control key plus 4 function keys

Sticky Keys for single-handed typists

Character set: A-Z, 0-9, Backspace, Return/LF, Space, +=-\$'O"/:;?.,*# GA, SK.

Display

Blue/green vacuum-fluorescent

20 characters

0.25" (6mm) character height

Acoustic Coupler

Accepts both circular and square telephone handsets

Communication Codes

Automatic code detection on incoming and outgoing calls (Turbo Code or Baudot)

Baudot Code:

45.5 and 50 baud

Sensitivity = -45 dbm, 67 dBSPL (min)

Output = -10 dbm

Turbo Code:

Enhanced communication protocol with interrupt capability.

100 baud (average)

7 data bits

Approvals

FCC approved. FCC Registration No. (Part 68): D8KUSA-18408-DT-N

TA 900E SERIES

QoS, Security, Routing, and VQM

The Total Access 900e Series uses the AOS to provide a stateful inspection firewall; NAT; DHCP server/client; and feature-rich, standards-based, IP routing functionality supporting BGP, OSPF, and RIP routing protocols. Inherent QoS methods ensure appropriate classification and prioritization of VoIP traffic. These methods include Low Latency Weighted Fair Queuing, class based weighted fair queuing, support for Differentiated Services (DiffServ) protocol, Frame Relay Fragmentation (FRF.12), and Frame Relay traffic shaping. Voice Quality Monitoring (VQM) captures Mean Opinion Score (MOS), jitter, delay, and packet loss statistics necessary to troubleshoot VoIP calls over the WAN to help ensure superior call quality.

Management

The Total Access 900e Series can be remotely managed by ADTRAN's n-Command® MSP platform. ADTRAN n-Command MSP offers the ability to discover devices, make mass configuration changes or firmware upgrades, backup/restore configuration, and generate inventory reports for asset management. ADTRAN's n-Command MSP also offers VoIP VQM and reporting, SIP ladder diagram, as well as an industry leading, easy-to-use, Graphical User Interface (GUI). Total Access 900e products are housed in a rugged metal enclosure; available in wallmount, rackmount, and desktop mountings; and offer a battery backup system for up to eight hours of uninterrupted service upon a customer-site power outage. Total Access 900e products are backed by an industry-leading warranty.

Product Specifications

Physical Interfaces

T1

- Quad T1/FT1
- RJ-48C

Ethernet

- Three Ethernet Interfaces (WAN/LAN Support):
 - One Gigabit
 - Two Fast
- Full Duplex
- RJ-45
- Supports 802.1q VLAN Trunking

USB 2.0

- One Interface

Digital Voice

- PRI
- Feature Group D
- Signaling Methods:
 - E&M Wink
 - E&M Immediate
- T1 CAS Support
- RJ-48C

Analog Voice

- 8, 16, and 24 FXS POTS via 50-pin Amphenol
- 68.5 Vrms with 20VDC Offset Maximum Ring Voltage
- Sinusoidal Ringer Waveform
- 48 V, Nominal On-hook Battery Voltage
- 30 mA, Nominal Loop Current
- FXS 2-wire Impedances:
 - 600Ω
 - 600Ω +2.16μF
 - 900Ω
 - 900Ω +2.16μF
- FXO 2-wire Impedances (Lifeline FXO):
 - 600Ω
 - 600Ω +2.16μF
 - 900Ω
 - 900Ω +2.16μF
- Signaling Methods:
 - Loop Start

■ FXO 2-wire impedances (Standard FXOs):

- 600Ω
- 600Ω +2.16μF
- 900Ω
- 900Ω +2.16μF

■ Integral FXO (900e Series)

■ Signaling Methods:

- Loop Start
- Ground Start

■ FXO 2-wire Impedances:

- 600Ω +2.16μF
- 900Ω +2.16μF
- Rs 220 ohms, Rp 820 ohms, Cp 115nF
- Rs 270 ohms, Rp 750 ohms, Cp 150nF
- Rs 270 ohms, Rp 750 ohms, Cp 150nF, Zin 600r
- Rs 320 ohms, Rp 1,050 ohms, Cp 230nF
- Rs 350 ohms, Rp 1,000 ohms, Cp 210nF, Zin 600r
- Rs 370 ohms, Rp 620 ohms, Cp 310nF
- Rs 800 ohms, Rp 100 ohms, Cp 50nF

■ Signaling Methods:

- Loop Start
- DPT
- Ground Start

Craft

- DB-9

Memory

- RAM: 512 MB RAM
- Flash: 128 MB Flash

VoIP

- SIP
- MGCP (FXS Interfaces Only)

Packet-based Voice Resources

- CODECs
 - G.711-64k PCM
 - G.729a-8k CS-ACELP
- G.168 Echo Cancellation
- Up to 64ms Echo-tail length

Market Leading IP Business Gateways

- Supports up to 60 Channels DSP
- Supports 30 T.38 Sessions
- Supports 30 transcoding calls

Media Stream

- RTP/UDP/IP (RFC 3550)
- RTP Payload for DTMF Digits (RFC 2833)
- Supports Port-to-port Hairpin Call
- SDP (RFC 2327)
- Supports 30 DTMF interworking calls

NAT Traversal and Remote Survivability

- B2BUA
- SIP Registrar for IP Phones
- SIP proxy with Survivability
- Transparent/Stateful/Outbound

Tone Services

- Local DTMF Detection
- **Local Tone Generation:**
 - Dialtone
 - Busy
 - Call Waiting
 - Alternate Call Waiting
 - Receiver Off Hook
- **Ringing:**
 - Distinctive Ring

Calling Feature Support

(Varies with feature server/gateway)

- **Caller ID:**
 - Name and Number (MDMF, SDMF)
 - Call Waiting Caller ID
- **Voice Mail:**
 - Stutter dialtone
 - Visual Message Waiting Indicator (VMWI)
- Call Hold
- **Call Forward:**
 - Busy Line
 - No Answer
- **Call Transfer:**
 - Blind, Attended
- Call Waiting
- Do Not Disturb
- Call Return
- 3-way Conferencing (3WC)
- Distinctive Ring
- Three-way Calling
- Speed Dial

Security

Firewall

- Stateful Inspection Firewall
- Denial of Service (DOS) Protection
- Access Control Lists
- Application Level Gateways
- Packet Filtering

NAT

- Basic NAT (1:1) and NAT (Many:1)

QoS

- Low Latency and WFQ
- Hierarchical QoS
- DiffServ packet marking and recognition
- Frame Relay Fragmentation
- Traffic Monitoring (NetFlow 9)

VQM

- Packet Capture (PCAP)
- MOS prediction
- Jitter, Delay and Packet Loss
- Past and Active Calls

VPN

- **IPSec Tunnel Mode:** 100 Tunnels
- **Encryption:** DES, 3DES, and AES
- **Authentication Mechanisms:** XAUTH, Digital certifications, Pre-Shared Keys, and Secure ID

Protocols

- BGP
- OSPF
- RIP (v1 and v2)
- GRE
- IGMP V2
- Frame Relay
- Multilink Frame Relay
- PPP
- Multilink PPP
- HDLC
- PAP and CHAP
- Multi-VRP

Routed Protocols

- IP

DHCP

- Client
- Server
- Relay

Management and Utilities

- Familiar CLI
- n-Command Support
- SYSLOG Logging
- Telnet, Craft/Console Port, SSH, Ping, Trace route, NTP
- Web-based GUI
- SNMP v2 and v3
- TCL Scripting

Firmware Upgrade

- FTP
- TFTP
- X-Modem
- HTTP

Environment

- **Operating Temperature:** 32° to 122 °F (0° to 50 °C)
- **Storage Temperature:** -40° to 158 °F (-40° to 70 °C)
- **Relative Humidity:** Up to 95%, Non-condensing
- **Maximum Altitude:** 10,000 Feet

Product Specifications

Physical and Power

Chassis

- Wallmount
- 1U Rackmount
- Desktop Metal Enclosure

Dimensions

- **Total Access 908e:**
1.75 in. x 17 in. x 8 in. (H x W x D)
- **Total Access 916e/924e:**
1.75 in. x 17 in. x 10 in. (H x W x D)

Weight

- **Total Access 908e:** 5.5 lbs.
- **Total Access 916e/924e:** 7 lbs.

Power

- **Total Access 908e:** 120 VAC, 60 Hz, 75W
- **Total Access 916e and 924e:** 120 VAC, 60 Hz, 110W
- **Battery Backup:** Optional eight-hour system
- **LEDs Total Access 900e**
 - Voice
 - Gig 1
 - T1 1 - 4
 - Status
 - USB
 - Ethernet 1 - 2

Agency Approvals

- FCC Part 15, Class A
- FCC Part 68
- Industry Canada CS03
- ETL and Canadian ETL (C-ETL)

Battery Backup Options

- Rackmount or Wallmount

Warranty

- Five Years (North America)

Ordering Information

Hardware Options	Part No.
Total Access 908e	4243908F1
Total Access 908e with Lifeline FXO	4243908F2
Total Access 908e with SBC, 5 Calls with Lifeline FXO	4243908F2#5
Total Access 908e with SBC, 25 Calls with Lifeline FXO	4243908F2#25
Total Access 908e with SBC, 50 Calls with Lifeline FXO	4243908F2#50
Total Access 908e with SBC, 100 Calls with Lifeline FXO	4243908F2#100
Total Access 916e	4243916F1
Total Access 916e with Lifeline FXO	4243916F2
Total Access 924e	4243924F1
Total Access 924e with Lifeline FXO	4243924F2
Total Access 924e, 16 FXS, 9 FXO (1 Lifeline)	4243924F3
Total Access 900e, SBC Feature Pack Upgrade	1950900G3
Battery Backup Systems	
Total Access 908e, Eight-hour, Wallmount	1200641L1
Total Access 916e/924e, Eight-hour, Wallmount/Rackmount	1175044L1
Total Access 916e/924e, Eight-hour, Wallmount	1175044L2
Software Upgrade Options	
IPBG SBC Upgrade, 5 Calls	1962SBCF5
IPBG SBC Upgrade, 10 Calls	1962SBCF10
IPBG SBC Upgrade, 25 Calls	1962SBCF25
IPBG SBC Upgrade, 50 Calls	1962SBCF50
IPBG SBC Upgrade, 100 Calls	1962SBCF100
IPBG SBC Upgrade, 200 Calls	1962SBCF200



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ADTRAN
Certified
Supplier



TL 9000

NetVanta 1531

Layer 3 Lite Gigabit Ethernet Switch



Product Features

- 12-port multi-layer Gigabit Ethernet switch
- Ten 10/100/1000Base-T Ethernet ports and two 1 Gbps Small Form-factor Pluggable (SFP) optical ports
- Fanless design for quiet operation
- Non-blocking, up to 24 Gbps switching capacity
- Line rate Layer 2 and Layer 3 Lite capabilities
- 16 static routes
- 802.1Q VLANs, Private VLANs and VLAN assignment via 802.1x
- VoIP Setup Wizard
- Advanced Quality of Service (QoS) with support for 802.1p and DiffServ prioritization with four queues per egress port
- Automate actions with Port Scheduler and TCL scripting
- VoIP ready with LLDP/LLDP-MED and voice VLANs
- Business-class security with RADIUS, TACACS+, 802.1x and port security
- Optimized for iSCSI Storage Area Networks (SANs) solutions
- Wi-Fi® access controller for centralized management of NetVanta Wireless Access Points (WAPs)
- Cable and SFP diagnostics provides easy to use troubleshooting tools for copper and fiber cable
- Familiar CLI and Web GUI
- Limited lifetime warranty
- Next business day advance replacement

NetVanta® 1531 is a managed, 12-port, Layer 3 Lite, Gigabit Ethernet switch designed as an access layer switch for small businesses and branch office deployments. With the combination of the advanced multi-layer switching fabric, high-bandwidth capabilities, and enhanced QoS features, the NetVanta 1531 is ideal for Voice over IP (VoIP), Gigabit-to-the-desktop and converged voice and data deployments. Experience ease of management with Web-based Graphical User Interface (GUI) and familiar Command Line Interface (CLI).

Hardware

The NetVanta 1531 is a desktop, wall mountable or rack mountable switch with a fanless design ensuring quiet operation. It provides 12 Gigabit Ethernet ports, consisting of 10 fixed 10/100/1000Base-T Ethernet ports and two 1.0 Gbps SFP ports. With two interconnected NetVanta 1531 switches mounted in a 19-inch rack (using the optional dual mounting tray), you can scale to twenty GigE ports, and up to four Gbps of backplane capacity, when using the SFP ports.

Multi-layer Switching

The NetVanta 1531 supports advanced multi-layer (Layer 2 and Layer 3 Lite) switching with up to 16 static routes allowing it to easily scale from SMBs to enterprise-size networks.

VoIP Ready

The NetVanta 1531 is VoIP-ready with the ability to automatically configure IP phones using LLDP-MED, and the ability to separate voice traffic onto voice VLANs, to simplify the deployment of VoIP. In addition, the switch includes a VoIP Setup Wizard (available via a web-based GUI or CLI), which automates the complete VoIP setup process reducing deployment time and eliminating errors. An on-demand VoIP report provides a printable summary of the switch VoIP configuration, as well as providing alerts and recommendations to improve performance. All NetVanta switches support QoS to prioritize VoIP traffic, 802.1p and DiffServ Class of Service (CoS).

Security

The NetVanta 1531 offers a variety of data security features including DoS protection, MAC-based port security, multilevel user passwords, Secure Shell (SSH) and Secure Socket Layer (SSL) for encrypted user login, and Access Authentication and Authorization (AAA) for authentication with RADIUS and TACACS+. With features such as 802.1x and port security, administrators can assure that only authorized users are allowed access to the network.

The ADTRAN® Operating System (AOS) also features desktop auditing using DHCP in conjunction with Microsoft Network Access Protection (NAP) protocol to monitor the health of client computers. The two protocols work together to ensure that systems connected to the network are using appropriate corporate policies, such as firewall settings, antivirus settings and other client health information.

Port Scheduler

NetVanta 1531 allows ports to be enabled or disabled based on time of day. This ability to schedule available ports allows for added security and can provide less power consumption during off hours, saving on utility cost.

iSCSI Optimized

All ADTRAN NetVanta Gigabit Ethernet switches are optimized for iSCSI SAN deployments. Network administrators can take advantage of features such as Jumbo frame support (up to 9K), separation of iSCSI network traffic utilizing VLANs, and 802.3x flow control to seamlessly integrate ADTRAN switches with iSCSI SANs devices.

Administration

AOS offers both a CLI and an intuitive Web-based GUI with step-by-step configuration wizards. For automating setup and configuration, NetVanta 1531 supports Auto-Config which provides the ability to automatically obtain the switch configuration via DHCP.

AOS also offers network forensics to aid in troubleshooting network problems by allowing network administrators to easily locate devices on the network by MAC or IP address.





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NetVanta 1531

Layer 3 Lite Gigabit Ethernet Switch

Product Specifications

Physical Interface

Ethernet Ports

- 10 –10/100/1000Base-T
- 2–Standard 1 Gbps SFP ports
- Auto rate/duplex/MDI/MDI-X

Console Port

- DB-9, RS-232

Switching Performance

- Non-blocking Layer 2/3 Switching

Maximum Forwarding Bandwidth

- 24 Gbps

Layer 2 Support

- 802.1D Spanning Tree
- 802.1w Rapid STP
- 802.3ad Link Aggregation
- 8,000 MAC Addresses
- Jumbo Frames (9K)
- IGMP Snooping/Querier
- 802.3x Flow Control

Layer 3 Support

- 16 Static Routes
- 8 Layer 3 Interfaces
- UDP Relay
- 232 ARP Entries
- IPv6 Management

Diagnostics

- Port Mirroring
- LLDP (802.1AB)
- LLDP-MED
- Cable Diagnostics
- SFP Diagnostics
- Troubleshooting Page

Front Panel Status LEDs

- Power Status
- LAN: Link, Activity

Port Statistics

- Number of TX/RX Frames, Collisions, Errors

Quality of Service

- 802.1p and DiffServ
- Four Output Queues per Egress Port
- Weighted Round Robin (WRR)
- Strict Priority Scheduling

VLAN

- Port-based VLANs
- 802.1Q Tagged Trunked VLANs
- Voice VLANs
- Private VLAN Edge
- Dynamic 802.1x Assigned VLANs
- Support for up to 255 Active VLANs

Administration

- CLI (Console/Telnet/SSH)
- SNMP v3
- Web-based GUI (HTTP/SSL)
- SYSLOG
- n-Command[®] support
- Email Alerts
- RADIUS
- TACACS+
- TCL Scripting
- Auto Config
- Port Scheduler
- DHCP Network Forensics

Security

- Port authentication (802.1x)
- Port Security
- DoS Protection
- Hardware ACLs
- Microsoft Desktop Auditing

Wi-Fi Controller

- Controls up to 8 NetVanta WAPs

Environment

- **Operating Temperature:** 32° F to 122° F (0° C to 50° C)
- **Storage Temperature:** -4° F to 158° F (-20° C to 70° C)
- **Relative Humidity:** Up to 95%, Non-condensing

Physical

- **Chassis:** 1U, 1/2 Rack Width—Desktop, Wall Mountable or Rack Mountable (with Optional Rack Mount or Wall Mount Brackets or Dual Mount Tray)
- **Dimensions:** 1.7 in. x 8.4 in. x 11.1 in. (4.3 cm x 21.3 cm x 28.3 cm) (H x W x D)
- **Weight:** 3.5 lbs. (1.6 kg.)
- **AC Power:** 100–240 VAC, 50/60 Hz
- **Power:** 30 Watts, Max 2.5A

Agency Approvals

- FCC Part 15 Class A, UL/CUL 60950-1

Ordering Information

Equipment	Part No.
NetVanta 1531	1700570F1
NetVanta 1000BaseSX SFP Transceiver	1200480E1
NetVanta 1000BaseLX SFP Transceiver	1200481E1
NetVanta 1 Meter SFP Interconnect Cable	1200484G1
NetVanta 3 Meter SFP Interconnect Cable	1200484G3
Dual Mounting Tray	1700508F1
Wall Mount Brackets	1200884G1
19 in. Rack Mount Brackets	1700511F1

Smart-UPS Extended Run 750 – 3,000 VA

Convertible extended run models ideal for critical servers and voice/data switches



[SMX3000LV]



[SMX1500RM2U]



[SMX1500RM2UNC]



[SMX3000RMLV2U]

Additional Features

Slim 2U Rack/Tower and 4U Short Depth Convertible Forms:

Display rotates easily for use in or out of a rack

High-frequency Design:

Reduces size of (or eliminates) bulky transformers making installation even easier

Low-voltage Models:

(2 – 3 kVA)

Configurable output from 100 V – 127 V on low-voltage models

Models Available with Pre-installed Network Cards:

Models with “NC” suffix have pre-installed AP9631 network cards with environmental monitoring

Smart External Battery Connector:

Accepts external batteries and increases runtime automatically to increase availability

Switched Outlet Groups:

Reboot hung devices, shed non-critical loads to conserve runtime, and sequence start-up/turn off

Smart-UPS Display

Intuitive, easy-to-use LCD interface

Standard Features

LCD Display Screen

Clear, consistent, and detailed information in your choice of basic or advanced menus

Power Status:

- Operating mode and efficiency
- Load VA/Watts/Amps
- Input/Output voltage and frequency
- Battery capacity and runtime
- Energy meter and more

Control:

UPS and outlet group settings

Configuration:

- Language
- Power quality settings
- Alarm, delay, and threshold settings

Test and Diagnostics:

Initiate battery and runtime calibration tests

Logs:

See explanation of last 10 transfers and faults

About:

UPS and replacement battery part numbers, serial numbers, battery install, and suggested replacement dates

About:

UPS and replacement battery part numbers, serial numbers, battery install, and suggested replacement dates

Quick Status Indicators

Online, on battery, fault, and replace battery LEDs for quick status identification

Escape:

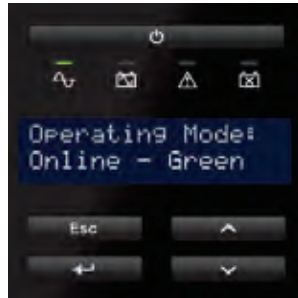
Exits to the previous menu or screen

Return:

Used to enter or confirm settings

Navigation Arrows:

Allow for quick adjustment of settings



Product Services and Accessories

Schneider Electric Critical Power & Cooling Services (CPCS) provides the highest quality services and solutions by trained and trusted professionals. Our world-class services offer a smart way to build, operate, and maintain your critical applications, ensuring the right people, in the right place, at the right time.

Management Cards

AP9630: UPS Network Management Card

AP9631: UPS Network Management Card with Environmental Monitoring

AP9620: Legacy Communications SmartSlot Card

Battery Packs

SMX48RMBP2U: APC Smart-UPS 48 V External Battery Pack Rack/Tower

SMX120RMBP2U: APC Smart-UPS 120 V External Battery Pack Rack/Tower

Additional Accessories

AP9625: APC Smart-UPS Two-post Rail Kit

SMX039-2: APC Smart-UPS 48V Battery Extension Cable

SMX040: APC Smart-UPS 120V Battery Extension Cable

Service Bypass Panels

SBP1500RM: APC Service Bypass PDU, 120 V; 15 AMP W/ (8) NEMA 5-15R

SBP3000RM: APC Service Bypass PDU, 120 V; 30 AMP W/ (4) NEMA 5-20R and (1) L5-30R

SBP3000: APC Service Bypass Panel- 100 – 240 V; 30 A; BBM; Hard-wire Input/Output

SBP3000RMHW: APC Service Bypass Panel- 100 – 240 V; 30 A; BBM; Hard-wire Input/Output



AP9631



SBP3000RM

Standard Tower models

Product feature	SMT750	SMT1000	SMT1500	SMT2200	SMT3000
Output					
Power capacity	500 W/750 VA	700 W/1,000 VA	1,000 W/1,440 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V				
Output frequency	57 – 63 Hz				
Waveform type	Sine wave				
Output connections (NEMA)	(6) 5-15R	(8) 5-15R		(8) 5-15R (2) 5-20R	
Switched outlet groups	-	1			
Input					
Nominal input voltage	120 V				
Input voltage range for main operations (Max adjustable range)	82 – 144 V (75 – 154 V)				
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)				
Input connection	5-15P, 6 ft. cord			5-20P	L5-30P
Batteries and runtime					
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof				
Replacement battery	RBC48	RBC6	RBC7	RBC55	
Runtime estimates					
200 W	:22	:45	1:24	2:17	2:29
500 W	:05	:10	:23	:51	:55
700 W		:06	:12	:34	:37
1,000 W			:07	:21	:23
1,400 W				:13	:14
1,600 W				:10	:12
Full load	:05	:06	:07	:07	:06
Communication and management					
Interface ports	Serial (RJ45), USB, and SmartSlot				
Control panel and audible alarms	Alpha-numeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm and configurable delays				
Emergency power off (EPO)	Optional			Yes	
Surge protection and filtering					
Surge energy rating	459 J	480 J			
Filtering meets	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449				
Physical					
Maximum height (inches)	6.2	8.5	8.5	17.0	17.0
Maximum width (inches)	5.4	6.7	6.7	7.7	7.7
Maximum depth (inches)	14.1	17.3	17.3	21.5	21.5
Net weight (pounds)	29	42	53	112	116
Conformance					
Regulatory	UL 1778, CSA				
Warranty and equipment protection policy	3-year electronics, 2-years battery, and \$150,000 lifetime EPP				

Standard Rack-mount models

Product feature	SMT750RM2U	SMT1000RM2U	SMT1500RM1U	SMT1500RM2U	SMT2200RM2U	SMT3000RM2U
Output						
Power capacity	500 W/750 VA	700 W/1,000 VA	1,000 W/1,440 VA	1,000 W/1,440 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V					
Output frequency	57 – 63 Hz					
Waveform type	Sine wave					
Output connections (NEMA)	(6) 5-15R	(6) 5-15R	(4) 5-15R	(6) 5-15R	(6) 5-15R (2) 5-20R	
Switched outlet groups	1					
Input						
Nominal input voltage	120 V					
Input voltage range for main operations (Max adjustable range)	82 – 144 V (75 – 154 V)					
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)					
Input connection (NEMA, 8 ft. cord)	5-15P				5-20P	L5-30P
Batteries and runtime						
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof					
Replacement battery	APCRBC123	APCRBC132	APCRBC88	APCRBC133	RBC43	
Runtime estimates						
200 W	:24	1:10	1:32	:27	1:24	1:26
500 W	:05	:17	:26	:12	:35	:38
600 W		:12	:19	:09	:28	:31
700 W		:09	:14	:07	:24	:26
1,000 W			:07	:04	:15	:17
1,400 W					:09	:11
1,600 W					:07	:09
Full load	:06	:09	:07	:04	:05	:03
Communication and management						
Interface ports	Serial (RJ45), USB, and SmartSlot					
Control panel and audible alarms	Alpha-numeric LCD display with LED status indicators; alarm on battery, distinctive low-battery alarm and configurable delays					
Emergency power off (EPO)	Optional				Yes	
Surge protection and filtering						
Surge energy rating	459 J		540 J	459 J	480 J	
Filtering meets	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449					
Physical						
Maximum height (inches)	3.5	3.5	1.75 (1U)	3.5	3.5	3.5
Maximum width (inches)	17.0	17.0	17.0	17.0	19.0	19.0
Maximum depth (inches)	16.0	18.0	26.0	18.0	26.0	26.0
Net weight (pounds)	38.0	62.0	53	63.0	96.0	96.0
Conformance						
Regulatory	UL 1778, CSA					
Warranty and equipment protection policy	3-year electronics, 2-years battery, and \$150,000 lifetime EPP					

Extended Run Rack/Tower Convertible 2U models

Product feature	SMX750	SMX1000	SMX1500RM2U*	SMX2000RMLV2U*	SMX2200RMLV2U	SMX3000RMLV2U*
Output						
Power capacity	600 W/750 VA	800 W/1,000 VA	1,200 W/1,440 VA	1,800 W/2,000 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V			100/110/120/127 V		
Output frequency	57 – 63 Hz					
Waveform type	Sine wave					
Output connections (NEMA)	(8) 5-15R			(3) 5-15R (3) 5-20R (1) L5-20R	(6) 5-15R (2) 5-20R	(3) 5-15R (3) 5-20R (1) L5-30R
Switched outlet groups	1	2	3			
Input						
Nominal input voltage	120 V			100 – 127 V		
Input voltage range for main operations (Max adjustable range)	82 – 143 V (75 – 153 V)			70 – 153 V		
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)					
Input connection (NEMA)	5 - 15P 8 ft. cord			5-20P	L5-30P	
Batteries and runtime						
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof					
Replacement battery (UPS)	APCRBC116		APCRBC115	APCRBC117		
External Battery Pack	SMX48RMBP2U			SMX120RMBP2U		
Replacement battery (XBP)	APCRBC115			APCRBC118		
Typical back up time at other load conditions, and with external battery packs	Please refer to www.apc.com for runtime charts					
Communication and management						
Interface ports	Serial (RJ45), USB and Smartslot (Note: models denoted with asterisk * are also available in “NC” version with pre-installed AP9631 network management card.)					
Control panel and alarms	Alphanumeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm, and configurable delays					
Emergency power off (EPO)	Yes					
Surge protection						
Surge energy rating	540 J					
Filtering	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449					
Physical						
Maximum height (inches)	3.5 (2U)					
Maximum width (inches)	17					
Maximum depth (inches)	19			6		
Net weight (pounds)	49	50	55	85		
Conformance						
Regulatory	UL 1778, CSA					
Warranty and equipment protection policy	3-years electronics, 2-years battery, and \$150,000 lifetime EPP					

Extended Run Rack/Tower Convertible 4U Short Depth models

Product feature	SMX2000LV*	SMX3000LV*	SMX3000HVT
Output			
Power capacity	1,800 W/2,000 VA	2,700 W/3,000 VA	2,700 W/3,000 VA
Nominal output voltage	120 V (user selectable 100 – 127 V)		208 V
Output frequency	57 – 63 Hz		
Waveform type	Sine wave		
Output connections (NEMA)	(6) 5-15R (3) 5-20R (1) L5-20R	(6) 5-15R (3) 5-20R (1) L5-30R	(2) L6-20R (4) IEC 320 C13 (2) IEC 320 C19
Switched outlet groups	3		
Input			
Nominal input voltage	120 V (user selectable 100 – 127 V)		208 V
Input voltage range for main operations (Max adjustable range)	70 – 153 V		
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)		
Input connection (NEMA)	5-20P, 8 ft. cord	L5-30P, 8 ft. cord	L6-20P, 8 ft. cord
Batteries and runtime			
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof		
Replacement battery (UPS)	APCRBC143		
External Battery Pack	SMX120BP		
Replacement battery (XBP)	APCRBC143		
Typical back up time at other load conditions, and with external battery packs	Please refer to www.apc.com for runtime charts		
Communication and management			
Interface ports	Serial (RJ45), USB and SmartSlot (Note: models denoted with asterisk * are also available in “NC” version with pre-installed AP9631 network management card.)		
Control panel and alarms	Alphanumeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm, and configurable delays		
Emergency power off (EPO)	Yes		
Surge protection			
Surge energy rating	540 J		
Filtering	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449		
Physical			
Maximum height (inches)	17		
Maximum width (inches)	7.0 (4U)		
Maximum depth (inches)	19		
Net weight (pounds)	85		
Conformance			
Regulatory	UL 1778, CSA		
Warranty and equipment protection policy	3-years electronics, 2-years battery, and \$150,000 lifetime EPP		



Exhibit 13

Other Vendor Brochures / Documents

JOHN D. LAKIN
SHERIFF



**OFFICE OF THE SHERIFF
MADISON COUNTY, ILLINOIS**
405 Randle Street
Edwardsville, Illinois 62025

Administration: (618) 692-6087
Investigation: (618) 692-0871
County Jail: (618) 692-1064
Emergency: (618) 692-4433
Fax: (618) 656-1210

May 24, 2022

To Whom It May Concern,

The Madison County Jail (IL) has shared a partnership with IC Solutions for more than five (5) years. Our facility offers conventional landline phone services and video kiosks that allow our detainees to visit others via video. We expanded our relationship with IC Solutions in December of 2021 by introducing tablets into our facility. We now boast a 1:1 tablet to detainee ratio within our jail. This innovation allows our detainees to make phone calls from their tablets, message, and access entertainment options, along with spiritual and educational materials. Our detainees communicate with jail staff by way of the tablets to include sick call, grievances, and general requests to name a few. This advancement also has allowed us to transition from receiving US Mail physically into our facility to now having that mail sent to a remote location where it is scanned and received by our detainees electronically. Our relationship with IC Solutions has lessened the burden and work load on my staff while proving to be beneficial from a budgetary perspective.

Lastly, I would like to share with you my experience with our IC Solutions Regional Account Manager John Gardner. John has been a pleasure to work with and is quick to mitigate contingencies if and when they arise. Beyond a solid work ethic and professionalism beyond reproach, John is a good man one can feel comfortable working on dynamic issues with. His staff is receptive and the equipment is reliable. IC Solutions and John Gardner have my strong endorsement.

Should you have questions or inquiries, or if you would like to visit our facility, an open invitation is always extended.

Capt. Kristopher Tharp 307

Captain Kristopher Tharp-Jail Administrator
Madison County (IL) Sheriff's Office
FBINA Session 266
405 Randle Street, Edwardsville, IL 62025
618-296-4832
kmtharp@co.madison.il.us

Kane County Sheriff's Office



37W755 IL Rt 38 • St Charles, IL 60175
Tel: (630) 232-6840 • Fax: (630) 513-6984
www.KaneSheriff.com

Ron Hain, Sheriff

Pat Gengler, Undersheriff

May 23, 2022

To whom it may concern,

The Kane County Sheriff's Office contracted with ICSolutions (ICS) in March 2021. I would like to say that we are pleased with the service from ICS in regards to the detainee video visitation, phone services, and tablets. The Enforcer platform is a vast improvement to our previous system and the user interface is easy to navigate. The customer service team is great. If they cannot fix and issue remotely, a technician is quick to respond onsite to minimize downtime. I truly appreciate our representative John Gardner and his team; they are always attentive to any questions or concerns and always respond in a timely manner.

A handwritten signature in black ink, appearing to read "Scott McKanna".

Lt. Scott McKanna
Kane County Sheriff
Adult Corrections



Camden County Sheriff's Office
1 Court Circle, Suite 13
Camdenton, Missouri 65020

Letter of Recommendation

To: Potential Clients
From: Captain Brian Vinson
Date: May 20, 2022
Re: ICSolutions

To whom it may concern,

The Camden County Adult Detention Center has been using ICSolutions as our inmate telephone provider for several years now. Throughout our business relationship we have been very satisfied with the service and support this company provides. ICSolutions regularly demonstrates their ability to keep our facility running smoothly by not only being available for communication at all times, but by being on site in a timely to fix any equipment problems that may arise. In all our years together, I cannot remember any incident where service was interrupted for any extended period.

Recently we have added tablets to our services and although they are fairly new, we are already receiving positive feedback from the inmates. The tables have both free and premium content which means there is something for everyone no matter their monetary status. The free content consists of bibles and dozens of other religious texts for every denomination. In addition, there are also several free secular books as well as educational study programs form kindergarten to college level. On the premium (pay) side there are movies, books, games, and several communication avenues including email, texts, mail, and video visits. This has proven to make money but has also been paramount in the reduction of uses of force by nearly seventy-five percent. A resident whose time is occupied is less likely to create disturbances.

I highly recommend this company and would be happy to answer any questions. You may contact me at (573)346-2243 ext. 294.

Captain Brian Vinson
Jail Administrator



McLean County Sheriff's Department

JON SANDAGE, SHERIFF

"Peace Through Integrity"

Administration Office

(309) 888-5034

Law and Justice Center

104 W. Front Street

Bloomington, IL 61701

Detective Commander (309) 888-5051

Patrol Commander (309) 888-5859

Patrol Duty Sergeant (309) 888-5019

Jail Division (309) 888-5065

Process Division (309) 888-5040

Records Division (309) 888-5055

Domestic Violence Division (309) 888-4940

Fax (309) 888-5072

To Whom It May Concern,

The McLean County Detention Facility (MCDF), in Bloomington Illinois, has been using ICSolutions for our phone and video visiting systems since 2018. In that time we have added their other services such as inmate tablets, digital inmate request and grievances, off site mail scanning, and most recently integrating our commissary and inmate trust accounts into the Keefe banking system. During our time with ICSolutions we have always had prompt service that results in quick resolutions. I always refer to one time when our facility was struck by lightning and it completely destroyed our server and other technology equipment, which resulted in no phone or visiting services. ICSolutions was onsite the same day and had the issue resolved promptly, which was thought to be impossible due to the extent of the damage to the servers. When it comes to the support services, we are able to call and have changes made to our facility, such as scheduling or phone changes and they are prompt, courteous and educated on our system. I know that when our clerk calls with a question or change to our facility, she deals with the same support staff from ICSolutions on a regular basis. This not only limits that amount of time she has to spend on the phone, but gives us all confidence that each support personnel knows our facility and will address our question and/or concerns promptly. I will say that they are adaptable to our request and have always found a solution to our unique requests. We have continued to add services provided by ICSolutions over the years and I personally am happy with the services, technology and personal service that they provide.

If you have any questions or would like to speak further, please feel free to contact me directly. I know that the rest of the Jail Administration, the Chief Deputy and the Sheriff would all be happy to discuss our relationship with ICSolutions in more depth.

Thank you,

Mathew J. Proctor

Assistant Superintendent

309-888-4628

Mathew.Proctor@McLeanCountyIL.Gov



HUMBOLDT COUNTY SHERIFF'S OFFICE

WILLIAM F. HONSAL, SHERIFF/CORONER

CIVIL/COURTS
(707) 445-7335

MAIN STATION
826 FOURTH STREET • EUREKA CA 95501-0516
PHONE (707) 445-7251 • FAX (707) 445-7298

CUSTODY SERVICES
(707) 441-5159

Duane Christian, Captain
Humboldt County Sheriff's Office
Custody Services Division
826 4th Street
Eureka, CA 95501

September 10, 2020

Delivered via Email

RE: ICSolutions Reference Letter

This letter is to provide a reference for ICSolutions. Over the past year we have entered into a new contract with this company for our inmate telephone systems. As part of our contract they also agreed to provide us a Jail Management Software and take over our inmate tablet contract. This allowed us to only manage one contract for all three necessary items. They have been a pleasure to work with and the most important aspect is the follow-up customer services. If there is an issue we can reach out and they are responsive. If you have any further questions on the matter feel free to contact me at 707-441-5105.

Respectfully submitted,


Duane Christian
Correctional Captain
Humboldt County Sheriff's Office

MCKINLEYVILLE STATION
(707) 839-6600

GARBerville STATION
(707) 923-2761

CORONER'S OFFICE
(707) 445-7242

ANIMAL CONTROL
(707) 840-9132

TRINITY RIVER STATION
(530) 629-1025



SHERIFF'S OFFICE

A TRADITION OF SERVICE SINCE 1856

CARLOS G. BOLANOS, SHERIFF
MARK C. ROBBINS, UNDERSHERIFF

To Whom It May Concern,

San Mateo County Sheriff's Office currently uses IC solutions (ICS) to provide telephone service for our inmate population. We have used ICS for several years now and are very happy with the service and product they provide.

We have virtually zero technical issues and if we do, ICS is on top of it with a speedy repair. Same goes for damaged equipment. We call for a repair and shortly thereafter, the damaged equipment is replaced. We utilize ICS for investigations on a regular basis and have developed significant criminal cases, based upon what was discovered or utilized their recordings to make a case stronger. The voice recognition, phone number tracking and other features are extremely helpful when working on and developing a case.

What really stands out for me personally, is the service provided by Vince Laurita, our Regional Account Manager for ICS. He is very responsive to our needs, be it a technical issue, assistance with entering numbers, training, or anything else. Again, as far as the service and product provided by ICS goes, I consider them one of our finest vendors.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jim Gilletti", is written over a circular blue stamp.

Sergeant Jim Gilletti
Administrative Classification Unit



STEUBEN COUNTY SHERIFF'S OFFICE

Rodney L. Robinson, Sheriff
206 EAST GALE STREET • ANGOLA, INDIANA 46703
(260) 668-1000 ext 5000 • Fax (260) 665-9476
www.steubensheriff.com

TO: John Gardner

FROM: Capt. Jason Hufnagle

DATE January 6, 2020

RE: ICSolutions

John,

I would like to let you all know how pleased we are with the partnership between ICSolutions and the Steuben County Sheriff's Office. We are extremely pleased with the VizVox kiosk for video visitation, the Edovo tablets and the phone service ICSolutions supplies. If we have any technical issues it takes one phone call to fix it, or ICSolutions will have a technician on site normally within 24 hours.

Thank you for the services that you provide, and we look forward to working with ICSolutions for years to come.

Capt Jason Hufnagle



CORRECTIONAL INSTITUTION

**Evan Joseph
Warden**

October 25, 2019

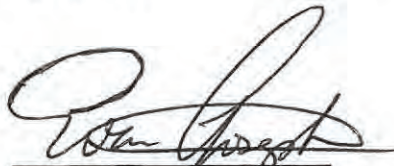
To Whom it may Concern:

In February of 2019, (ICS) was awarded the Richmond County Correctional Institution's Inmates' Telephone Services contract. Since its inception, the overall services have been impeccable.

First of all, the transition was flawless. The overall process was completed within a few weeks from the date the contract was signed. (ICS) was able to install their equipment (including phones), train the staff, work with the inmates and convert the entire inmate population's phone lists within a short period of time.

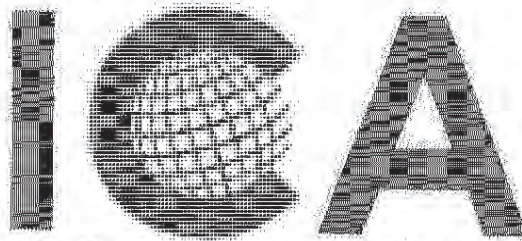
Secondly, (ICS's) software- (Enforcer) is extremely user-friendly, and it provides several investigative tools for staff. I have not received any complaints or concerns from staff about the system.

Finally, and perhaps most importantly, our overall commission has doubled and some months tripled since we switched to (ICS). I highly recommend (ICS).



Evan Joseph- Warden

Richmond County Correctional Institution
2314 Tobacco Road - Augusta, GA 30906
(706) 798-5572 - FAX (706) 798-8110
www.augustaga.gov



IMMIGRATION CENTERS OF AMERICA

508 Waterworks Road
Farmville, VA 23901

24 October 2019

To the prospective clients of ICSolutions:

It is a privilege to write this letter to recommend without reservation the services of ICSolutions to any correctional facility looking for a superior inmate communication solution. Since 2015, ICSolutions has delivered a quality of service and standard of excellence to the Immigration Centers of America at Farmville, Virginia that has eclipsed competitors like GTL or Securus.

In 2015, our facility at Farmville had grown weary of the persistent outages and endless technical issues that had come with our detainee telephone implementation with GTL. The facility sought a company with a higher level of customer service and better calling rate for the detained population. In ICSolutions we found a partner committed to delivering superior service, both customer and technical, and ICSolutions offered a calling rate for the detainees far lower than the rate GTL was charging. When the facility later adopted a video visitation solution for its detainees, we turned again to ICSolutions and got a better quality of service and lower rates to the detainees.

The service with ICSolutions is outstanding. On a monthly basis, an experienced technician will come to the facility and conduct a walkthrough of the telephones, checking each for functionality and replacing faulty parts on the spot. Technicians available at the service number are knowledgeable and responsive to reports of technical difficulties, often able to resolve many on the spot. The ICS Enforcer web portal makes the administration of the system a breeze, providing in one place the tools to administer call records, call recording, detainee phone accounts, and even the capability to shut down telephones as the need arises.

I encourage any correctional facility to seek out ICSolutions and see what they can offer for your facility today.

Regards,

A handwritten signature in black ink, appearing to read 'Eric Rodriguez', written over a white background.

Eric Rodriguez
IT Manager
ICA-Farmville
508 Waterworks Road
Farmville, Virginia 23901

WASHINGTON COUNTY SHERIFF'S OFFICE
LARRY R. MINCKS, SR., SHERIFF



Chief Deputy Mark A. Warden
Major Brian Schuck – Administration
Major Troy Hawkins – Operations Commander
Major Greg Nohe – Jail Administrator
Captain Brian Rhodes-Criminal Division Commander



October 11, 2019

Letter of Recommendation for ICSolutions

The Washington County Sheriff's Office selected ICSolutions as its inmate telephone provider in 2013. Their service and technology are outstanding compared to what we had before.

We consider ICS and Keefe to be our business partners. A couple of years after installing their inmate telephone service, ICS and Keefe expanded our services by installing multi-functional kiosks throughout the jail so we could roll out Video Visitation, Electronic Kites, and Commissary ordering with many new features. The integration of these services also connects with our inmate banking system and our jail management software to save our jail staff time when booking and releasing inmates. Our investigators have also benefited from the video visitation records being in the same place as our phone call records.

The Washington County Jail highly recommends ICSolutions as a complete service provider. So, if you are looking for the complete package - excellent service, a fully integrated inmate communication system for phones, video visitation, electronic mail, commissary, voice biometrics, and the best investigation tools with an account team you can count on and will consider your friends, then ICSolutions and Keefe is the way to go!

Sincerely,

A handwritten signature in blue ink that reads "Major Greg Nohe".

Major Greg Nohe
Jail Administrator
Washington County Sheriff's Office

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

GENERAL CONDITIONS

SUBSECTION 1 - SCOPE OF WORK

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
1.001	Scope of Work	At no cost to County, Contractor shall provide an inmate telephone system ("ITS"), which shall include, without limitation, collect, direct bill, pre-paid collect, debit, free calls, telephone visitation calls and inbound voicemail s. Contractor shall, without cost to County, install and operate all inmate and visitation telephones and related equipment, provide and install all wiring for the inmate and visitation telephones and the related hardware and software specifically identified herein, to enable inmates at the Facilities to complete, without limitation, local, long distance and/or international-collect, direct bill, pre-paid collect, pre-paid card, debit, free and telephone visitation calls, and receive inbound voicemail messages at the Facilities, pursuant to the terms set forth herein.
1.002	Scope of Work	At no cost to County, Contractor shall provide and install a turn-key video visitation solution (VVS) at County's Facility(s) which shall include, without limitation, automated scheduling software for completion of video visitation visits. Contractor shall install and operate all video visitation stations and related equipment. Contractor shall, without cost to County, provide all wiring for the video visitation stations, install the video visitation stations and related hardware and software specifically identified herein, to enable visitors/end-users to schedule and complete onsite video visitation, remote video visitation, and traditional telephone visitation with inmates at the Facility(s).
1.003	Scope of Work	At no cost to County, Contractor shall provide and install correctional-grade mobile devices/tablet solution (Tablets) at County's Facility(s). The Tablets shall, at a minimum, have the capability to access various applications including, but not limited to electronic messaging, education, facility content, entertainment, media, inmate mail, electronic requests and grievances, commissary ordering via tablets and on-demand video calling. County reserves the right to add the ITS calling application to the Tablets.

SUBSECTION 2 - ITS REVENUE SHARE, PAYMENT AND REPORTING

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
2.001	ITS Reporting & Payments	Gross Revenue generated by and through the proposed ITS consists of all compensation, earnings, gain, income, generated revenue, payment, proceeds or receipts paid to or received by Contractor that are in any way connected to the provision of ITS service pursuant to this Agreement. Gross Revenue includes, by way of example and not limitation, all the following: all surcharges; per minute fees and any additional fees and/or charges generated by the completion of all calls (including any combination of free, collect, debit, and pre-paid Local, Intralata/Intrastate, Intralata/Interstate, Interlata/Intrastate, Interlata/Interstate and International calls); additional fees and/or charges added to the total cost of a call or added to the called party's bill; or any other compensation received by Contractor.
2.002	ITS Reporting & Payments	Contractor shall not reduce total Gross Revenue (as defined above) for any deductions associated with fees, adjusted durations, unbillable calls, bad debt, uncollectible calls, taxes, fraudulent calls or any other Contractor expense.
2.003	ITS Reporting & Payments	Any additional fees to be added to the called party's bill or paid by the calling or called party (including those associated with establishing/funding pre-paid collect accounts) for inmate telephone calls from the Facilities must be approved by County prior to implementation.
2.004	ITS Reporting & Payments	County shall notify Contractor of any unapproved additional fees and/or charges associated with ITS of which County becomes aware are. The unapproved fees and/or charges are subject to liquidated damages as specified in Section XXXII. Liquidated Damages of the Agreement.
2.005	ITS Reporting & Payments	Should County and Contractor mutually agree that the charges/fees are to be discontinued, Contractor shall refund each called party for the unapproved charges/fees from the date the charges/fees were implemented until the date the charges/fees were discontinued.
2.006	ITS Reporting & Payments	Notwithstanding the foregoing, Gross Revenue does not include the following items:
2.007	ITS Reporting & Payments	Required regulatory charges and taxes that are intended to be paid by the called party or inmate and then remitted 100% by the billing party to the appropriate governmental agency.

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

GENERAL CONDITIONS

2.008	ITS Reporting & Payments	A "Free" call shall be defined as a call not generating any revenue or compensation for Contractor. Calls to telephone numbers that appear on the free call list supplied by County or from inmate telephones approved by County to process free calls shall not generate revenue or compensation for Contractor and shall not be eligible for revenue share to County. Only those numbers designated by County on the free call list and inmate telephones approved by County to process free calls shall be marked as "Free" in the ITS and designated as such in the call detail records. In the event Contractor receives revenue or compensation, notwithstanding the source, from any third party related to a completed free call, such revenue shall be included in Gross Revenue and eligible for revenue share to County. Unauthorized free calls are subject to liquidated damages as specified in Section XXXII. Liquidated Damages of the Agreement.
2.009	ITS Reporting & Payments	Complimentary calls associated with Contractor's pre-paid collect program are not included in Gross Revenue and revenue share is not payable by Contractor.
2.010	ITS Reporting & Payments	Pre-Paid Collect Funding Fees - Pre-paid collect funding fees are defined as fees imposed on called parties who set up or fund a pre-paid collect account with Contractor or a third party (i.e. Western Union) to accept calls. The pre-paid collect funding fee shall not be applied on a per-call basis. All pre-paid collect fees must be approved by County and are subject to liquidated damages as specified in Section XXXII. Liquidated Damages of the Agreement.
2.011	ITS Reporting & Payments	A call is deemed complete, and considered part of Gross Revenue (as described above), when a connection is made between the inmate and the called party, whether such connection is established by positive acceptance or by live or automated machine pick-up (e.g. when the ITS considers a tone from an answering machine, voicemail as acceptance). The call shall be deemed complete and eligible for revenue share regardless if Contractor can bill or collect revenue on the call.
2.012	ITS Reporting & Payments	Contractor agrees that it is entirely responsible for calculating, collecting and remitting all fees and taxes, including sales tax where applicable, on all services and items provided to the inmates, including but not limited to any and all taxes as applicable for the ITS services such as collect, debit, pre-paid and any other calls.
2.013	ITS Reporting & Payments	Contractor may, upon request from County, utilize the onsite commissary provider to distribute and charge for inmate telephone services, provided there is a written agreement regarding the form and manner of how the associated taxes are to be collected and remitted. In the event the commissary provider collects and remits taxes for inmate telephone services, Contractor is solely responsible for obtaining a resale certificate from the commissary provider. Contractor is responsible for obtaining all proper documentation from the commissary provider. Contractor's agreement with the commissary provider must address the requirements set forth in this section.
2.014	ITS Reporting & Payments	In the event County elects to implement pre-paid calling cards at anytime during the term of the Agreement, revenue share for prepaid cards shall be based on the face value of the prepaid cards purchased by County. Revenue share shall be due to County in the traffic month County placed the pre-paid card order and payable as described in this subsection of Exhibit E (General Conditions) .
2.015	ITS Reporting & Payments	Contractor shall invoice County the full amount of the pre-paid calling cards purchased within 15 days of receipt of the pre-paid calling cards.
2.016	ITS Reporting & Payments	Should County cancel the pre-paid calling card services at the Facilities, Contractor shall deactivate any unused pre-paid calling cards which have a full balance at the time of the cancellation of the pre-paid calling card program. The final pre-paid calling card invoice shall include a credit for all unused pre-paid calling cards which have a full balance.
2.017	ITS Reporting & Payments	Revenue share for debit calls shall be based upon total Gross Revenues (as defined above) generated from debit call usage and is payable as described in this subsection of Exhibit E (General Conditions) .
2.018	ITS Reporting & Payments	On the 5th day of the month following the month of traffic, Contractor shall submit a monthly invoice and corresponding debit purchase or usage report to County for the full amount of the debit purchased or used (less any issued refunds) for the prior traffic month.
2.019	ITS Reporting & Payments	Payments and reports for ITS are due to County on or before the 15th day of the month following the traffic month.
2.020	ITS Reporting & Payments	Contractor shall provide monthly revenue share payments, annual cost recoupment payments and traffic detail reports to County via these methods:
2.021	ITS Reporting & Payments	County requests that all payments be sent via wire transfer; and

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

GENERAL CONDITIONS

2.022	ITS Reporting & Payments	County requires that the traffic detail reports be sent electronically in Comma Separated Values (CSV) format.
2.023	ITS Reporting & Payments	Traffic detail reports shall include a detailed breakdown of all ITS activity, including but not limited to all collect, pre-paid and debit calls for each inmate telephone at the Facilities:
2.024	ITS Reporting & Payments	Facility Name;
2.025	ITS Reporting & Payments	Facility Identification Number/Agency Identification Number;
2.026	ITS Reporting & Payments	Facility Address (Street, City, State and Zip);
2.027	ITS Reporting & Payments	Automatic Number Identifier;
2.028	ITS Reporting & Payments	Inmate Telephone Station Port/Identifier;
2.029	ITS Reporting & Payments	Inmate Telephone Location Name;
2.030	ITS Reporting & Payments	Local Calls, Minutes, Gross Revenue (Per Inmate Telephone);
2.031	ITS Reporting & Payments	Intralata/Intrastate Calls, Minutes, Gross Revenue (Per Inmate Telephone);
2.032	ITS Reporting & Payments	Interlata/Intrastate Calls, Minutes, Gross Revenue (Per Inmate Telephone);
2.033	ITS Reporting & Payments	Intralata/Interstate Calls, Minutes, Gross Revenue (Per Inmate Telephone);
2.034	ITS Reporting & Payments	Interlata/Interstate Calls, Minutes, Gross Revenue (Per Inmate Telephone);
2.035	ITS Reporting & Payments	Domestic International Calls, Minutes Gross Revenue (Per Inmate Telephone);
2.036	ITS Reporting & Payments	International Calls, Minutes Gross Revenue (Per Inmate Telephone);
2.037	ITS Reporting & Payments	Revenue Share Rate (%);
2.038	ITS Reporting & Payments	Total Calls, Minutes, Gross Revenue and Revenue Share Amount (Per Inmate Telephone); and
2.039	ITS Reporting & Payments	Traffic Period and Dates.
2.040	ITS Reporting & Payments	Contractor shall supply a report of all pre-paid calling card orders processed during the traffic month to include (at a minimum) the order date, invoice number, invoice date, gross amount of the order, revenue share rate and revenue share total.
2.041	ITS Reporting & Payments	Contractor shall provide daily raw Call Detail Records (CDRs) the next business day following the day of traffic and monthly billing files to County no later than the 15th day of the month following the month of
2.042	ITS Reporting & Payments	The daily raw CDRs shall contain all calls (both attempted and completed) which originate from the Facility(s) for each day and each time of the day for the period said raw CDRs are requested. The raw CDRs shall contain the unedited data including all fields and all field content which is legally permitted to be released. The CDRs shall be accompanied with a complete file map and complete file legend. The raw CDRs shall include (without limitation) the following fields:
2.043	ITS Reporting & Payments	Facility Name;
2.044	ITS Reporting & Payments	Facility Identification Number;
2.045	ITS Reporting & Payments	Agency Identification Number;
2.046	ITS Reporting & Payments	From ANI;
2.047	ITS Reporting & Payments	To ANI;
2.048	ITS Reporting & Payments	Batch Number / ID;

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

GENERAL CONDITIONS

2.049	ITS Reporting & Payments	From City;
2.050	ITS Reporting & Payments	From State;
2.051	ITS Reporting & Payments	To City;
2.052	ITS Reporting & Payments	To State;
2.053	ITS Reporting & Payments	Station Port/Identifier;
2.054	ITS Reporting & Payments	Phone Name or Location;
2.055	ITS Reporting & Payments	Inmate Name;
2.056	ITS Reporting & Payments	Inmate Identification Number;
2.057	ITS Reporting & Payments	Personal Identification Number;
2.058	ITS Reporting & Payments	Pre-paid Calling Card Identification Number;
2.059	ITS Reporting & Payments	Revenue Period;
2.060	ITS Reporting & Payments	Call Start (yymmdd; mmss);
2.061	ITS Reporting & Payments	Call End (yymmdd; mmss);
2.062	ITS Reporting & Payments	Seconds;
2.063	ITS Reporting & Payments	Call Type (e.g. local, etc.);
2.064	ITS Reporting & Payments	Bill Type (e.g. free, collect, etc.);
2.065	ITS Reporting & Payments	Call Cost;
2.066	ITS Reporting & Payments	Tax;
2.067	ITS Reporting & Payments	Validation Result;
2.068	ITS Reporting & Payments	Termination Reason;
2.069	ITS Reporting & Payments	LIDB Status/Code; and
2.070	ITS Reporting & Payments	Completion/Accept Indicator.
2.071	ITS Reporting & Payments	Contractor shall provide a miscellaneous charges/fees report which shall include a breakdown of all charges and fees applied to (without limitation) ITS calls and accounts shared for other inmate communication services (i.e. VVS, Tablets) from the Facilities covered under the Agreement, including but not limited to:
2.072	ITS Reporting & Payments	Facility Identification Number;
2.073	ITS Reporting & Payments	Date;
2.074	ITS Reporting & Payments	County Identification Number;
2.075	ITS Reporting & Payments	To ANI;
2.076	ITS Reporting & Payments	Billed Account;
2.077	ITS Reporting & Payments	Transaction Type;

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

GENERAL CONDITIONS

2.078	ITS Reporting & Payments	Bill Type
2.079	ITS Reporting & Payments	Fee Type;
2.080	ITS Reporting & Payments	Instance Type; and
2.081	ITS Reporting & Payments	Fee Amount.
2.082	ITS Reporting & Payments	Revenue share payments, usage detail reports, or reports not containing the required fields, received by County after the date specified above are subject to liquidated damages as specified in Section XXXII. Liquidated Damages of the Agreement.

SUBSECTION 3 - VVS REVENUE SHARE, PAYMENT AND REPORTING

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
3.001	VVS Reporting & Payments	VVS Gross Revenue consists of all compensation, earning, gain, income, generated revenue, payment, proceeds or receipts paid to or received by Contractor and in any way connected to the provision of video visitation service pursuant to this Agreement. Gross Revenue includes, by way of example and not limitation, the following: all costs, charges, and fees added to the total cost to visitors or inmates for the completion/scheduling of all remote video visitation sessions, or any other compensation received by Contractor for the completion of all remote video visitation sessions.
3.002	VVS Reporting & Payments	Notwithstanding the foregoing, Gross Revenue does not include the following items:
3.003	VVS Reporting & Payments	A "Free" video visitation session defined as a video visitation session not generating any revenue or compensation for Contractor. Approved video visitation sessions included on the free video visitation list shall not generate any revenue or compensation for Contractor and shall not be eligible for revenue share to County. Only those visitors or inmates designated by County to process free video visitation sessions shall be marked as "Free" in the VVS and designated as such in the VVS detail records. In the event Contractor collects any revenue or compensation, notwithstanding the source, from any third party related to a completed/scheduled video visitation session, such amounts shall be included in Gross Revenue and eligible for revenue share to County.
3.004	VVS Reporting & Payments	Required regulatory charges and taxes that are intended to be paid by the visitor or inmate and then remitted 100% by the billing party to the appropriate governmental agency.
3.005	VVS Reporting & Payments	If Contractor receives revenue or compensation, notwithstanding the source, from any third party related to a completed video visitation session between an inmate and a visitor, such revenue shall be included in Gross Revenue and revenue share shall be payable to County.
3.006	VVS Reporting & Payments	Any additional fees to be charged to inmates or visitors for video visitation sessions from the Facilities must be approved by County prior to implementation. County and Contractor shall mutually agree on the method of revenue share due to County associated with the additional charges/fees.
3.007	VVS Reporting & Payments	County shall notify Contractor of any unapproved fees and/or charges associated with the VVS of which County becomes aware. Unapproved fees and/or charges are subject to liquidated damages as specified in Section XXXII. Liquidated Damages of the Agreement.
3.008	VVS Reporting & Payments	Should County and Contractor mutually agree that the charges/fees are to be discontinued, Contractor shall refund each visitor or inmate for the unapproved charges/fees from the date the charges/fees were implemented until the date the charges/fees were discontinued.
3.009	VVS Reporting & Payments	A video visitation session is deemed complete and considered part of Gross Revenue (as described above), when the video visitation session is scheduled and a connection is made by both parties.
3.010	VVS Reporting & Payments	Payments and reports for video visitation visits/transactions are due to County on or before the 15th day of the month following the month of traffic.
3.011	VVS Reporting & Payments	Contractor shall provide monthly video visitation detail records, in CSV format, which shall include a detailed breakdown of activity for all video visitation sessions, including but not limited to:
3.012	VVS Reporting & Payments	Facility Name;
3.013	VVS Reporting & Payments	Facility Identification Number/Site Identification Number;

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

GENERAL CONDITIONS

3.014	VVS Reporting & Payments	Transaction Date and Time;
3.015	VVS Reporting & Payments	Visit Start Date and Time;
3.016	VVS Reporting & Payments	Visit Identifier;
3.017	VVS Reporting & Payments	CSN Identifier (where applicable);
3.018	VVS Reporting & Payments	Visitor First and Last Name;
3.019	VVS Reporting & Payments	Visitor Phone Number (associated with prepaid collect or visitor account);
3.020	VVS Reporting & Payments	Visitor VVS Station Identifier;
3.021	VVS Reporting & Payments	Inmate Name and ID;
3.022	VVS Reporting & Payments	Inmate VVS Station Identifier;
3.023	VVS Reporting & Payments	Inmate Housing Location;
3.023	VVS Reporting & Payments	Onsite Video Visitation Visits, Duration (Per Visit);
3.024	VVS Reporting & Payments	Free Video Visitation Visits, Duration (Per Visit);
3.025	VVS Reporting & Payments	Remote Video Visitation Visits - Completed, Minutes and Gross Revenue (Per Visit);
3.026	VVS Reporting & Payments	Remote Video Visitation Sessions - Incomplete/No Show, Minutes and Gross Revenue (Per Visit);
3.027	VVS Reporting & Payments	Revenue Share (Per Visit);
3.028	VVS Reporting & Payments	Total Video Visitation Visits, Minutes and Gross Revenue; and
3.029	VVS Reporting & Payments	Traffic Period and Dates.
3.030	VVS Reporting & Payments	Revenue share payments, usage detail reports, or reports not containing the required fields, received by County after the date specified above are subject to liquidated damages as specified in Section XXXII. Liquidated Damages of the Agreement.

SUBSECTION 4 - TABLET REVENUE SHARE, PAYMENT AND REPORTING

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
4.001	Tablet Reporting & Payments	Gross Revenue generated by and through the proposed Tablet solution consists of all compensation, earning, gain, income, generated revenue, payment, proceeds or receipts paid to or received by Contractor in any way connected to the provision of Tablets pursuant to the Agreement. Gross Revenue includes, by way of example and not limitation, all of the following: all per minute fees, application charges, equipment/accessories costs and any additional fees/charges generated by the accessibility of Tablets and all additional fees charged to the end-user or inmate and any other compensation received by Contractor.
4.002	Tablet Reporting & Payments	Contractor shall absorb all costs of providing Tablets including the provision of support, maintenance, necessary hardware, software, bandwidth, wiring, infrastructure, fee collection and accounting.
4.003	Tablet Reporting & Payments	Notwithstanding the foregoing, Gross Revenue does not include the following items:

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

GENERAL CONDITIONS

4.004	Tablet Reporting & Payments	A "Free" transaction or application defined as a transaction or application not generating any revenue or compensation for Contractor. Approved Tablet transactions or applications shall not generate any revenue or compensation for Contractor and shall not be eligible for revenue share to County. Only those transactions or applications designated by County as "free" shall be marked as "Free" in the Tablet solution and designated as such in the Tablet detail records. In the event Contractor collects any revenue or compensation, notwithstanding the source, from any third party related to Tablet transactions or applications, such amounts shall be included in Gross Revenue and eligible for revenue share to County.
4.005	Tablet Reporting & Payments	Required regulatory charges and taxes that are intended to be paid by the end-user or inmate and then remitted 100% by the billing party to the appropriate governmental agency.
4.006	Tablet Reporting & Payments	If Contractor receives revenue or compensation, notwithstanding the source, from any third party related to Tablets, such revenue shall be included in Gross Revenue and Contractor shall pay a revenue share to County.
4.007	Tablet Reporting & Payments	Any additional fees to be charged to end-users or inmates for the use of Tablets or Tablet applications at the Facilities must be approved by County prior to implementation. County and Contractor shall mutually agree on the method for revenue share due County associated with the additional charges/fees.
4.008	Tablet Reporting & Payments	County shall notify Contractor of any unapproved additional fees and/or charges associated with the use of Tablets of which County becomes aware. The unapproved fees and/or charges are subject to liquidated damages as specified in Section XXXII. Liquidated Damages of the Agreement..
4.009	Tablet Reporting & Payments	Should County and Contractor mutually agree that the charges/fees are to be discontinued, Contractor shall refund each end-user or inmate for the unapproved charges/fees from the date the charges/fees were implemented until the date the charges/fees were discontinued.
4.010	Tablet Reporting & Payments	Should County and Contractor mutually agree that the charges/fees will remain, County and Contractor shall mutually agree on a method for compensation.
4.011	Tablet Reporting & Payments	Payments and reports for Tablets are due to County on or before the 15th day of the month following the month of activity.
4.012	Tablet Reporting & Payments	Contractor shall provide monthly Tablet detail reports/records, CSV format, which shall include a detailed breakdown of the activity for all transaction types, including but not limited to, charged and free usage, electronic messages, photos, videos, media, for each Tablet. Tablet detail records shall include, at a minimum, each of the following items for each Tablet and transaction type applicable to Tablets and the tablet services and feature(s) provided by Contractor at County's Facility(s):
4.013	Tablet Reporting & Payments	Facility Name;
4.014	Tablet Reporting & Payments	Facility Identification Number/Site Identification Number;
4.015	Tablet Reporting & Payments	Facility Address, Street, City, State, and Zip;
4.016	Tablet Reporting & Payments	Number of Inmate Sent Messages;
4.017	Tablet Reporting & Payments	Total Inmate Sent Messages Revenue;
4.018	Tablet Reporting & Payments	Number of F&F Sent Messages;
4.019	Tablet Reporting & Payments	Total F&F Sent Messages Revenue;
4.020	Tablet Reporting & Payments	Number of Photos Sent;
4.021	Tablet Reporting & Payments	Total Photo Revenue;
4.022	Tablet Reporting & Payments	Total eCards sent;
4.023	Tablet Reporting & Payments	Total eCard Revenue;
4.024	Tablet Reporting & Payments	Free Profile Minutes;

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

GENERAL CONDITIONS

4.025	Tablet Reporting & Payments	Standard Profile Minutes;
4.026	Tablet Reporting & Payments	Standard Profile Revenue;
4.027	Tablet Reporting & Payments	Total Minutes of Usage;
4.028	Tablet Reporting & Payments	Revenue Share Rate;
4.029	Tablet Reporting & Payments	Total Revenue Share;
4.030	Tablet Reporting & Payments	Total Gross Revenue; and
4.031	Tablet Reporting & Payments	Traffic Period and Dates.

SUBSECTION 5 - FREE LOBBY TELEPHONE

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
5.001	Free Lobby Telephone	Contractor shall furnish, install and maintain one (1) free public telephone in the lobby and/or processing area at the Facility(s). The free public telephone(s) shall be furnished, installed and maintained by Contractor at no cost to County, and set-up to allow Free local and intralata calls.

SUBSECTION 6 - RATE REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
6.001	Rate Requirements	Contractor agrees to provide the required calling rates, video visitation rates, Tablet rates and all related fees specified in Exhibit E (Rates, Fees and Revenue Share) which must be in compliance with California laws and applicable regulations.
6.002	Rate Requirements	Before any new rate increases or decreases are implemented for any of the inmate communication services required in this Agreement, Contractor must submit a written request to receive approval from County. County will respond in writing to Contractor's request. Unapproved adjustments implemented without the prior written approval from County are subject to liquidated damages as specified in Section XXXII. Liquidated Damages of the Agreement.
6.003	Rate Requirements	In the event Contractor increases the usage rates for any of the inmate communication services required in this Agreement without the prior written approved of County, Contractor must issue refunds to all overcharged end-users, visitors or inmates within 5 business days; a list of the issued credits must be provided to County as documentation. County will not issue a refund of revenue share or cost recoupment for unapproved rate increases.
6.004	Rate Requirements	Contractor will implement any rate adjustments for any and all inmate communication services requested by County within 10 calendar days of said request, subject to regulatory approval, as applicable.
6.005	Rate Requirements	Contractor shall be capable of accommodating multiple rate structures to accommodate the types of inmates housed at the Facilities. Contractor shall be capable of assigning rates at the inmate, group of inmate telephones, visitation stations or Tablets and Facility levels.
6.006	Rate Requirements	Contractor's ITS shall rate all calls to U.S. Territories including but not limited to: Puerto Rico, U.S. Virgin Islands, Guam, American Samoa and Saipan/Mariana Islands as Domestic International which shall mirror Interstate rates. Calls to all other countries shall be rated as International. The calling rates for Interstate/Domestic International and International are specified in Exhibit E (Rates, Fees and Revenue Share) .
6.007	Rate Requirements	Contractor shall calculate the raw duration of each inmate telephone call, video visitation session and Tablet usage (if applicable) in seconds based on the time the call is accepted, video visitation session is completed or Tablet usage begins and the time the call, session or usage is terminated by the ITS, VVS or Tablets respectively. For calls, video visitation sessions or Tablet usage where the duration is at least 10 seconds, the duration, in seconds, shall be rounded up to the next whole minute increment and shall be converted from rounded seconds to minutes before the rates are applied.
6.008	Rate Requirements	During the rating process, Contractor shall round the raw calculated amount to the nearest hundredth decimal place (up or down) using normal accounting practices.

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

USER BILLING AND PAYMENTS

SUBSECTION 1 - PRE-PAID & DEBIT APPLICATIONS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
1.001	Pre-Paid / Debit Application	The pre-paid and/or debit application shall allow for pre-payment for a specific end-user, visitor, telephone number or an inmate.
1.002	Pre-Paid / Debit Application	County requires that Contractor issue refunds to end-users of any inmate communication services for any pre-paid funds remaining in any pre-paid account upon the end-user's request whether the account is active or inactive. Should an account be deactivated by Contractor and the end-user requests to reactivate the account and utilize inmate communication services from inmates at the Facilities, the funds shall be made available to the end-user by Contractor. No fees shall be charged to the end-user for refunds or reactivation of funds associated with a pre-paid account.
1.003	Pre-Paid / Debit Application	Should Contractor adjust the rates in order to complete a call, Contractor may incur liquidated damages as specified in Section XXXII. Liquidated Damages of the Agreement. County shall notify Contractor of any approved adjustments in the rates of which County becomes aware.
1.004	Pre-Paid / Debit Application	Contractor shall not prevent the completion of a pre-paid collect call if the end-user's pre-paid collect balance is less than the average cost of a call (regardless of call type) from the Facilities.
1.005	Pre-Paid / Debit Application	The pre-paid and/or debit application shall be internal to Contractor's ITS, VVS or Tablet.
1.006	Pre-Paid / Debit Application	Contractor shall provide the inmate with the balance of the pre-paid or debit account at the time of the call or Tablet application.
1.007	Pre-Paid / Debit Application	The ITS and VVS shall provide the called party with the balance of their pre-paid collect account at the time of the call or scheduling of a video visitation session, as applicable.
1.008	Pre-Paid / Debit Application	The pre-paid and/or debit application shall allow international calls.
1.009	Pre-Paid / Debit Application	Contractor shall be capable of configuring pre-paid cards for use outside of the Facilities.
1.010	Pre-Paid / Debit Application	Contractor shall supply, at County's request, signage, brochures, flyers regarding the ITS, VVS and Tablets and/or Contractor's pre-paid and debit programs at no cost to County.

SUBSECTION 2 - PAYMENTS FOR VIDEO VISITATION SYSTEM SESSIONS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
2.001	Payments for VVS Sessions	Contractor shall refund all visitation fees if the video visitation session is dropped due to Contractor related issues.
2.002	Payments for VVS Sessions	Contractor shall provide an option for an itemized receipt for all transactions, charges and fees for all video visitation sessions.

SUBSECTION 3 - TABLET CHARGES

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
3.001	Tablet Charges	Inmate Tablet accounts may be funded by the public or directly from the inmate's trust account.
3.002	Tablet Charges	All purchased services/funding shall be associated with an individual inmate trust account and not with a specific Tablet device.
3.003	Tablet Charges	Funds deposited to an inmate tablet account shall be available to inmates in real-time.
3.004	Tablet Charges	Video calls conducted using the Tablets shall be charged at the Video Calling rates outlined in Exhibit E (Rates, Fees, and Revenue Share) .
3.005	Tablet Charges	Telephone calls placed using the Tablets shall be charged at the standard ITS telephone rates outlined in Exhibit E (Rates, Fees, and Revenue Share) .
3.006	Tablet Charges	Inmates shall have the ability to review a summary of all paid usage and messaging transactions from within the tablet or commissary application installed on tablets.

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

USER BILLING AND PAYMENTS

3.007	Tablet Charges	To complete the reporting and revenue share process outlined in Exhibit E (General Conditions) , Contractor shall, by the 15th day of the month following the traffic month, submit an inmate trust/commissary tablet transfer report to County for the previous calendar month. The reporting shall contain all transaction amounts and fees collected by Contractor and transferred from the inmates trust/commissary account for purpose of funding the inmate's tablet account. In no case shall County be independently responsible for payment of transaction fees not previously collected from inmates or end-users.

SUBSECTION 4 - CONTRACTOR RETENTION OF END-USER ACCOUNT INFORMATION

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
4.001	Contractor Retention of End-User Account Information	For the purpose of aiding in investigations Contractor must retain ITS, VVS, and Tablet account information pertaining to an end-user's pre-paid collect, direct bill, and similar accounts for a period of 2 years after the expiration/termination of the Agreement. The information shall include, but not be limited to, the end-user's billing name, address and telephone number.
4.002	Contractor Retention of End-User Account Information	County shall have access to such account information upon request, to the extent permissible by law.

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

CUSTOMER SERVICE

SUBSECTION 1 - MAINTENANCE

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
1.001	Maintenance	Contractor shall respond to repair requests from County by arriving at the site promptly after reasonable notice has been given on a 24-hours a day, 7-days a week, 365-days a year basis.
1.002	Maintenance	Repairs or replacement of nonworking or damaged equipment or software shall be started by a qualified technician within 4 hours following notification of a service request or system failure.
1.003	Maintenance	Contractor must exhibit to County a best effort approach to the completion of the repairs or replacement during the first 24-hours following notification of a problem.
1.004	Maintenance	County shall be notified of progress and/or delays in progress until the problems are resolved.
1.005	Maintenance	Contractor shall notify County any time a technician (other than a designated onsite technician) will be dispatched to the Facilities and prior to the technician's arrival.
1.006	Maintenance	Contractor shall be responsible for resolving any reported repairs or replacements within 10 days following the date of notification of a service request or inmate communication service failure ("Cure Period"). Should Contractor fail to resolve the reported repair or replacement within the specified Cure Period, Contractor may be liable for liquidated damages as specified in Section XXXII. Liquidated Damages of the Agreement. Additionally, County may cancel the Agreement with Contractor if Contractor has not cured a service problem within the Cure Period.
1.007	Maintenance	Each party shall report to the other party any misuse, destruction, damage, or vandalism. Contractor will assume liability for any and all such damages.
1.008	Maintenance	All operation, maintenance and repair issues regarding the ITS, VVS or Tablet services shall be reported by Contractor to County promptly.
1.009	Maintenance	Contractor shall provide County with ITS, VVS and Tablet technology software upgrades as they become available. All upgrades must be provided to County at no additional cost.

SUBSECTION 2 - PREVENTATIVE MAINTENANCE

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
2.001	Preventative Maintenance	Contractor shall perform a full preventative maintenance inspection every other month (at a minimum) at each of the Facilities, or at any time as directed by County, to include, but not be limited to, the VVS, Tablets, and related equipment and all Contractor installed equipment for the services required. The preventative maintenance inspections shall be performed by a qualified technician and shall be at no cost to County.
2.002	Preventative Maintenance	Contractor shall document the preventative maintenance process. Within 2 business days of each preventative maintenance inspection, Contractor shall provide County a log detailing the inspection of all offender communications and ancillary technology services related equipment, all repairs and/or replacements of nonworking or damaged equipment or software, and any other work performed. Contractor shall notify County any time a technician will be dispatched to the Facilities for preventative maintenance and prior to the technician's arrival. The repair log shall include, but not be limited to:
2.003	Preventative Maintenance	Facility Name;
2.004	Preventative Maintenance	Date of Preventative Maintenance Inspection;
2.005	Preventative Maintenance	Type of Service (VVS, Tablets, etc.);
2.006	Preventative Maintenance	Equipment Identifier (ID, Name or Location);
2.007	Preventative Maintenance	Contractor Ticket Number;
2.008	Preventative Maintenance	Work Performed; and
2.009	Preventative Maintenance	Resolution Date.
2.010	Preventative Maintenance	Contractor agrees to repair and/or replace any damaged, malfunctioning or defective Tablets upon notification from County. County will not be liable for the cost to repair and/or replace Tablets supplied by Contractor for use by the inmates.

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

CUSTOMER SERVICE

2.011	Preventative Maintenance	County shall notify Contractor in a timely manner of any damaged, malfunctioning, or defective Tablets. Upon notification, Contractor shall be responsible for collecting the applicable Tablets (either through preventative maintenance inspections or by providing pre-paid return shipping labels) and replacement Tablets (if outside of surplus inventory) shall be sent to County via mail within 72 hours. County shall not be responsible for any costs associated with replacing the Tablets, including but not limited to, packaging, shipping, insurance.
2.012	Preventative Maintenance	Any replacement Tablets provided to County shall be delivered, implemented and configured according to the same parameters and security configurations as other Tablets provided under this Agreement. Any replacement Tablets delivered to County without the proper parameters and security configurations shall be considered a deviation from the Tablet security processes and procedures identified in Exhibit E (Tablet Requirements) and Contractor may be liable for liquidated damages as described in the Section XXXII. Liquidated Damages of the Agreement.

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

GENERAL INSTALLATION REQUIREMENTS

SUBSECTION 1 - STANDARDS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
1.001	Standards	Inmate communication services are to be provided and shall comply with all applicable Federal Communication and/or Public Service Commission regulations relating to inmate communication services in correctional facilities.
1.002	Standards	Contractor shall comply with all applicable laws, rules, regulations, and orders of any authorized agency, commission, unit of the federal government, or state, county, or municipal government.

SUBSECTION 2 - IMPLEMENTATION

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
2.001	Implementation	Contractor's implementation plan for all services including ITS, VVS, Tablets and required additional technologies shall become apart of the Agreement.
2.002	Implementation	Initial installations for the ITS must be completed within 30 days of the execution of the Agreement. Implementation plan(s) will become a part of the Agreement and must be followed. If the installation is not completed within the timeframe allowed in the agreed-upon implementation plan, Contractor may be liable for liquidated damages as specified in Section XXXII. Liquidated Damages of the Agreement.
2.003	Implementation	Initial installations for the Tablets and VVS must be completed within 90 days of the execution of the Agreement. Implementation plan(s) will become a part of the Agreement and must be followed. If the installation is not completed within the timeframe allowed in the agreed-upon implementation plan, Contractor may be liable for liquidated damages as specified in Section XXXII. Liquidated Damages of the Agreement.

SUBSECTION 3 - INTEGRATION REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
3.001	Integration Requirements	All inmate communication systems provided by Contractor shall be capable of interfacing with the current commissary and JMS providers for the provision of the required services. The JMS and commissary contact information is provided in Exhibit E (Facility Specifications) .
3.002	Integration Requirements	It is Contractor's responsibility to contact the providers, establish a working business relationship and identify the requirements necessary to interface with the JMS and commissary to ensure Contractor must be able to meet the integration requirements listed below with the initial implementation.
3.003	Integration Requirements	Contractor shall establish an interface with County's JMS to allow inmate IDs to be automatically transferred from the JMS to the ITS. If so required by County, Contractor shall have the capability to set up single-PIN interfacing, to allow inmates to use the same PIN for all inmate communication services, including but not limited to VVS and Tablets.
3.004	Integration Requirements	Contractor shall establish an interface with County's commissary and/or JMS provider to allow inmates to transfer funds from their trust account for debit, remote video visitation sessions and Tablet services (inclusive of electronic messaging). The interface shall allow funds to be returned to the inmate's trust account. The interface shall be near/real time as directed by County.
3.005	Integration Requirements	County shall not be responsible for paying any amount associated with the required interfaces.

SUBSECTION 4 - TRANSITION REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
4.001	Transition Requirements	Upon expiration, termination, or cancellation of the Agreement, Contractor shall accept the direction of County to ensure all inmate communication services are smoothly transitioned. At a minimum, the following shall apply:

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

GENERAL INSTALLATION REQUIREMENTS

4.002	Transition Requirements	After expiration, cancellation or termination of the Agreement, Contractor shall provide ongoing remote access to all CDRs, VVS Detailed Records, Tablet records, call and visitation recordings, video recordings, Tablet account history, messages, education credits, documentation, reporting, and any other data contained in any of the web-based applications and or inmate communication systems interfaces. Remote access to all systems shall be provided for a minimum of 2 years after the expiration, termination or cancellation of the Agreement. In the event Contractor is unable to provide remote access, Contractor shall supply 2 workstations which shall become property of County to meet this requirement. The provision of remote access or workstations shall be at no cost to County.
4.003	Transition Requirements	Contractor shall discontinue providing service or accepting new assignments under the terms of the Agreement, on the date specified by County. Contractor agrees to continue providing all services in accordance with the terms and conditions, requirements and specifications of the Agreement for a period not to exceed 90 calendar days after the expiration, termination or cancellation date of the Agreement. Revenue share/cost recoupment payments will be due and payable by Contractor to County at the percentage provided in the Agreement until inmate communication services are no longer handled by Contractor.
4.004	Transition Requirements	Contractor agrees to remove its equipment at the conclusion of the Agreement in a manner that will allow the reuse of wiring/cabling associated with all inmate communication services.

SUBSECTION 5 - GENERAL INSTALLATION REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
5.001	General Installation Requirements	Contractor shall be responsible for all costs associated with the installation of the inmate communication services including but not limited to ITS, VVS, and Tablets which shall include but not be limited to, the necessary labor, parts, materials, transportation, purchase of equipment, wiring, new electrical circuits, cables, installation, service, maintenance, voice network and transmission, data network, and day-to-day operation to maintain all proposed system components in good working order and in compliance with the equipment manufacturer's specifications.
5.002	General Installation Requirements	Contractor shall install the quantity of inmate telephones, standard visitation telephones, video visitation stations, and Tablets detailed in Exhibit E (Facility Specifications) .
5.003	General Installation Requirements	Contractor shall provide County with the number of ITS Workstations indicated in Exhibit E (Facility Specifications) . The Control Workstations shall work in real-time with the ITS, VVS, Tablets, and Kiosks to allow staff access to all communication services user applications for management, monitoring, and reporting tasks. The workstations shall each include a CD/DVD burner, two (2) flat screen monitors, speakers (built in or external), mouse, keyboard, data/audio burning software, laser printer and a licensed copy of Microsoft Office (or equivalent).
5.004	General Installation Requirements	Contractor shall provide the County the number of VVS Workstations specified in Exhibit E (Facility Specifications) . The VVS Monitoring Workstations shall work in real-time with the ITS, VVS, Tablets, and Kiosks to allow staff access to all communication services user applications for management, monitoring, and reporting tasks. The workstation shall each include a CD/DVD burner, two (2) flat screen monitors, one (1) monitoring TV (forty-six inches (46") or greater), built in speakers, mouse, keyboard, data/audio burning software, laser printer and a licensed copy of Microsoft Office (or equivalent).
5.005	General Installation Requirements	Contractor shall install a separate, dedicated network to accommodate all inmate communication services. Contractor's inmate communication services shall not be configured to reside on or use County's network.
5.006	General Installation Requirements	Contractor shall install/mount all inmate communication services equipment in accordance with County's requirements.
5.007	General Installation Requirements	Use of existing conduit, raceways, cable, wiring, switches, circuits, and terminals within the Facilities is at the risk of Contractor. Exposed wiring is not permitted. Ownership of any wiring or conduit installed under the Agreement by Contractor becomes County's property upon termination and/or expiration of the Agreement.
5.008	General Installation Requirements	Contractor agrees that if any cabling work is required as part of any installation, all new cables shall be used and marked clearly and legibly at both ends, and meet all applicable wiring standards for commercial buildings and must be approved by the Facilities maintenance personnel.

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

GENERAL INSTALLATION REQUIREMENTS

5.009	General Installation Requirements	Contractor shall be responsible for installing all new wiring, cabling and network circuits at no cost to County to support the provision of the outlined inmate communication services at no cost to County.
5.010	General Installation Requirements	Contractor agrees to obtain County's written approval before making any physical changes to the Facilities, such as drilling into walls, floors, ceilings or any other portion of the Facilities. This includes existing, newly constructed and/or expanded Facilities.
5.011	General Installation Requirements	Contractor shall provide, install, maintain, replace and upgrade adequate surge and lightening protection equipment to protect all lines, circuits and equipment used for the inmate communication services.
5.012	General Installation Requirements	Contractor shall provide, install, maintain, replace and upgrade an Uninterruptible Power Supply (UPS) back-up power for the inmate communication services to ensure there is no loss of call, video or transaction processing and data storage in the event of a power failure.
5.013	General Installation Requirements	A separate power supply shall not be required for the individual inmate communication services components (e.g. phones, VVS kiosks). A power source will be made available by County for the inmate communication services.
5.014	General Installation Requirements	Installation of all cabling, telephones, video visitation stations, Tablets, and related equipment shall be accomplished during normal business hours at the Facilities or as otherwise specified by the Facilities.
5.015	General Installation Requirements	Contractor shall provide a minimum of 3 hours of back-up power to the ITS, VVS and Tablets through an Uninterruptible Power Supply (UPS).
5.016	General Installation Requirements	Contractor shall install, repair, and maintain all Contractor-provided equipment, including but not limited to, any wiring or cable work required from the demarcation throughout the Facilities. All Contractor-provided equipment, installation, maintenance, repair costs, and all costs or losses due to vandalism shall be the total responsibility of Contractor.
5.017	General Installation Requirements	Contractor shall clean-up and remove all trash and packaging materials resulting from work performed. Unless otherwise specified by County, no equipment, inventory or spare parts shall be stored by Contractor at the Facilities.
5.018	General Installation Requirements	Contractor shall correct any damage to County's property caused by maintenance or installation associated with the inmate communication services, including repairs to walls and ceilings.
5.019	General Installation Requirements	Contractor shall provide written documentation indicating that all circuits and network have been tested and all cables, pairs, fiber strands, blocks are legibly marked after the completion of each installation associated with the inmate communication services.
5.020	General Installation Requirements	For the initial installation, Contractor will work with County and the incumbent inmate communication services provider to ensure an orderly transition of services, responsibilities and continuity of the services required by County.
5.021	General Installation Requirements	Contractor will work with the incumbent inmate communication services provider to transfer inmate data, such as attorney phone numbers and all numbers flagged as privileged, private or do not record, from the incumbent's ITS to Contractor's ITS. As a result, if the data is improperly transferred or configured by Contractor and an attorney call/visitation session is recorded, Contractor may be liable for liquidated damages as specified in Section XXXII. Liquidated Damages of the Agreement.

SUBSECTION 6 - SECURITY

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
6.001	Security	All Contractor employees shall obtain, at Contractor's cost, the appropriate personnel background security clearance prior to arrival at the Facilities.
6.002	Security	All Contractor employees will comply with County's policies and procedures.
6.003	Security	Entry to the Facilities is subject to the approval of Facility Administration.

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

GENERAL INSTALLATION REQUIREMENTS

SUBSECTION 7 - TRAINING

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
7.001	Training	Contractor shall provide onsite training for each inmate communication service to County's staff. Additional training (onsite or via the web) shall be provided to new staff at no cost to County. Training manuals shall be provided to County's staff at all training meetings and will become the property of County. At County's request, Contractor shall provide a downloadable version of all user manuals and training materials.
7.002	Training	When requested by County, informational pamphlets shall be available to inmates and end-users and shall describe the applicable features and functionalities of each inmate communication service.
7.003	Training	Contractor will also provide full documentation for all inmate communication services features and documentation for any and all added technology features that result from this Agreement.

SUBSECTION 8 - UPGRADES AND PERFORMANCE PROCESS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
8.001	Upgrades & Performance Process	Contractor shall provide County with written notice, including detailed information, of any new service software upgrades or additional features to be added to either system, within 30 days of the introduction of the new software or features into the industry.
8.002	Upgrades & Performance Process	Contractor shall provide County with inmate communication services software upgrades as they become available. All upgrades must be within 1 release of the newest operating system and provided to County at no additional cost.
8.003	Upgrades & Performance Process	Contractor shall adhere to the following performance process when upgrading the ITS, VVS and Tablet software, equipment, or performing any changes to either system at the Facilities. Any deviation from this process may result in liquidated damages incurred by Contractor as described in Section XXXII. Liquidated Damages of the Agreement.
8.004	Upgrades & Performance Process	Contractor shall perform extensive testing on all system changes or upgrades to any of the inmate communication services, prior to introducing them to County. At a minimum, this shall include the following:
8.005	Upgrades & Performance Process	Circuit/network testing;
8.006	Upgrades & Performance Process	Configuration/setting preservation and integrations;
8.007	Upgrades & Performance Process	ITS: call processing, debit/pre-paid availability, international calling and incoming/outgoing voicemail if applicable;
8.008	Upgrades & Performance Process	VVS: video visitation session quality and scheduling application;
8.009	Upgrades & Performance Process	Tablets: access to all transactions, applications and applicable purchase processes; and
8.010	Upgrades & Performance Process	Access to all inmate communication service user applications.
8.011	Upgrades & Performance Process	Contractor shall provide County with written details regarding any change to voice prompts, dialing or video visitation procedures or processes impacting inmates and end-users/visitors.
8.012	Upgrades & Performance Process	Contractor shall receive written permission from County, before scheduling or proceeding with any functionality changes to the inmate communication services at the Facilities, especially if the changes will cause an interruption in service.
8.013	Upgrades & Performance Process	County, at its option, shall have a minimum of 2 weeks to notify inmates at the Facilities of any inmate communication services changes that affect the inmates or end-users/visitors.
8.014	Upgrades & Performance Process	Contractor shall work with the Facilities to schedule all changes and/or upgrades during a time when the inmate communication services are not being used regularly by the inmates. Contractor shall coordinate a convenient time and day with County to implement the changes or upgrades to avoid an interruption in service.
8.015	Upgrades & Performance Process	At the request of County, Contractor shall coordinate the presence of a technician at the Facilities on the day of implementation to place test calls, video visitation session and Tablet transactions and ensure all inmate communication services are functioning properly.
8.016	Upgrades & Performance Process	All said changes shall be made by Contractor at no cost to County.

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

ITS REQUIREMENTS

SUBSECTION 1 - ITS SPECIFIC INSTALLATION REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
1.001	ITS Installation Requirements	All telephone equipment provided shall be fully operational at the time of the initial installation.
1.002	ITS Installation Requirements	The telephone sets shall be suitable for a correctional environment, stainless steel, sturdy, non-coin, vandal and tamper resistant; the cord length for the inmate and visitation telephones is specified in Exhibit E (Facility Specifications) .
1.003	ITS Installation Requirements	Contractor shall install all new telephones and telephone equipment.
1.004	ITS Installation Requirements	The telephones must not contain any exterior removable parts.
1.005	ITS Installation Requirements	All telephone sets shall include volume control.
1.006	ITS Installation Requirements	Contractor shall place placards containing dialing instructions in English, Spanish, Russian and Punjabi and Braille on each telephone. Placards shall be replaced each time an inmate telephone set is replaced.
1.007	ITS Installation Requirements	If the installation of the additional telephones (inmate and visitation) is not completed within 30 days, Contractor may incur liquidated damages as described in Section XXXII. Liquidated Damages of the Agreement.
1.008	ITS Installation Requirements	County requires the ITS be fully installed and configured over fiber connectivity and shall not require the use of copper.
1.009	ITS Installation Requirements	Contractor shall comply with the Americans with Disabilities Act (ADA) requirements including, but not limited to, providing telephones which are accessible to persons in wheelchairs and providing devices that are compatible with Telephone Devices for the Deaf (TDD) and Video Relay Service (VRS).
1.010	ITS Installation Requirements	Contractor and/or Contractor's ADA compatible devices shall meet the following requirements:
1.011	ITS Installation Requirements	Contractor shall provide the number of TDD devices and mobile cart-mounted VRS units as specified in Exhibit E (Facility Specifications) .
1.012	ITS Installation Requirements	County requires VRS units installed/mounted on mobile rolling carts with extension cords;
1.013	ITS Installation Requirements	In the event Contractors Tablets or VVS support VRS, Contractor shall provide access to VRS on both the standalone VRS units and on Tablets and/or VVS;
1.014	ITS Installation Requirements	Contractor shall assume all costs and responsibility for providing data and installing data ports and/or wireless connectivity required to support the VRS units;
1.015	ITS Installation Requirements	TDD units shall be compatible with the ITS and shall work on any inmate telephone at the Facilities. Contractor shall provide, at minimum, one (1) dedicated port in each of the pods at the Facility that can be configured for use with the TDD device and also used for standard inmate telephone calls. The County reserves the right to revise the port configuration on the phone(s) to add/remove compatibility with the TDD units at any time;
1.016	ITS Installation Requirements	TDD calls shall be subject to call control configuration in the ITS and shall be recorded and monitored. At a minimum, each TDD call shall be converted to text and attached to the call recording within the ITS and shall be retrievable via the ITS user application;
1.017	ITS Installation Requirements	At minimum, the video portion of VRS calls shall be recorded, stored, and available for playback via the ITS user application; and
1.018	ITS Installation Requirements	TDD calls shall be processed through a speed dial to the California Relay Service, at no cost to the inmate or called party.
1.019	ITS Installation Requirements	At no cost to County, Contractor shall install additional telephones (inmate and visitation), monitoring and recording equipment as needed, within 30 days of request. This includes newly constructed or expanded buildings and Facilities. If Contractor fails to provide and install the additional visitation units within 30 days of County's request, Contractor may be liable for liquidated damages as described in Section XXXII. Liquidated Damages of the Agreement.

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

ITS REQUIREMENTS

SUBSECTION 2 - ITS FEATURES AND USER APPLICATION SPECIFICATIONS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
2.001	ITS Features & User Application	The ITS shall be capable of providing all operational features and system requirements applicable to all calls placed through the ITS, including local, long distance, international calling and onsite visitation sessions.
2.002	ITS Features & User Application	The ITS shall be configured to process all or any combination of the following bill types, without limitation; direct-billed, free, pre-paid collect, pre-paid card, debit and/or speed dial.
2.003	ITS Features & User Application	Contractor shall provide a sufficient number of bandwidth ensure inmates are allowed to place calls 99.9% of the time. County reserves the right to require Contractor to revise its configuration to County's reasonable satisfaction to resolve any inmate complaints of reception degradation or unavailable service which arise as a result of Contractor's ITS configuration. Such changes shall be completed by Contractor at no cost to County.
2.004	ITS Features & User Application	At County's request, Contractor shall provide a report documenting the completion ratio on a monthly basis or other frequency designated by County.
2.005	ITS Features & User Application	The reception quality shall meet telecommunication industry standards and shall be at least equal to the quality available to the general public. Contractor shall accept County's reasonable decision regarding whether the reception quality is acceptable.
2.006	ITS Features & User Application	Call acceptance by the called party shall be accomplished for all calls through Dual-Tone Multi-Frequency (DTMF) confirmation ("positive acceptance"). Voice recognition is not an acceptable method for positive acceptance.
2.007	ITS Features & User Application	The ITS shall be capable of recognizing and distinguishing standard or irregular busy signals, standard or irregular ringing signals, answering machines, voicemail, cellular telephones, ring-back tones, chain dialing.
2.008	ITS Features & User Application	The ITS shall be configured to monitor the switch hook on the telephone sets. If the switch hook is pushed down or moved from its idle position, the call must be disconnected immediately and the call prompts must come on to prevent fraud or unauthorized dialing. Contractor must assume all responsibility for fraud or unauthorized dialing occurring as a result of the ITS failing to meet this requirement.
2.009	ITS Features & User Application	With each call, the ITS must provide an automated message to advise the called party that:
2.010	ITS Features & User Application	That the call is coming from a correctional facility.
2.011	ITS Features & User Application	The call is coming from a specific inmate.
2.012	ITS Features & User Application	The call may be monitored and recorded.
2.013	ITS Features & User Application	With each call, the ITS shall clearly identify the type of call being placed to the called party: direct-billed, pre-paid, free. This recording must be free of any charges.
2.014	ITS Features & User Application	The ITS shall be able to accommodate any of the following options for recording and playback of an inmate's name to the called party:
2.015	ITS Features & User Application	The inmate may record a name each time a call is placed. County requires no more than 2 seconds be allowed for the inmate to record a name; this setting shall be configurable in the ITS;
2.016	ITS Features & User Application	The inmate may record a name only once (with the first call attempted); the recorded name will be stored in the ITS and shall be played back with all subsequent call attempts. County requires no more than 2 seconds be allowed for the inmate to record a name; this setting shall be configurable in the ITS; or
2.017	ITS Features & User Application	No name is recorded. If County selects this option, the announcement to the called party should not include silence or an interruption where the name recording would normally be included.
2.018	ITS Features & User Application	For calls that are not completed, the ITS shall play a recorded message to the inmate detailing why the call was not completed. County reserves the right to request Contractor to modify/revise the recordings at any time during the Agreement at no cost to County and within 30 days of the request.
2.019	ITS Features & User Application	Following the dialing sequence, Contractor's ITS shall be configured to:

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

ITS REQUIREMENTS

2.020	ITS Features & User Application	Allow inmates to remain muted while still being able to hear the call progress (ex: ringing on the line, voicemail pick-up).
2.021	ITS Features & User Application	In no event shall the inmate be allowed to communicate with the called party until the call is positively accepted.
2.022	ITS Features & User Application	Contractor shall provide County and its Designated Agent with remote access to its web-based ITS user application from any internet-connected device at no cost to County. The provision of remote access shall allow County and its authorized users the same features and functionalities, permitted by the user's access level, that are available on a Contractor-provided workstation.
2.023	ITS Features & User Application	The ITS user application shall allow the following search criteria and filters (without limitation) to be applied to the CDR queries. Contractor shall indicate any of the search criteria which are not currently available:
2.024	ITS Features & User Application	Inmate Name (First, Last);
2.025	ITS Features & User Application	Inmate Personal Identification Number;
2.026	ITS Features & User Application	Record Identifier;
2.027	ITS Features & User Application	Date Range (Start Date/Time and End Date/Tim);
2.028	ITS Features & User Application	Facility;
2.029	ITS Features & User Application	Called Number;
2.030	ITS Features & User Application	Originating Number;
2.031	ITS Features & User Application	Station Name;
2.032	ITS Features & User Application	Call Type;
2.033	ITS Features & User Application	Bill Type;
2.034	ITS Features & User Application	Duration;
2.035	ITS Features & User Application	Call Amount;
2.036	ITS Features & User Application	Flagged Calls;
2.037	ITS Features & User Application	Monitored Calls;
2.038	ITS Features & User Application	Recording Type;
2.039	ITS Features & User Application	Completion Type;
2.040	ITS Features & User Application	Termination Type;
2.041	ITS Features & User Application	Validation Result;
2.042	ITS Features & User Application	Pre-Paid Card Number;
2.043	ITS Features & User Application	Phone Group(s);
2.044	ITS Features & User Application	Visitation Phone(s); and
2.045	ITS Features & User Application	Custom Search.
2.046	ITS Features & User Application	The ITS user application shall allow CDR query results to be exported in a format selected by County (.csv, PDF, Microsoft Excel 2016 or greater).
2.047	ITS Features & User Application	At a minimum, the ITS user application shall be equipped to generate the following standard reports in addition to the CDRs:
2.048	ITS Features & User Application	Call Statistics by Date Range;

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ITS REQUIREMENTS

2.049	ITS Features & User Application	Frequently Called Numbers;
2.050	ITS Features & User Application	Frequently Used Personal Identification Numbers;
2.051	ITS Features & User Application	Commonly Called Number;
2.052	ITS Features & User Application	Call Detail Report;
2.053	ITS Features & User Application	Gross Revenue Report by Date Range;
2.054	ITS Features & User Application	Facility Totals and Statistics;
2.055	ITS Features & User Application	Called Party/Number Accepting Report;
2.056	ITS Features & User Application	Fraud/Velocity Report;
2.057	ITS Features & User Application	Total Calls;
2.058	ITS Features & User Application	Personal Allowable Numbers (PAN) Report;
2.059	ITS Features & User Application	Pre-Paid Card Report;
2.060	ITS Features & User Application	Debit Usage Report;
2.061	ITS Features & User Application	Debit Balance and Funding Report;
2.062	ITS Features & User Application	Pre-Paid Card Balance Report;
2.063	ITS Features & User Application	Bill and Call Type Distribution;
2.064	ITS Features & User Application	Phone Usage;
2.065	ITS Features & User Application	Reverse Look-Up;
2.066	ITS Features & User Application	User Audit Trail ; and
2.067	ITS Features & User Application	Voice Verification.
2.068	ITS Features & User Application	The ITS user application shall allow County to export the reports in a format selected by County (.csv, PDF, Microsoft Excel 2016 or greater).
2.069	ITS Features & User Application	Contractor shall provide County with the capability to search, query and export end-user pre-paid account information for investigative purposes. County shall be capable of validating account holder status, number of pre-paid deposits and associated amounts, generating reports identifying, at a minimum, associated telephone numbers, method of payment, inmates from which calls are accepted, the number of completed calls with an associated date and time, any pre-paid funding fees and other applied charges and taxes.
2.070	ITS Features & User Application	The ITS shall have the capability to customize reports in a form mutually agreed upon by County and Contractor.
2.071	ITS Features & User Application	Contractor's ITS user application shall at a minimum allow:
2.072	ITS Features & User Application	Report generation to include the reports listed above;
2.073	ITS Features & User Application	The creation, modification and deactivation of user accounts;
2.074	ITS Features & User Application	The creation, modification and deactivation of inmate accounts;
2.075	ITS Features & User Application	The creation and modification of telephone numbers in the ITS including entry of free and privileged telephone numbers without the assistance of Contractor;
2.076	ITS Features & User Application	Assignment of inmates or an inmate type to an agency, inmate telephone or a group of inmate telephones;
2.077	ITS Features & User Application	Locating and accessing a specific recording by utilizing a unique recording/call identifier;

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2.078	ITS Features & User Application	Block/unblock telephone numbers without the assistance of Contractor;
2.079	ITS Features & User Application	Set-up and/or change the call duration specific to individual housing location(s) or telephone group(s) or by facility.
2.080	ITS Features & User Application	Configure an alert that will detect and prohibit a call made to a restricted number, a call using a restricted Personal Identification Number, or a call made from a restricted telephone;
2.081	ITS Features & User Application	Program a specific speed dial code to selected telephone numbers as determined by County and at no cost to County and without the assistance of Contractor; and
2.082	ITS Features & User Application	Query the CDRs for inmate activities and calling patterns, including the provision of reverse look-up at no cost to County. The reverse look-up feature shall include, at a minimum, the end-user's name and billing address for all direct-billed and pre-paid calls.
2.083	ITS Features & User Application	The ITS shall have the capability to allow County to create, view and track service tickets associated with the ITS or Facilities.
2.084	ITS Features & User Application	Contractor shall ensure continuous diagnostics and supervision for call processing and call recording. Contractor shall be capable of performing remote diagnostics to the ITS to determine if a problem exists with the telephone, station port, channel, line.
2.085	ITS Features & User Application	The ITS must offer the called party an option to receive a rate quote during the call acceptance process.
2.086	ITS Features & User Application	The ITS shall be able to accommodate pro-bono calls to consulates for all countries which may be required for ICE detainees. This option, when requested by County, shall be provided at no cost to County. Contractor shall accept County's direction for how pro bono calling services are configured via the ITS.
2.087	ITS Features & User Application	Contractor shall be able to establish an informant line at no cost to County. Calls to the informant line shall be free and shall be routed via the ITS to a destination designated by County. Contractor shall accept County's direction for how the informant line is configured through the ITS.
2.088	ITS Features & User Application	Contractor shall work with County to implement a reporting line which complies with the Prison Rape Elimination Act (PREA) of 2003. Contractor shall accept County's direction for how the informant line is configured through the ITS. At a minimum, Contractor shall:
2.089	ITS Features & User Application	Route free calls via the ITS to a destination provided and designated by County which may be the same as that used for County informant line.
2.090	ITS Features & User Application	At no cost to County, provide a telephone line to County dedicated for PREA calls to which the calls will be routed as free.
2.091	ITS Features & User Application	Contractor shall have the capability to allow County to maintain the same telephone number currently in place at all Facilities and/or utilize any telephone number specified by County.
2.092	ITS Features & User Application	In the event of a natural disaster or similar event (i.e. COVID-19), as deemed necessary by County, County may require Contractor to provide x-number of free calls. The calls shall be free to the inmate, end-user and County and shall be for a period determined by County. In the event County requests free calls, the parties shall evaluate the impact to the Gross Revenue, if any. All requests for written transactions shall be documented in writing and approved by County.

SUBSECTION 3 - ITS SECURITY FEATURES

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
3.001	ITS Security Features	The ITS shall prohibit:
3.002	ITS Security Features	Direct-dialed calls of any type;
3.003	ITS Security Features	Access to a live operator for any type of calls;
3.004	ITS Security Features	Access to "411" information services;
3.005	ITS Security Features	Access to 800, 866, 888, 877, 900, 911, and any other 800 or 900 type services; and
3.006	ITS Security Features	Access to multiple long distance carriers via 950, 800 and 10 10-XXX numbers.
3.007	ITS Security Features	The ITS shall prevent call collision or conference calling among telephone stations.
3.008	ITS Security Features	The ITS shall include security configurations to prevent fraud relative to automated phone trees (e.g. inmates pressing digits and getting to a live operator).

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3.009	ITS Security Features	The ITS shall be able to shut down and/or disable an individual telephone or telephone group(s) quickly and selectively without affecting other telephones or telephone group(s). County must be able to shut down the ITS via a workstation, the ITS user application and/or by cut-off switches at several locations including, but not limited to:
3.010	ITS Security Features	At demarcation location;
3.011	ITS Security Features	Central control; and
3.012	ITS Security Features	By select housing units.
3.013	ITS Security Features	The ITS shall not accept any incoming calls. Contractor shall work with the LEC to ensure such control.
3.014	ITS Security Features	The ITS, upon detection of a three-way call, forwarded call, conference call shall be able to flag and/or terminate the call immediately. These calls shall be flagged in the CDRs as such.
3.015	ITS Security Features	The ITS shall allow the called party to block their telephone number during the call acceptance process.
3.016	ITS Security Features	As specified by County, the ITS shall have the capability to allow calls to specific numbers at specified times during the day.
3.017	ITS Security Features	The ITS shall be capable of limiting the length of a call, providing service at specified times of the day and allowing a maximum number of minutes or seconds per inmate, per month. The current call time limit for the Facilities is specified in Exhibit E (Facility Specifications) .

SUBSECTION 4 - PERSONAL IDENTIFICATION NUMBER (PIN) APPLICATION

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
4.001	PINs	The Personal Identification Number (PIN) application shall be an integrated feature of the ITS requiring inmates to enter their PIN in order for calls to be connected via the ITS and shall include all of the following features and functionalities:
4.002	PINs	The capability to provide direct-billed, pre-paid and debit, free and speed dial calling utilizing a PIN;
4.003	PINs	The capability to automatically transfer inmate PINs from the ITS to the VVS or Tablets;
4.004	PINs	The capability to receive, accept and apply alphanumeric characters in an inmate's ID;
4.005	PINs	The ITS shall be capable of accepting a bulk data import of existing PIN information from the incumbent Contractor; and
4.006	PINs	The ITS shall be capable of accepting a manually entered PIN.
4.007	PINs	Contractor's ITS shall have the capability to interface with the County's JMS (current or future) to allow for inmate IDs to be automatically transferred to the ITS. The JMS contact information is provided in Exhibit E (Facility Specifications) . It is the Contractor's responsibility to contact the JMS providers, establish a working business relationship and identify the requirements necessary to interface with the JMS in order to meet the PIN requirements listed below with the initial implementation. The County shall not be responsible for paying any amount associated with the required interface.
4.008	PINs	Contractor shall accommodate the County's requirement for the ITS to generate and store a 10-digit inmate PIN using the following method:
4.009	PINs	JMS generates and sends to the ITS the inmate ID. The ITS stores the inmate ID and generates an additional unique identifier. The combination of the 8-digit inmate ID and 4-digit unique identifier will make up the full 12-digit PIN.
4.010	PINs	The interface between the JMS and ITS shall 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).
4.011	PINs	PINs shall not be required for booking/intake phone(s). Inmates may make free local calls from booking phones.
4.012	PINs	Once a PIN has been activated in the ITS, the inmate shall only be allowed to place calls from a designated Facility or group of inmate telephones located at the Facility .
4.013	PINs	When an individual PIN is added or modified in the system, the ITS shall document the date/time and the user or system making the change.

SUBSECTION 5 - PERSONAL ALLOWED NUMBER LISTS (PANs)

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
5.001	PANs	The ITS shall have the capability to store a list of Personal Allowed Numbers (PAN) associated with each PIN.

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5.002	PANs	The ITS shall allow authorized users to set a universal quantity of PANs at the inmate level or override the default quantity of PANs for an inmate.
5.003	PANs	The quantity of approved telephone numbers within a PAN shall be configurable.
5.004	PANs	PANs shall allow authorized users to set a universal quantity of approved telephone numbers for each PIN.
5.005	PANs	The ITS shall have the capability to track PAN changes based on a frequency required by County. The ITS shall have the capability to notify the user if a PAN change is requested to be made outside of the allowed timeframe (e.g. every 90 days).
5.006	PANs	The proposed ITS shall document all updates, modifications and/or details for a PAN (e.g. user name, modification made, time/date stamp).
5.007	PANs	ITS shall be capable of storing the following information (at a minimum) for each telephone number on the PAN; telephone number, called party name, address and relationship to inmate.
5.008	PANs	The PAN application shall include an auto-enroll feature to avoid manual entry of PANs.

SUBSECTION 6 - ITS MONITORING, RECORDING AND RECORDS REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
6.001	ITS Monitoring, Recording & Records	The ITS shall be capable of monitoring and recording all inmate calls and visitation sessions from any telephone within the Facilities unless there are restrictions that prohibit the recording and monitoring of certain calls and visitation sessions such as attorney-client privilege.
6.002	ITS Monitoring, Recording & Records	The ITS shall be able to exclude all restricted or privileged calls and visitation sessions and clearly designate non-recorded calls/visitation session within the ITS user application.
6.003	ITS Monitoring, Recording & Records	Should a phone call to a restricted or privileged attorney number be recorded, Contractor may be liable for liquidated damages as specified in Section XXXII. Liquidated Damages of the Agreement. This applies to all restricted or privileged numbers entered into Contractor's system by bulk upload or transfer from the incumbent's system as well as any attorney number entered by a Contractor employed administrator.
6.004	ITS Monitoring, Recording & Records	Should the recording be caused by a ITS system failure, Contractor may be liable for liquidated damages as specified in Section XXXII. Liquidated Damages of the Agreement.
6.005	ITS Monitoring, Recording & Records	The ITS shall allow authorized users to listen in on recorded calls/visitation sessions as they are in progress (i.e. live monitoring) via the ITS user application.
6.006	ITS Monitoring, Recording & Records	The ITS shall be capable of recording calls/visitation sessions in a manner allowing designated users to isolate the inmate or the end-user side of the recording for playback.
6.007	ITS Monitoring, Recording & Records	The ITS shall provide simultaneous playback and continuous recording of calls and visitation sessions.
6.008	ITS Monitoring, Recording & Records	The live monitoring feature shall display a list of calls in progress to allow County to scan through all calls in progress or to listen to a specific call. At minimum the default view shall sort calls in chronological order. Private calls, such as attorney calls, shall be indicated as such in the display window. For the purpose of call monitoring, County prefers that the ITS display the fields below. Contractor shall indicate any display fields not currently available.
6.009	ITS Monitoring, Recording & Records	Call Start Time;
6.010	ITS Monitoring, Recording & Records	Facility;
6.011	ITS Monitoring, Recording & Records	Phone Location Name;
6.012	ITS Monitoring, Recording & Records	Inmate Name;
6.013	ITS Monitoring, Recording & Records	Inmate PIN;
6.014	ITS Monitoring, Recording & Records	Called Number;

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6.015	ITS Monitoring, Recording & Records	Private/Attorney Call;
6.016	ITS Monitoring, Recording & Records	Called City, State;
6.017	ITS Monitoring, Recording & Records	Call Type;
6.018	ITS Monitoring, Recording & Records	Bill Type;
6.019	ITS Monitoring, Recording & Records	Cost;
6.020	ITS Monitoring, Recording & Records	Call Status;
6.021	ITS Monitoring, Recording & Records	Alert; and
6.022	ITS Monitoring, Recording & Records	Duration.
6.023	ITS Monitoring, Recording & Records	All CDRs, including all attempted and completed calls, shall be stored online for the life of the Agreement. A copy of all CDRs shall be stored by Contractor for a minimum period of 5 years following the expiration or termination of the Agreement and any renewal terms.
6.024	ITS Monitoring, Recording & Records	All call recordings and visitation sessions shall be stored online for the life of the Agreement. A copy of all recordings shall be stored by Contractor for a period of 2 years following the expiration or termination of the Agreement and any renewal terms.
6.025	ITS Monitoring, Recording & Records	Contractor shall be responsible for supplying all storage media (CDs/DVDs, USB thumb drives, USB portable hard drives) at no cost to County throughout the life of the Agreement and any renewal terms.
6.026	ITS Monitoring, Recording & Records	For the term of the Agreement, County shall have access to all CDRs and call recordings from all workstations and remote access devices, as permitted by the user's access level.
6.027	ITS Monitoring, Recording & Records	The ITS shall be capable of providing alerts for certain calling events and, at a minimum, allow designated users to receive or be forwarded a live call/visitation session to a specified destination.
6.028	ITS Monitoring, Recording & Records	The ITS user application shall copy/export recordings with no loss in quality and shall be capable of placing an audio and visual date/time stamp with the recording.
6.029	ITS Monitoring, Recording & Records	The ITS shall be capable of emailing and copying recorded calls and visitation sessions onto a CD/DVD or other storage medium in audio or MP3/data format with tamper free capabilities.
6.030	ITS Monitoring, Recording & Records	The copying/burning application shall be internal to the ITS .

SUBSECTION 7 - VOICE BIOMETRICS AND ANALYTICS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
7.001	Voice Biometrics and Analytics	Contractor shall provide its initial voice verification and real-time continuous voice biometric technology through its ITS at no cost to County with initial implementation of the ITS.
7.002	Voice Biometrics and Analytics	Contractor's voice biometric feature shall allow for both supervised or covert enrollment of the inmates voice print. Contractor shall follow County's directions on enrollment.
7.003	Voice Biometrics and Analytics	Contractor's voice biometric technology must be integrated into Contractor's ITS, provide investigative and analytic tools and reporting and be accessible via the ITS user application.
7.004	Voice Biometrics and Analytics	County shall have access to all voice analytics via the ITS user application.
7.005	Voice Biometrics and Analytics	Contractor's voice biometric feature shall enable authorized users to create a new voice print for a specific inmate without assistance from Contractor.

SUBSECTION 8 - INMATE VOICEMAIL MESSAGING

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
8.001	Inmate Voicemail Messaging	Upon written request from County, Contractor shall implement inbound automated voicemail messaging through the ITS to allow inmates to receive voicemails from friends and family.

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ITS REQUIREMENTS

8.002	Inmate Voicemail Messaging	Funding for inbound voicemail shall be through a pre-paid account setup by the end-user.
8.003	Inmate Voicemail Messaging	County shall have access to the ITS user application.
8.004	Inmate Voicemail Messaging	Fees and revenue share for inbound voicemail messaging are specified in Exhibit E (Rates, Fees and Revenue Share) .
8.005	Inmate Voicemail Messaging	The ITS shall record and store all voicemail messages, in the ITS. All recordings shall be maintained as described in Exhibit E (ITS Requirements) . Voicemail messaging shall preserve the call controls configured in the ITS.

SUBSECTION 9 - INTERNAL FACILITY MESSAGING

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
9.001	Internal Facility Messaging	Contractor shall provide its paperless inmate communications portal ("The Communicator") to allow facility staff to send and receive internal messages to/from inmates at the Facility(s). Contractor's internal messaging system shall be an integrated feature of the ITS and shall include, at minimum, one or more of the following capabilities:
9.002	Internal Facility Messaging	Allows inmates to file grievances, request medical/dental appointments, submit PREA or crime tip reports, and/or file complaints about the ITS using a secure voice mailboxes on any inmate telephone. Depending upon the type of inmate report, the appropriate Facility staff shall be automatically notified when an inmate leaves a new voicemail message.
9.003	Internal Facility Messaging	Allow facility staff the capability to type messages/responses into the ITS to be converted using text-to-speech technology and delivered to a secure voice mailbox for inmate retrieval.
9.004	Internal Facility Messaging	Allow facility staff to type facility notifications into the ITS to be converted using text-to-speech technology and delivered to one or more inmates at a facility and/or the called party ("Message of the Day"). Facility staff shall have the capability to set start and end date.
9.005	Internal Facility Messaging	There shall be no charge to County. Inmates and/or called party for facility messaging.
9.006	Internal Facility Messaging	The ITS shall record and store all facility voicemail message recordings and provide audit history for all automated messages. All voicemail recordings shall be maintained as described in Exhibit E (ITS Requirements) .

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VVS REQUIREMENTS

SUBSECTION 1 - VVS INSTALLATION REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
1.001	VVS Installation Requirements	VVS stations shall be suitable for a correctional environment, stainless steel, sturdy, vandal and tamper resistant with a shatter proof screen. VVS stations shall include the cord length requirements as those for telephone sets as described in this Exhibit E (Facility Specifications) . VVS stations shall:
1.002	VVS Installation Requirements	The VVS stations shall not include any removable parts.
1.003	VVS Installation Requirements	The VVS stations shall include volume control.
1.004	VVS Installation Requirements	Contractor shall install all new VVS equipment.
1.005	VVS Installation Requirements	VVS stations shall include picture-in-picture viewing.
1.006	VVS Installation Requirements	Upon installation of the VVS, Contractor will be responsible for providing all labor, equipment, supplies, materials, software, configuration (hardware, software, networking and bandwidth), documentation, testing and training necessary for the completion of the installation.
1.007	VVS Installation Requirements	The VVS must provide high-quality audio and video while meeting the industry quality standards.
1.008	VVS Installation Requirements	Upon completion of the initial installation and any ongoing installations, Contractor shall provide County with a list of inmate and visitor video visitation stations, specifications, and location of each unit.
1.009	VVS Installation Requirements	Contractor shall place placards containing video visitation use instructions in English, Spanish, Russian and Punjabi on or near each station. Placards shall be replaced each time a VVS station is replaced.
1.010	VVS Installation Requirements	Video visitation rate use flyers and/or additional video visitation related information shall be provided by Contractor upon County's request and at no cost.
1.011	VVS Installation Requirements	County requires that the VVS be able to support multiple simultaneous VVS sessions with no loss of audio or video quality. If the quality of the simultaneous VVS sessions is not at an acceptable level for the number of users, and the issue is persistent (occurring 5 or more times a week for 2 weeks), then County will notify Contractor who will be required to increase the bandwidth within 10 days of notification. Should Contractor fail to resolve the service quality issues within the specified Cure Period, Contractor may be liable for liquidated damages as specified in Section XXXII. Liquidated Damages of the Agreement. Additionally, County may cancel the Agreement with Contractor if Contractor has not cured a service problem within the Cure Period.
1.012	VVS Installation Requirements	In the event of a natural disaster or similar event (i.e. COVID-19), as deemed necessary by County, County may require Contractor to provide x-number of free video visitation sessions. The sessions shall be free to the inmate, end-user and County and shall be for a period determined by County. In the event County requests free sessions, the parties shall evaluate the impact to the Gross Revenue, if any. All requests for written transactions shall be documented in writing and approved by County.
1.013	VVS Installation Requirements	At no cost to County, Contractor shall install additional VVS stations (inmate and visitation), including monitoring and recording equipment as needed, within 30 days of request. This includes newly constructed or expanded Facilities. If Contractor fails to provide and install the additional visitation units within 30 days Contractor may be liable for liquidated damages as described in Section XXXII. Liquidated Damages of the Agreement.

SUBSECTION 2 - VIDEO VISITATION SERVICE

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
2.001	Video Visitation Service	The VVS shall consist of hardware, firmware and software designed to enable County to initiate, monitor, record, and retrieve video visitation sessions.
2.002	Video Visitation Service	The proposed VVS shall provide all operational features and system requirements applicable to all video visitation sessions placed through the VVS including inmate to general public, inmate to court, and inmate to attorney video visitation sessions.
2.003	Video Visitation Service	County requires the VVS to complete onsite video visitation sessions at no cost to the general public or inmate.
2.004	Video Visitation Service	Contractor shall provide internet test capability to remote video visitors.

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2.005	Video Visitation Service	The VVS must be able to shut down and/or disable an individual video visitation station or group of video visitation stations quickly and selectively without affecting other video visitation stations.
2.006	Video Visitation Service	The VVS shall be capable of differentiating onsite and remote video visitation sessions. Further, the VVS shall be capable of limiting the length of a video visitation session providing service at certain times of the day/week/month and allowing a maximum number of video visitation sessions per inmate per week or month.
2.007	Video Visitation Service	Contractor shall provide County and its Designated Agent with remote access to its web-based VVS user application from any internet-connected device at no cost to County. The provision of remote access shall allow County and its authorized users the same features and functionalities, as permitted by the user's access level, that are available on a Contractor-provided workstation.
2.008	Video Visitation Service	The VVS must provide a countdown clock timer on the inmate's video visitation station as well as the visitor's screen for both onsite and remote visits.

SUBSECTION 3 - VVS REGISTRATION AND SCHEDULING

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
3.001	VVS Registration & Scheduling	The VVS shall include a web-based scheduling application allowing visitors (public and professional) to register, schedule, fund and/or cancel standard and video visitation sessions using an internet browser and internet connection.
3.002	VVS Registration & Scheduling	The VVS shall allow authorized users at the Facility to approve visitors before video visitation sessions can be scheduled; the VVS shall only allow the scheduling of sessions for approved visitors.
3.003	VVS Registration & Scheduling	The VVS shall have the capability to allow smart phone scheduling.
3.004	VVS Registration & Scheduling	The VVS shall allow visitors to log in using a unique visitor ID or an email address and password.
3.005	VVS Registration & Scheduling	The VVS shall be capable of requiring the general public to acknowledge and agree to the terms and conditions associated with County's visitation policies as part of the registration process and with each scheduled visitation session.
3.006	VVS Registration & Scheduling	At a minimum, the VVS shall obtain and store the following information for the visitor as part of the registration process:
3.007	VVS Registration & Scheduling	First Name;
3.008	VVS Registration & Scheduling	Last Name;
3.009	VVS Registration & Scheduling	Email;
3.010	VVS Registration & Scheduling	Telephone Number / Cell Phone;
3.011	VVS Registration & Scheduling	Username; and
3.012	VVS Registration & Scheduling	Password.
3.013	VVS Registration & Scheduling	At a minimum, the VVS shall obtain and store the following information for the visitor as part of the scheduling process:
3.014	VVS Registration & Scheduling	First Name;
3.015	VVS Registration & Scheduling	Middle Name;
3.016	VVS Registration & Scheduling	Last Name;
3.017	VVS Registration & Scheduling	Credit Card;
3.018	VVS Registration & Scheduling	Email;
3.019	VVS Registration & Scheduling	Physical Address (Street Address, City, State, Zip);
3.020	VVS Registration & Scheduling	Telephone Number;

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VVS REQUIREMENTS

3.021	VVS Registration & Scheduling	Identification Type;
3.022	VVS Registration & Scheduling	ID Number;
3.023	VVS Registration & Scheduling	Username; and
3.024	VVS Registration & Scheduling	Password.
3.025	VVS Registration & Scheduling	The VVS shall have the capability to track all inmate housing unit assignments, movements, and releases. The VVS shall automatically cancel all sessions associated with an inmate if the inmate gets released.
3.026	VVS Registration & Scheduling	The VVS shall be capable of sending the general public an email or text notification confirming the scheduled or canceled visit.
3.027	VVS Registration & Scheduling	The VVS shall have the capability to display upcoming daily video visitation session information on one or multiple inmate video visitation stations (i.e. inmate name, time of visit).
3.028	VVS Registration & Scheduling	The VVS shall be capable of accommodating different sets of rules for onsite standard visitation, onsite video visitation and remote video visitation sessions.
3.029	VVS Registration & Scheduling	The VVS scheduling application shall be capable of limiting inmates to two (2) free 30-minute onsite video visits per inmate per week (2:00 AM PST Monday through 11:59 PM Sunday).

SUBSECTION 4 - VVS FEATURES AND USER APPLICATION SPECIFICATIONS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
4.001	VVS Features & User Application	The VVS must provide specific information for tracking inmate and visitor activities and patterns by, at a minimum, the following criteria:
4.002	VVS Features & User Application	Inmate ID number;
4.003	VVS Features & User Application	Inmate name;
4.004	VVS Features & User Application	Visitor name;
4.005	VVS Features & User Application	Date and time of visit;
4.006	VVS Features & User Application	Inmate video visitation station; and
4.007	VVS Features & User Application	Daily, weekly and monthly visit statistics.
4.008	VVS Features & User Application	The VVS shall have the capability to allow authorized County staff to create the following restrictions with customizable durations:
4.009	VVS Features & User Application	Restrict a visitor from visiting certain inmate(s);
4.010	VVS Features & User Application	Restrict an inmate from visiting ALL visitors;
4.011	VVS Features & User Application	Restrict a visitor from visiting ALL inmates;
4.012	VVS Features & User Application	Restrict an inmate from having remote video visits (onsite video visits only);
4.013	VVS Features & User Application	Limit the number of onsite visits by inmate or by visitor;
4.014	VVS Features & User Application	The VVS user application shall have the capability to support the following functions:
4.015	VVS Features & User Application	Set user ID;
4.016	VVS Features & User Application	Set/reset password;
4.017	VVS Features & User Application	Capture the user's first, middle and last name;
4.018	VVS Features & User Application	Manually terminate standard or video visitation sessions;

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

VVS REQUIREMENTS

4.019	VVS Features & User Application	Report status of all standard and video visitation sessions (online or idle);
4.020	VVS Features & User Application	Stop, pause and restart any running visit;
4.021	VVS Features & User Application	Allow County to enter comments or add notes to a visit;
4.022	VVS Features & User Application	Allow for station reassignment during any running visit;
4.023	VVS Features & User Application	Allow for visitation time extension during any running visit;
4.024	VVS Features & User Application	Customize the number of visits per the monitoring screen and the page rotation duration;
4.025	VVS Features & User Application	Designate a visitor as being an attorney (or other professional) type of visitor;
4.026	VVS Features & User Application	Manually schedule standard or video visitation sessions for a particular inmate, station, and date and time, on behalf of visitor(s);
4.027	VVS Features & User Application	Allow authorized users the ability to mandate specific visits, visitors and/or inmates to be recorded or non-recorded;
4.028	VVS Features & User Application	Allow authorized users to download, share and/or view recordings; and
4.029	VVS Features & User Application	Include an audit trail function and the capability to track users who have viewed and/or downloaded the recording files(s).

SUBSECTION 5 - VVS MONITORING, RECORDING & RECORDS REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
5.001	VVS Monitoring, Recording & Records	The VVS must permit County to fully record and monitor all standard and video visitation sessions from any standard or video visitation station within the Facilities unless there are restrictions that prohibit the recording and monitoring of certain sessions such as attorney-client restrictions.
5.002	VVS Monitoring, Recording & Records	The VVS shall automatically start each video visitation session at the designated start time.
5.003	VVS Monitoring, Recording & Records	The VVS shall allow County to determine if a visit is to be cancelled if the visitor does not check-in on time or after a set amount of time, and if the visitation session will count against the inmate's visitation quota.
5.004	VVS Monitoring, Recording & Records	The VVS shall automatically attempt to reconnect a video visitation session if connectivity is lost.
5.005	VVS Monitoring, Recording & Records	The VVS shall include an alert system that will detect visitation sessions made by a particular inmate or visitor.
5.006	VVS Monitoring, Recording & Records	All video visitation system detail records (VDRs), including all scheduled and completed visits history and related payment records, shall be stored online for the life of the Agreement. A copy of all VDRs shall be stored by Contractor for a minimum period of 5 years following the expiration or termination of the Agreement and any renewal terms.
5.007	VVS Monitoring, Recording & Records	Contractor is required to store, at minimum, the most recent 6 months' video visitation recordings online to be available via Contractor's VVS user application for the life of the Agreement plus 2 years after the expiration or termination of the contract.
5.008	VVS Monitoring, Recording & Records	Contractor is required to store, at minimum, the most recent 6 months' video visitation recordings offline for the life of the Agreement plus 2 years after the expiration or termination of the contract.

EXHIBIT E - MANDATORY REQUIREMENTS
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TABLET REQUIREMENTS

SUBSECTION 1 - TABLET SOLUTION

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
1.001	Tablet Solution	Contractor shall provide correctional-grade mobile device/tablet solution ("Tablets") at no cost to County, for the purpose of providing inmates with access to education and entertainment content including, but not limited to electronic messaging, education, facility content, entertainment, media, inmate mail, electronic requests and grievances, commissary ordering via tablets and on-demand video calling. County reserves the right to add the ITS calling application to the tablets at any time during the term of the Agreement.
1.002	Tablet Solution	Tablets shall interface with the County's JMS, commissary, and trust provider, at no cost to the County, allowing inmates to access Tablet services; County requires that the same inmate identifier is used for Tablets as the inmate identifier for ITS and VVS. The County will not be responsible for paying any amount(s) associated with the required interface(s).
1.003	Tablet Solution	Tablets shall be suitable for a correctional environment, sturdy, vandal and tamper resistant and shall be enclosed in a durable, sealed case.
1.004	Tablet Solution	Tablets shall be configured to require the use of earbuds for sound transmission, but shall have the capability to allow County to enable the speakers at its discretion/as needed.
1.005	Tablet Solution	Contractor shall provide 1 pair of complimentary pair of clear, detachable earbuds equipped with an inline microphone combination and volume control with each Tablet provided during initial installation. Contractor shall ensure earbuds are designed in accordance with standard correctional security and environmental concerns, including suicide prevention. County agrees to make arrangements for the purchase and/or resell of additional/replacement earbuds beyond the initial complimentary earbuds provided. Replacement earbuds will be available for purchase from Contractor at the rates outlined in Exhibit E (Rates, Fees, and Revenue Share) .
1.006	Tablet Solution	At no cost to County, Contractor shall provide and install replacement charge cords (if applicable) and/or Tablet charging stations as needed per County's request, for the life of the Agreement.
1.007	Tablet Solution	Tablets or the installation of the wireless access points shall be configured to restrict inmates to only allow access to tablets in the inmate's designated housing location/as assigned in the JMS.
1.008	Tablet Solution	Contractor shall provide informational flyers/posters in both English, Spanish, Russian and Punjabi outlining all Tablet services/offerings, and the cost of those services to post at the Facilities at no cost to County.
1.009	Tablet Solution	Upon completion of the initial installation and any ongoing installations, Contractor shall provide County with a list of all Tablets, charging stations, equipment specifications and locations of each device.
1.010	Tablet Solution	Contractor shall provide County with the number of Tablet charging stations as outlined in Exhibit E (Facility Specifications) .
1.011	Tablet Solution	In the event of a natural disaster or similar event (i.e. COVID-19), as deemed necessary by County, County may require Contractor to provide x-number of free Tablet transactions. The transactions shall be free to the inmate, end-user and County and shall be for a period determined by County. In the event County requests free transactions, the parties shall evaluate the impact to the Gross Revenue, if any. All requests for written transactions shall be documented in writing and approved by County.
1.012	Tablet Solution	At no cost to County, Contractor shall install additional Tablets and related equipment as needed, within thirty 30 days of request. This includes newly constructed, repopulated or expanded buildings and Facilities. If Contractor fails to provide and install the additional tablets within 30 days of County's request, Contractor may be liable for liquidated damages as described in Section XXXII. Liquidated Damages of the Agreement.

SUBSECTION 2 - TABLET SPECIFICATIONS AND USER APPLICATION

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
2.001	Tablet Specifications	Tablets shall be configured to only allow inmates access to the services and applications approved by County. Additional applications shall be mutually agreed upon by County and Contractor. Inmates shall be prohibited from having any access to any external applications. Tablets must communicate with pre-approved applications and networks only.

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

TABLET REQUIREMENTS

2.002	Tablet Specifications	Tablets shall be restricted to Contractor wireless access points only and shall be unable to connect to other wireless network access points.
2.003	Tablet Specifications	County requires an electronic solution for commissary ordering available on Tablets.
2.004	Tablet Specifications	Commissary ordering shall be provided at no cost to County or to the inmate. County will not be responsible for any costs associated with any interfaces required to implement commissary ordering on the Tablets.
2.005	Tablet Specifications	Contractor shall provide County and its Designated Agent with remote access to its web-based Tablet user application from any internet-connected device at no cost to County. The provision of remote access shall allow County and its authorized users the same features and functionalities, as permitted by the user's access level, that are available on a Contractor-provided workstation.
2.006	Tablet Specifications	Contractor shall ensure that its Tablets provide ADA accommodation including, at a minimum, large font and louder audio capabilities.
2.007	Tablet Specifications	The following reports (at a minimum), shall be made available for each Facility as applicable for monitoring and investigative purposes. New reports, as requested by County, shall be developed and provided by Contractor at no cost to County:
2.008	Tablet Specifications	Transactions by inmate;
2.009	Tablet Specifications	Application usage by inmate;
2.010	Tablet Specifications	Totals by inmate;
2.011	Tablet Specifications	Totals by Tablet; and
2.012	Tablet Specifications	Daily, weekly and monthly statistics.
2.013	Tablet Specifications	Contractor's user application for the Tablet solution shall provide the capability to export the reports in a mutually agreed upon format agreed to by County and Contractor.
2.014	Tablet Specifications	The reports shall be available to County from all control workstations and remote access devices, as permitted by the user's access level.
2.015	Tablet Specifications	Contractor shall have the capability to disable and/or shut off services to a single Tablet or group of Tablets based on the user level and password, and not interrupt other Tablets.
2.016	Tablet Specifications	Tablets supplied by Contractor shall support a shared-use model. Contractor shall install Tablets at the Facilities using a ratio of 1:1 (one Tablet for every one (1) inmate).
2.017	Tablet Specifications	Tablets shall be provided to County pre-loaded with County approved applications offering a variety of games, music and entertainment, as well as Free applications / services and educational programs.
2.018	Tablet Specifications	Tablets provided by Contractor shall be configured to provide the inmate population certain 'free' services and/or free access to services at no charge. Free services shall be included under the "Free Profile" on tablets and shall include, but not be limited to:
2.019	Tablet Specifications	Utilities App:
2.020	Tablet Specifications	Clock,
2.021	Tablet Specifications	Calendar,
2.022	Tablet Specifications	Help/FAQ;
2.023	Tablet Specifications	Dictionary, and
2.024	Tablet Specifications	Calculator.
2.025	Tablet Specifications	Documents & Facility Info Uploads (PDF, MP4);
2.026	Tablet Specifications	Viewer (PDF, MP4);
2.027	Tablet Specifications	Inmate Calling App (per-minute rates apply);
2.028	Tablet Specifications	On-demand Video Visitation (per-minute rate applies);
2.029	Tablet Specifications	Law Library (Contractor will provide access to County's law library service);
2.030	Tablet Specifications	Digital library (free access titles);
2.031	Tablet Specifications	VRS App (Purple Video Relay Service);
2.032	Tablet Specifications	E-Books;
2.033	Tablet Specifications	Inmate Grievances App;
2.034	Tablet Specifications	Inmate Requests App:
2.035	Tablet Specifications	Commissary App (Commissary Ordering);

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

TABLET REQUIREMENTS

2.036	Tablet Specifications	Inmate trust/commissary account balance look-up;
2.037	Tablet Specifications	Electronic Messaging (per-message rate applies), including text messages, photos, video messages
2.038	Tablet Specifications	Facility Messaging (staff to inmate messages);
2.039	Tablet Specifications	Contacts (Inmate's contacts who have accepted an invitation for communication);
2.040	Tablet Specifications	Religious Materials (including podcasts and religious services, the Bible and the Koran); and
2.041	Tablet Specifications	Educational content, including but not limited to:
2.042	Tablet Specifications	Learning Management System;
2.043	Tablet Specifications	Edovo Core;
2.044	Tablet Specifications	Khan Academy; and
2.045	Tablet Specifications	CareerOneStop (Job Search and Readiness).
2.046	Tablet Specifications	Contractor shall provide access to the following Tablet applications via the "Standard Profile" on tablets and at the approved rates specified in Exhibit E (Rates, Fees, and Revenue Share) :
2.047	Tablet Specifications	Audiobooks;
2.048	Tablet Specifications	Podcasts;
2.049	Tablet Specifications	Movies/Videos On-Demand;
2.050	Tablet Specifications	Music Videos;
2.051	Tablet Specifications	Music Streaming;
2.052	Tablet Specifications	Game Center;
2.053	Tablet Specifications	News & Sports Content;
2.054	Tablet Specifications	Photo Gallery App; and
2.055	Tablet Specifications	Electronic Messaging.

SUBSECTION 3 - TABLET SECURITY

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
3.001	Tablet Security	Tablets shall be configured to ensure correctional-grade security, including but not limited to preventing inmates from accessing the operating system and prohibiting inmates from modifying permissions on the Tablets.
3.002	Tablet Security	Contractor's Tablet server(s) shall be configured with antivirus software/programs to detect, neutralize and eradicate malicious software/programs.
3.003	Tablet Security	Updates to the Tablets for virus protection, application updates/upgrades, or patches shall be pushed to the Contractor's Tablets wirelessly. Contractor shall not require syncing to other hardware equipment to push Tablet updates.
3.004	Tablet Security	County shall have the capability to suspend inmate access to the Tablets as a whole or selectively per individual service or feature available on tablets.
3.005	Tablet Security	Contractor shall be solely responsible for the security of Tablets provided to the inmates at County's Facilities. Contractor shall closely monitor the Tablet systems and inventory of Tablets at the Facilities and is responsible for preventing and managing incidents, breaches, incursions, or system disruptions.
3.006	Tablet Security	County shall be informed within 24 hours of identification of any validated security incidents that affect Contractor's Tablet services.
3.007	Tablet Security	Should a Tablet security incident occur, Contractor shall identify, mitigate, perform a root-cause analysis, and fully test any/all software patches designed to prevent a recurrence. Contractor must exhibit to County a best effort approach to the address the Tablet security incident during the first 48-hours following identification of an issue. Contractor shall be responsible for providing County with a written action plan, detailing the steps taken to address and remedy the Tablet security incident. Any and all costs associated with Contractor's course of action shall be solely Contractor's responsibility.
3.008	Tablet Security	For any severe tablet security incident which extends beyond 5 days from initial identification without resolution, Contractor shall provide County detailed resolution plans in writing clearly identifying the steps Contractor will take to efficiently resolve the tablet security incident. Contractor's documented plan shall be submitted no more than 14 days following initial identification, shall be subject to review and approval by County prior to implementation and shall include, but not be limited to, the following:
3.009	Tablet Security	Full description of the security measures implemented by Contractor and how it protects Contractor's tablets from similar breach attempts in the future;
3.010	Tablet Security	Explanation of Contractor's proposed process for identifying and correcting compromised and/or non-compromised Tablets;

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

TABLET REQUIREMENTS

3.011	Tablet Security	Specification of Contractor-provided resources to include exact quantities of personnel assisting and how Contractor proposes to allocate these resources, if required;
3.012	Tablet Security	Identification of a detailed timeline associated with the proposed plan for resolution;
3.013	Tablet Security	Description of Contractor's proposed process for extracting compromised Tablets from the Facilities, if required, without County's involvement other than providing escorts; and
3.014	Tablet Security	Description of on-going maintenance support to ensure Tablet availability and accessibility for inmates, including continuous reporting to verify Tablet operational statistics and to identify non-
3.015	Tablet Security	Within 10 days following the mitigation of any identified tablet security incident, Contractor shall provide County a full report containing all aspects of the security issue, which shall include, but is not limited to, the following:
3.016	Tablet Security	Complete description of the issue;
3.017	Tablet Security	Explanation of how the issue was discovered;
3.018	Tablet Security	Quantity and names of Facilities and inmates impacted;
3.019	Tablet Security	Quantity of Tablets involved;
3.020	Tablet Security	Inmates (including Inmate Names and ID numbers) and/or users involved;
3.021	Tablet Security	Explanation of how the issue was mitigated in the immediate term;
3.022	Tablet Security	Description of how the issue will be prevented going forward;
3.023	Tablet Security	If a software patch/upgrade is created to prevent recurrence, description of the patch and the testing protocol to ensure the patch operates successfully; and
3.024	Tablet Security	Any next steps required.
3.025	Tablet Security	Contractor shall provide County access to the security keys utilized on the Tablets to allow County to extract all data off of the Tablets for investigative purposes as may be required and without the Contractor's assistance. Contractor shall be responsible for initial and ongoing training of authorized County personnel regarding use of the security keys.
3.026	Tablet Security	Contractor shall adhere to the Tablet security processes and procedures identified herein. Any deviation from this process may result in liquidated damages incurred by Contractor as described in Section XXXII. Liquidated Damages of the Agreement.

SUBSECTION 4 - ELECTRONIC MESSAGING VIA TABLETS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
4.001	Electronic Messaging	Electronic messaging shall be an approved application on Tablets and shall provide inmates and end-users the capability to send and receive electronic messages at the rates specified in Exhibit E (Rates, Fees, and Revenue Share) .
4.002	Electronic Messaging	Electronic messaging shall be incoming and outgoing as determined by County.
4.003	Electronic Messaging	Contractor shall ensure that its electronic messaging application does not allow inmates to communicate with other inmates.
4.004	Electronic Messaging	Contractor's electronic messaging application shall not allow inmates to keep and/or store draft messages.
4.005	Electronic Messaging	The electronic messaging application shall have security features in place to ensure that inmates can only send electronic messages to end-users who have already accepted messaging requests.
4.006	Electronic Messaging	Contractor's application shall allow for electronic messages to be sent from authorized County staff to the inmates whether a single inmate, a group of inmates or to all inmates as designated by County.
4.007	Electronic Messaging	All electronic messages between inmates and Facility staff shall be at no cost to the inmate or County.
4.008	Electronic Messaging	Should inmate attempt to send an electronic message to a non-approved end-user, the application shall display a message to the inmate indicating that the end-user is not approved and the message shall not be sent.
4.009	Electronic Messaging	Should an end-user attempt to send an electronic message to an inmate, but the end-user has not been approved to interact with the inmate or if the end-user has lost the privilege to interact with the inmate, the message shall be rejected with a message to the end-user stating the reason for rejection.
4.010	Electronic Messaging	The electronic messaging system shall include the following features/capabilities:
4.011	Electronic Messaging	Automated filtering based on security-sensitive words as determined by the County;

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YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

TABLET REQUIREMENTS

4.012	Electronic Messaging	Automated alarm notifications and alerts based on specific inmates, end users, and/or words, with alerts being sent via email and/or text message;
4.013	Electronic Messaging	Manual blacklisting of individual email addresses and/or entire domains, which may be permanent or time-limited;
4.014	Electronic Messaging	Ability to restrict end-users from sending photos, e-cards, or video messages;
4.015	Electronic Messaging	Globally block end-users by domain (ex: .gov, .org, .edu);
4.016	Electronic Messaging	Capability to review incoming and outgoing messages and attachments, including message status, inmate information, County information, delivery time, date, and content;
4.017	Electronic Messaging	The ability to screen and approve messages prior to delivery at the inmate or end user;
4.018	Electronic Messaging	Send the end-user a notification message indicating that a message has been rejected and include a reason for rejection;
4.019	Electronic Messaging	The ability to suspend an inmate's messaging account at any time and for any reason;
4.020	Electronic Messaging	The ability to query all messages, photos, videos, and data stored by the application, including but not limited to:
4.021	Electronic Messaging	Sender information;
4.022	Electronic Messaging	Inmate first and last name, inmate ID, PIN;
4.023	Electronic Messaging	End-user first and last name;
4.024	Electronic Messaging	Date Range;
4.025	Electronic Messaging	Search Terms;
4.026	Electronic Messaging	Flagged Messages;
4.027	Electronic Messaging	Read Status;
4.028	Electronic Messaging	Message ID;
4.029	Electronic Messaging	Blocked/Hidden; and
4.030	Electronic Messaging	Staff-to-inmate messages.
4.031	Electronic Messaging	Contractor's electronic messaging application shall not allow inmates to keep and/or store draft messages.
4.032	Electronic Messaging	Contractor shall ensure that its electronic messaging application does not allow inmates to communicate with other inmates. Any event in which Contractor's messaging system allows for inmate-to-inmate communication to occur shall be considered a security breach and may be subject to liquidated damages as described in Section XXXII. Liquidated Damages of the Agreement.
4.033	Electronic Messaging	County reserves the right to specify the allowed number of characters to be transmitted in any incoming and outgoing electronic message; this shall be configurable based on County's request.
4.034	Electronic Messaging	Contractor's electronic messaging application shall store all electronic messages (and any applicable content), in a searchable format, for the life of the Agreement plus 2 years after expiration or termination of the Agreement. Should County request an electronic message(s) for investigative purposes, Contractor will provide the electronic messages within 7 days of the request. Lost or otherwise unavailable electronic messages may make Contractor liable for liquidated damages as specified in Section XXXII. Liquidated Damages of the Agreement.
4.035	Electronic Messaging	County requires Contractor store electronic messages and any attached content online for the duration of the Agreement and for 2 years thereafter.

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YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

ADDITIONAL TECHNOLOGY REQUIREMENTS

SUBSECTION 1 - INMATE DIGITAL MAIL SOLUTION (OFFSITE)

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
1.001	Digital Mail Solution	Contractor shall provide its TextBehind® Post Mail Digital Mail Solution ("DMS") to have all incoming inmate physical mail redirected for processing and conversion into electronic files for delivery to inmates in digital format on the tablets installed at County's Facility(s) and/or printed.
1.002	Digital Mail Solution	All inmate postal mail shall be sent offsite to the TextBehind® processing center and shall not require any Facility staff labor.
1.003	Digital Mail Solution	Physical mail shall be converted into digital files within 24 hours of arrival at the DMS processing center.
1.004	Digital Mail Solution	Contractor shall refuse all legal mail upon any attempt from a post mail service carrier to deliver legal mail to Contractor at its DMS processing center.
1.005	Digital Mail Solution	All contents/pages within each piece of physical mail containing text only, including the original envelope, shall be converted into high contrast gray scale digital files for letter legibility. All other contents/pages within each piece of physical mail containing any photographic elements or drawings, shall be converted into high-definition, color, digital files. All digital mail files shall include a cover page with the inmate's information (name, ID, Facility, and housing location) and the sender's name and return address.
1.006	Digital Mail Solution	Contractor shall store all physical mail from the general public at its processing center for minimum of 30 days once mail is scanned and converted into digital mail. Upon County's request, Contractor agrees to extend the storage period of physical mail for a time period determined by County, up to 180 days.
1.007	Digital Mail Solution	Contractor shall follow County's direction regarding instances where physical mail arrives at Contractor's processing center and is found to contain contraband or dangerous substances.
1.008	Digital Mail Solution	At no cost to County, Contractor shall provide the number of mail scanners and printers specified in Attachment 1, Section H (Facility Specifications). Contractor agrees to provide all printing supplies including ink and printer paper, for the life of the Agreement and any renewal terms, at no cost to County.
1.009	Digital Mail Solution	Initial installation/implementation of the DMS must be completed within 30 days of the execution of the Agreement between County and Contractor. Implementation plan(s) will become a part of the Agreement and must be followed.
1.010	Digital Mail Solution	County requires the DMS provide both electronic digital mail and electronic messaging be made available to inmates via the tablets installed at the Facilities, to allow both inmates and end-users to send and receive digital mail and/or electronic messages. Specific requirements related to Electronic Messaging are outlined in Exhibit E (Tablet Requirements) .
1.011	Digital Mail Solution	Upon initial implementation, Contractor agrees to work with County to ensure an orderly transition of paper mail received at County's Facilities to be redirected to Contractor's DMS processing center. Contractor will be responsible for providing all labor, equipment, supplies, materials, software, bandwidth, configurations (hardware, software, networking and bandwidth), product documentation including facility/staff user manuals for each product as well as County/end-user product guides and instructional material, testing and training necessary for implementing Contractor's DMS.
1.012	Digital Mail Solution	Contractor agrees it will be responsible for establishing a working business relationship(s) with County's JMS, inmate banking, and/or commissary provider to identify interface requirements necessary to enable the use of County's active inmate roster for activating and deactivating inmate mail accounts.
1.013	Digital Mail Solution	Contractor shall provide the capability for County to create, view and track service tickets specific to DMS via Contractor's web-based ticketing portal.
1.014	Digital Mail Solution	Contractor shall ensure continuous diagnostics and supervision of messaging transmission. Contractor shall be capable of performing remote diagnostics to determine if a problem exists with the service or system.
1.015	Digital Mail Solution	Contractor shall provide County and approved staff access to TextBehind® CAMMP System (Comprehensive Access to Mail & Management Portal) user application for continuous management, review and approval of inmate mail.
1.016	Digital Mail Solution	The DMS user application shall have the capability to track all user access and activities within the DMS via audit trail feature.
1.017	Digital Mail Solution	Contractor agrees to develop the capability for County to generate and export/print a User Audit Trail Report from the DMS user application.

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1.018	Digital Mail Solution	Contractor shall provide training (onsite or via the web) on the DMS user application to County's staff. Additional training shall be provided to new staff at no cost to County. Contractor shall provide hard copies and a downloadable version of the DMS user application manual and any training materials prior to full implementation which shall become the property of County .
1.019	Digital Mail Solution	The DMS user application shall at minimum allow:
1.020	Digital Mail Solution	Report generation;
1.021	Digital Mail Solution	Manual creation, modification and deactivation of end-user accounts;
1.022	Digital Mail Solution	Block/unblock digital mail and/or electronic messaging access by inmate or end-user;
1.023	Digital Mail Solution	Capability for user to add notes for adding or removing mail/messaging restrictions to an inmate or end-user account;
1.024	Digital Mail Solution	Locating and accessing a specific inmate, end-user, digital mail piece, or electronic message;
1.025	Digital Mail Solution	Capability to flag certain keywords for investigative review; County shall have the capability to specify keywords, phrases and colloquialisms to be added to the security scanning feature, which shall be searchable; and
1.026	Digital Mail Solution	Contractor shall provide a feature that will record both the time and date that a message was added by staff and user.
1.027	Digital Mail Solution	The DMS shall have the capability to customize reports in a form mutually agreed upon by County and Contractor.
1.028	Digital Mail Solution	The DMS user application shall allow County to export the reports in a format selected by County (.csv, PDF, Microsoft Excel 2010 or greater).
1.029	Digital Mail Solution	At a minimum, the DMS user application shall be equipped to generate the following standard reports:
1.030	Digital Mail Solution	Messaging Gross Revenue Report by Date Range;
1.031	Digital Mail Solution	Facility Mail Totals and Statistics;
1.032	Digital Mail Solution	Mail Approval & Rejection Report;
1.033	Digital Mail Solution	Total Incoming/Outgoing Mail Reviewed; and
1.034	Digital Mail Solution	User Audit Trail.

SUBSECTION 2 - AUTOMATED FACILITY INFORMATION ANSWERING SYSTEM (AFIS)

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
2.001	Automated Facility Information Answering System	At no cost to County, Contractor shall provide an Automated Information System to provide both inmates and callers with information relative to the Facility or a specific inmate. County reserves the right to add AIS at any time during the term of the Agreement.
2.002	Automated Information System	Contractor shall work with the local exchange carrier to ensure the telephone lines are capable of handle multiple incoming calls to a single line or multiple lines setup up with AIS, in order to prevent busy signals, call drops or automatic transferring of calls to non-AIS telephone lines within the County's Facility(s).

SUBSECTION 3 - OPTIONAL TECHNOLOGY

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
2.001	Optional Technology	County reserves the right to implement the optional technology outlined in this subsection of Exhibit E (Additional Technology) at any time during the term of the Agreement and any renewal terms. Upon written request from County, Contractor shall provide and install the requested technology within sixty (60) days. If installation is not completed within 60 days of County's request, Contractor may incur liquidated damages as outlined in Section XXXII. Liquidated Damages of the Agreement. Unless otherwise outlined in this subsection, Contractor shall provide and install the optional technology at no cost to County.
2.002	Prepaid Calling Cards (Optional Tech)	Contractor shall configure the ITS to allow inmates to place calls using prepaid calling cards.
2.003	Prepaid Calling Cards (Optional Tech)	At minimum, Contractor's prepaid cards shall be available in denominations of \$1.00, \$5.00 and \$10.00 per card.
2.004	Prepaid Calling Cards (Optional Tech)	Inmates shall have the capability to return Contractor's prepaid calling card(s) to receive a refund for remaining prepaid calling card funds within 60 days of release for the Facility(s). Contractor shall provide the required material/documentation for inmates to request prepaid card refunds.

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2.005	Prepaid Calling Cards (Optional)	Contractor shall ship out the requested number of prepaid cards within 2 business days of County's written request.
2.006	Prepaid Calling Cards (Optional)	Contractor shall invoice County the full amount of the pre-paid calling cards purchased within 15 days of receipt of the pre-paid calling cards.
2.007	Prepaid Calling Cards (Optional)	Revenue share for prepaid cards shall be based on the total face value of the prepaid cards per purchase order request by County. Revenue share shall be due to County in the traffic month County placed the prepaid card order and payable as described in Exhibit E (General Conditions) .
2.008	Prepaid Calling Cards (Optional)	Should County discontinue using prepaid calling card services at the Facility(s), Contractor shall deactivate any unused prepaid calling cards which have a full balance at the time of the cancellation and remit to County a refund for the value of the unused prepaid cards or to be applied as a credit pre-paid calling card invoice shall include a credit for all unused pre-paid calling cards which have a full balance.
2.009	Prepaid Calling Cards (Optional)	County shall not be responsible for any costs associated with providing prepaid calling cards, including but not limited to, cards/card materials, freight/shipping charges, or insurance.
2.010	Debit Release Cards (Optional)	Contractor agrees to provide the County with debit release cards at no cost to the County.
2.011	Debit Release Cards (Optional)	Contractor agrees to adhere to the required rates, fees, and surcharges associated with the inmate's use of the debit release card as specified in Exhibit E, (Rates, Fees and Revenue Share) .
2.012	Debit Release Cards (Optional)	Contractor will be responsible for establishing the required interfaces with County's inmate banking system/commissary provider necessary to transfer inmates trust funds to the debit release cards upon release from the Facility(s).
2.013	Debit Release Cards (Optional)	County shall not be responsible for any costs associated with providing debit release cards, including but not limited to, required interfaces, software, hardware (bar code scanners), cards/card materials, freight/shipping charges, or insurance.
2.014	Call Transcription (Optional)	Contractor agrees to provide call transcription services via Argus Investigative Suite at a cost to County at the rate(s) specified in Exhibit E (Rates, Fees and Revenue Share) , which shall remain valid for the term of the Agreement and any renewal terms.
2.015	Call Transcription (Optional)	Contractor agrees to provide and install CEIA MSD cell phone contraband detection tower(s) at the Facility(s), at a cost to County. Contractor shall only bill County for the cost of the equipment specified in Exhibit E (Rates, Fees and Revenue Share) , which shall remain valid for the term of the Agreement and any renewal terms.

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

FACILITY SPECIFICATIONS

SUBSECTION 1 - FACILITY INFORMATION & EQUIPMENT REQUIRED

Data Category	Monroe Detention Center	Leinberger Detention Center
	140A Tony Diaz Drive Woodland, CA 95776	140A Tony Diaz Drive Woodland, CA 95776
Average Daily Population (ADP):	284	TBD
Number of Beds:	375	150
Inmate Type:	Pretrial, Sentenced	Pretrial, Sentenced
Call Time Limit:	No Time Limit	No Time Limit
Hours of Availability for Inmate Telephones:	24/7	24/7
Hours of Availability for Booking Telephones:	24/7	24/7
Hours of Availability for Video Visitation:	24/7	24/7

EQUIPMENT SPECIFICATIONS & TOTALS

Required Handset Cord Length (All Equipment):	18"	18"
Inmate Telephones:	45	10
Roll-Cart Mounted Inmate Telephones	2	1
Visitation Telephones:	15 sets (30 phones)	6 sets (12 phones)
Portable/Cordless Phones:	1	1
Free Release Telephones:	1	1
ITS Workstations:	2	1
VVS Workstations:	3	1
TDD/TTY Devices:	2	2
Roll-Cart Mounted VRS Units:	2	1
Free Lobby Telephones:	1	0
Inmate Video Visitation Kiosks:	31	9
Required Public Video Visitation Kiosks:	25	0
VVS Registration & Scheduling Kiosks:	2	0
Required Tablets with Charging Stations:	1:1 Tablet Ratio	1:1 Tablet Ratio

SUBSECTION 2 - INTERFACE CONTACT INFORMATION

Service Type - Provider	Contact Name/Title	Email & Phone Number
JMS - CentralSquare: Enterprise IJS	Brenda Hopkins, Implementation Consultant	Brenda.Hopkins@centralsquare.com (336) 878-1611
Commissary - Keefe Commissary Network (KCN)	Justin Burkhardt, Regional Project Manager	jburkhart@keefegroup.com (314) 587-4928

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

RATES, FEES AND REVENUE SHARE

SUBSECTION 1 - REQUIRED RATES AND FEES

CALLING RATES

Destination/Bill Type

Per Minute Rate

Avg Cost/Call: 15 Minutes

Local			Intentionally Left Blank
Collect/Direct Bill	\$0.07	\$1.05	
Pre-Paid Collect	\$0.07	\$1.05	
Pre-Paid Card/Debit	\$0.07	\$1.05	
Intralata/Intrastate			
Collect/Direct Bill	\$0.07	\$1.05	
Pre-Paid Collect	\$0.07	\$1.05	
Pre-Paid Card/Debit	\$0.07	\$1.05	
Interlata/Intrastate			
Collect/Direct Bill	\$0.07	\$1.05	
Pre-Paid Collect	\$0.07	\$1.05	
Pre-Paid Card/Debit	\$0.07	\$1.05	
Interstate and Domestic International			
Collect/Direct Bill	\$0.07	\$1.05	
Pre-Paid Collect	\$0.07	\$1.05	
Pre-Paid Card/Debit	\$0.07	\$1.05	
International			
Collect/Direct Bill	N/A	N/A	
Pre-Paid Collect	\$0.07 + Cost*	\$3.60	
Pre-Paid Card/Debit	\$0.07 + Cost*	\$3.60	
Free Lobby Telephone			
Local/Intrastate Only	Free	Free	
Voice Mail			
Inbound Only	\$1.00	per 30-second voicemail	

ITS FEES

Fee Type

Description

Amount

Amount/Frequency

Automated Payment Fees	Credit card payment, debit card payment, and bill processing fees, including fees for payments made by IVR, web, or kiosk.		Prohibited
Live Agent Fees	Fees associated with the optional use of a live operator to complete inmate calling services transactions.		Prohibited
Paper Bill/Statement Fees	Fees associated with providing customers of inmate calling services an optional paper billing statement.		Prohibited
Single-Call Fees	Fees for billing arrangements whereby an inmate's collect calls are billed through a third party on a per-call basis.		Prohibited
Government-Mandated Taxes and Fees	Pass through of the exact tax or fee only, with no mark up.		Pass through Only per deposit
Other Ancillary Service Fees	Any other type of ancillary service fee or service charge not explicitly outline herein.		Prohibited
Third Party Financial Transaction Fees:	Pass through of the exact fees, with no markup and excluding any credit card charges end-users are charged by third-party financial providers to transfer money or process transactions to facilitate consumer's ability to make account payments.		Exact fees with no markup, excluding credit card charges.
Third Party - Western Union			\$5.50 per deposit

VVS RATES

Category

Description

Per Minute Rate

Per Visit Rate (30-minute visit)

Remote Video Visits	Visitation from an offsite location	\$0.10	\$3.00
Two (2) Free 30-Minute Onsite Visits	Occurring on the public visiting kiosks at County's facility(s).	No Charge Allowed	N/A
Excess Onsite Visits	Beyond the 2 free onsite visits per visitor and inmate per week.	\$0.10	\$3.00

MESSAGING RATES

Category

Description

Rate (\$)

Frequency

Electronic Messages	Inbound/outbound text messages.	\$0.25	Per Message
Photos	Inbound photos	\$0.25	Per Photo
Video Messages	Inbound 30-second video message.	\$0.35	Per Message (30 seconds)

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

RATES, FEES AND REVENUE SHARE

TABLET RATES

Category	Description	Per Minute Rate
FREE PROFILE		
Education/Job Search	Access to variety of educational content and job search.	\$0.00
ITS Calling App	Standard per minute calling rates apply.	\$0.00
Law Library Access	Contractor will provide access to County's law library service.	\$0.00
Digital Library	Free access titles	\$0.00
VRS App	Video Relay Service via Purple Comm.	\$0.00
E-Reader App	Library of fiction and non-fiction eBooks.	\$0.00
Inmate Grievance App	Paperless electronic grievance system	\$0.00
Inmate Requests App	Paperless electronic requests system.	\$0.00
Account Info App	Allows inmates access to look up trust/commissary account balances.	\$0.00
Documents & Facility Info. Uploads	Facility PDF document uploads (i.e. inmate handbook)	\$0.00
Facility Messaging	Facility staff to inmate messages.	\$0.00
Contacts App	Approved contacts who've accepted an invitation for messaging.	\$0.00
Commissary Purchases	Interface w/County's commissary to allow inmates topurchase commissary and debit.	\$0.00
Messaging App	Inbound/outbound messages, photos, eCards and video messages.	per message rates apply
STANDARD PROFILE		
Audiobooks	A library of approved audiobooks	\$0.05
Podcasts	A library of approved episodic audio files	\$0.05
Movies/Tv Shows	Access to stream movies and tv shows.	\$0.05
Music Videos	Collection of music videos appropriate for correctional environment.	\$0.05
Music Streaming	Access to a streaming music service.	\$0.05
Game Center App	Access to 40+ games	\$0.05
News & Sports	Secure access to a selection of news & sports feeds.	\$0.05
Photo Gallery	Allows inmates store photographs.	\$0.05
Messaging App	Inbound/outbound messages, photos, eCards & video messages.	\$0.05 + per message rate
PER-MINUTE TABLET SERVICE RATES		
Video Calling	On-demand video calling using a wall-mounted tablet.	\$0.25
ITS Calling App	Regular phone calls using the ITS platform.	Standard calling rates apply.
Replacement Earbuds	Additional earbuds beyond initial set provided with initial tablets.	\$5.00 ea.

SUBSECTION 2 - REVENUE SHARE

ITS REVENUE SHARE

Category	Revenue Share Rate	Details
ITS Revenue Share	25%	based on Total Gross Revenue
Voicemail Revenue Share	25%	based on Total Gross Revenue
One-Time Supplemental Payment	\$10,000.00	One-Time Payment

VVS REVENUE SHARE

Category	Revenue Share Rate	Details
Paid Video Visits (The Visitor)	50%	based on Total Gross Revenue
Visit Now Tablet-Based Video Calling	20%	based on Total Gross Revenue

TABLETS REVENUE SHARE

Category	Revenue Share Rate	Details
Electronic Messages & Photos	10%	based on Total Gross Revenue
Video Messages	20%	based on Total Gross Revenue
Purchases/Usage	20%	based on Total Gross Revenue

MINIMUM ANNUAL GUARANTEES (MAG)

Category	Revenue Share Rate	Details
Minimum Annual Guarantee (ITS)	\$23,000.00	MAG for ITS / Paid Upfront Annually
Minimum Annual Guarantee (All Services)	\$85,000.00	MAG for all services, including ITS

EXHIBIT E - MANDATORY REQUIREMENTS
YOLO COUNTY INMATE COMMUNICATIONS AGREEMENT

RATES, FEES AND REVENUE SHARE

SUBSECTION 3 - ADDITIONAL TECHNOLOGY

ADDITIONAL TECHNOLOGY (NO COST TO COUNTY)

Category	Description	Rate (\$)
<u>Offsite Inmate Mail Processing</u>	TextBehind® Mail Management System	Included at No Cost
<u>ITS Investigative & Voice Biometrics Suite:</u>		
Keyword Search	The Word Detector™	
Call link analysis and data mining tools	The Analyzer™	
Pre-Call Inmate Voice Verification	The Verifier™	
Continuous Voice Biometrics	The Imposter™	
<u>Inmate Telephone IVR Suite:</u>		
Automated Facility Information System (AFIS)	The Attendant™	
PREA Reporting	The Informer™	
Paperless inmate communications portal	The Communicator™	
<u>VVS Custom Jail Website</u>	Custom websites with agency-specific VVS information.	

OPTIONAL TECHNOLOGY

Category	Description	Rate (\$)
<u>Call Transcription</u>	Includes entire Argus Investigative Suite	Reduces ITS Annual Cost Reimbursement by \$7,500.00.
<u>Cell Phone Contraband Detection</u>	CEIA MSD Cell Phone Detection Tower	\$8,500.00 per unit
<u>Debit Release Cards:</u>	Required interfaces, equipment and card materials shall be provided and installed at No Cost to County. Additional terms & conditions related to Debit Release Card fees are listed on page 147 of Exhibit C (Contractor's Proposal) of the Agreement.	\$0.00
Card Activation Fee		\$0.00
County Support Fee		\$0.00
PIN Change Fee	* After 15 days of card validation (used for a transaction) cardholders incur a monthly maintenance fee to cover the cost of the FDIC insured account.	\$0.00
Point of Sale Transaction Fee	Once the card has been validated inactivity fees no longer apply. Both fees will never be charged together.	\$0.00
Cash Back Fee		\$0.00
Card Decline Fee	** If after 100 days the card has not been validated (used for a transaction)	\$0.00
Cash Out Fee	the card will be charged an inactivity fee of \$3.95 per month until the card has been validated.	\$0.00
Monthly Maintenance Fee*		\$3.95
ATM Account Balance Inquiry Fee	***Fees may also be imposed by the local ATM provider in addition to card fees. A listing of surcharge-free ATM's can be found at:	\$1.50
Inactivity Fee**	http://www.moneypass.com .	\$3.95
Domestic ATM Fees***		\$2.95
Domestic ATM Decline Fee	****Returned or rejected ACH transfers for invalid banking information are subject to a \$9.95 returned processing fee.	\$2.95
International ATM Fees***		\$3.95
International ATM Decline Fee	*****Cardholder fees are subject to change. Thirty (30) day prior written notice of a change in fees will be given. Changes are posted on at	\$3.95
ACH Transfers****	www.accessfreedomcard.com . Notice is provided thirty days (30) after the amendments are posted.	\$0.00
Card Replacement Fee		\$0.00