

**Tehama County Sheriff's Office
Inmate Telecommunication System RFP**

**Addendum #1
May 1st, 2025**

1. Please provide the average daily population for the last three months, broken down by month, if possible.
January – 96
February – 98
March - 93
2. Please provide a copy of each agreement/contract and all amendments (if applicable) the County has executed with its incumbent inmate Telephone System (ITS), Video Visitation System (VVS) and Tablet provider(s).
Please see Exhibit A.
3. How many inmate multi-function/video visitation kiosks are currently installed?
15
4. How many public user video visitation kiosks are currently installed?
0
5. Please provide a breakdown by housing unit of the inmate capacity in each. The inmate capacity for each cell block is necessary for determining network requirements.
Please see Exhibit B.
6. How is commissary ordered today?
Kiosks located in the housing unit or housing unit day room.
7. Are calling cards being used today? If so, how are they purchased and given to the inmate? What denominations are available?
No
8. Who is the County's current inmate banking/trust fund services provider?
Keefe
9. Is the inmate banking/trust account managed through the commissary system or the Jail Management System (JMS) or other system? If other, please specify.
Commissary System

10. Please provide the current service and commission rates associated with each of the following inmate services: a). ITS, b). VVS, c). Electronic Messaging (aka Email) and d). Entertainment/Media. ***NOTE: If any inmate service is not currently utilized by the County or is not relevant to the RFP, please mark the appropriate service item response as "not applicable."***

Please see Exhibit A.

11. To allow a vendor to present their best possible offer, it is very important to have historical information regarding revenue data for current inmate services. Will the County please provide copies of Service Usage/Revenue/Commission reports for the past three months for the following County services: a). ITS, b). VVS, c). Electronic Messaging (aka Email) and d). Entertainment/Media? ***NOTE: If any inmate service is not currently utilized by the County or is not relevant to the RFP, please mark the appropriate service item response as "not applicable."***

Please see Exhibit C.

12. What limits does the County place, if any, on use of the services in this RFP such as maximum number of ITS calls, onsite visits allowed per week (or other interval), remote visits per week, calls per week, minutes per call/visit, etc?

No maximum number of calls, 2-30 minute onsite visits per week, 2-30 minute remote visits per week, unlimited calls per week as long as funds are available.

13. Do you currently have an inmate tablets program? If so: **Yes**

a.) Who is the current tablet manufacturer/provider? **IC Solutions**

b.) How many tablets does the County have today? **Approximately 130**

c.) Do inmates share the tablets? **Yes**

d.) How do they check them out? **Inmates take tablets from charging stations as Correctional Deputy Time Allows**

e.) What services are currently available on the tablets (i.e., education, electronic messaging, entertainment, video visitation, etc.) **Education, messaging and entertainment.**

f.) How many tablet charging stations are currently installed? **15**

14. "Item #2 located on page #14 in the "**Payment, Charges & Billing**" section of the RFP states, "2. Vendor shall pay County a commission rate for the ITS applied on gross revenue." Item #10 located in the same section of the RFP states, "10. Vendor shall pay commission on the total gross revenues before any deductions are made for unbillable calls, bad debt, uncollectible calls, fraudulent calls, LEC adjustments, or any other Vendor expense. Commission for debit calls shall be based upon the total gross revenues generated from debit call usage and is payable to the County. Commission for pre-paid cards shall be based on the face value of the pre-paid cards. Any calls from the free call list supplied by the County shall not generate revenues for the Vendor and shall not be commissionable to the County." These requirements imply that the vendor is required to provide commissions on fees/revenue earnings from all inmate communication services provided, including telephone and video visitation system services. However, the recently passed Federal Communications Commission (FCC) Order 24-75, prohibits Incarcerated

Peoples' Communication Service (IPCS) providers from entering into contracts allowing or requiring for the payment of site commissions for inmate telephone and video visitation services. Will the County please consider removing or revising this requirement to allow vendors to submit a proposal that abides by current IPCS rules and regulations?"

This requirement has been removed.

15. After the first round of questions is answered, will the County accept additional questions if clarification is needed for any of the County's responses?

No, a second addendum will not be issued.

16. Would Tehama County please provide the current rates for all revenue generating services currently installed (i.e. phone calling, video visits, e-messaging, streaming services, entertainment, etc.)?

Please see Exhibit A.

17. We would like to respectfully inquire if Tehama County would consider granting a two-week extension to the RFP submission deadline, if possible? This would allow vendors additional time to assess the released answers to questions and put together their best possible response.

No, our current contract terms end May 7th and a new contract needs to be secured.

Exhibit A

Standard Form of Agreement

AGREEMENT BETWEEN THE COUNTY OF TEHAMA SHERIFF'S DEPARTMENT AND IC SOLUTIONS

This agreement is entered into between the County of Tehama Sheriff's Department ("County") and IC Solutions ("Contractor") for the purpose of providing an Inmate Telecommunication System at the Tehama County Jail.

1. RESPONSIBILITIES OF CONTRACTOR

During the term of this agreement, Contractor shall provide an Inmate Telecommunication system and Tablets as specified in the "County of Tehama Request for Proposal, Inmate Telecommunication System," attached hereto as Exhibit B, and the Proposal submitted by Contractor, dated December 11, 2018, attached hereto as Exhibit C.

Services shall include, but not limited to, the inmate telephone system, inmate telephone system services, instruments, integration into the jail management system, key numbers, payment platform, restricted numbers, streaming services, tablets, telecommunication devices for the deaf, telephones, unbillable numbers, and unmonitored numbers.

2. RESPONSIBILITIES OF THE COUNTY

County shall compensate Contractor for said services pursuant to Section 3 and 4 of this agreement.

3. COMPENSATION

Contractor shall not be entitled to any compensation or reimbursement whatsoever from County under this agreement. Contractor's sole consideration for the services performed under this Agreement shall be Contractor's Portion of the proceeds of the sales of the jail inmate telecommunication services as set forth in the Proposal, attached hereto as Exhibit C.

Contractor shall pay County a commission equal to the amount set forth in the Exhibit C attached hereto. Such commission shall be deposited into the County's Inmate Welfare Fund.

4. **TERM OF AGREEMENT**

This agreement shall commence on the date of signed by both parties and shall remain in effect for three (3) years, with an option to extend the contract term for up to two (2) additional one (1) year periods, unless terminated due to the conditions set forth herein. If the County elects to exercise the option to extend the term for the two additional one year periods, the Sheriff must give the contractor written notice of the County's election to extend the term an additional year.

5. **TERMINATION OF AGREEMENT**

If Contractor fails to perform his/her duties to the satisfaction of the County, or if Contractor fails to fulfill in a timely and professional manner his/her obligations under this agreement, or if Contractor violates any of the terms or provisions of this agreement, then the County shall have the right to terminate this agreement effective immediately upon the County giving written notice thereof to the Contractor. Either party may terminate this agreement on 30 days' written notice. County may terminate this agreement immediately upon oral notice should funding cease or be materially decreased, or should the Tehama County Board of Supervisors fail to appropriate sufficient funds for this agreement in any fiscal year.

The County's right to terminate this agreement may be exercised by the Sheriff.

6. **ENTIRE AGREEMENT; MODIFICATION**

This agreement for the services specified herein supersedes all previous agreements for these services and constitutes the entire understanding between the parties hereto. Contractor shall be entitled to no other benefits other than those specified herein. No changes, amendments or alterations shall be effective unless in writing and signed by both parties. Contractor specifically acknowledges that in entering into and executing this agreement, Contractor relies solely upon the provisions contained in this agreement and no other oral or written representation.

7. **NONASSIGNMENT OF AGREEMENT**

Inasmuch as this agreement is intended to secure the specialized services of Contractor, Contractor may not assign, transfer, delegate or sublet any interest herein without the prior written consent of the County.

8. EMPLOYMENT STATUS

Contractor shall, during the entire term of this agreement, be construed to be an independent contractor and nothing in this agreement is intended nor shall be construed to create an employer-employee relationship, a joint venture relationship, or to allow County to exercise discretion or control over the professional manner in which Contractor performs the services which are the subject matter of this agreement; provided always, however, that the services to be provided by Contractor shall be provided in a manner consistent with the professional standards applicable to such services. The sole interest of the County is to insure that the services shall be rendered and performed in a competent, efficient and satisfactory manner. Contractor shall be fully responsible for payment of all taxes due to the State of California or the Federal government, which would be withheld from compensation of Contractor, if Contractor were a County employee. County shall not be liable for deductions for any amount for any purpose from Contractor's compensation. Contractor shall not be eligible for coverage under County's Workers Compensation Insurance Plan nor shall Contractor be eligible for any other County benefit.

9. INDEMNIFICATION

Contractor shall defend, hold harmless, and indemnify Tehama County, its elected officials, officers, employees, agents, and volunteers against all claims, suits, actions, costs, expenses (including but not limited to reasonable attorney's fees of County), damages, judgments, or decrees by reason of any person's or persons' injury, including death, or property (including property of County) being damaged, arising out of contractor's performance of work hereunder or its failure to comply with any of its obligations contained in this agreement, whether by negligence or otherwise. Contractor shall, at its own expense, defend any suit or action founded upon a claim of the foregoing. Contractor shall also defend and indemnify County against any adverse determination made by the Internal Revenue Service or the State Franchise Tax Board and/or any other taxing or regulatory agency against the County with respect to Contractor's "independent contractor" status that would establish a liability for failure to make social security or income tax withholding payments, or any other legally mandated payment.

10. INSURANCE

Contractor shall procure and maintain insurance pursuant to Exhibit A, "Insurance Requirements For Contractor," attached hereto and incorporated by reference.

11. PREVAILING WAGE

Contractor certifies that it is aware of the requirements of California Labor Code Sections 1720 et seq., as well as California Code of Regulations, Title 8, Section 16000 et seq. (Prevailing Wage Laws), which require the payment of prevailing wage rates and the performance of other requirements on certain public works and maintenance projects. Contractor shall pay, at least, the general prevailing wage rates, as determined by the Director of the Department of Industrial Relations of the State of California, for all work hereunder. Contractor further agrees to fully comply with and to require its subcontractor to fully comply with such Prevailing Wage Laws. County will maintain the general prevailing rate of per diem wages and other information set forth in Labor Code Section 1773 at its principal office, and will make this information available to any interested party upon request. Contractor shall defend, indemnify and hold the County, its elected officials, officers, employees and agents free and harmless from any claims, liabilities, costs, penalties, or interest arising out of any failure or alleged failure of the Contractor or its subcontractors to comply with the Prevailing Wage Laws.

Contractor acknowledges the requirements of Labor Code sections 1725.5 and 1771.1 which provide that no contractor or subcontractor may be listed on a bid proposal or be awarded a contract for a public works project unless registered with the Department of Industrial Relations pursuant to Labor Code section 1725.5 with exceptions from this requirement specified under Labor Code sections 1725.5(f), 1771.1(a) and 1771.1(n).

Contractor acknowledges that this project is subject to compliance monitoring and enforcement by the Department of Industrial Relations.

12. STANDARDS OF THE PROFESSION

Contractor agrees to perform its duties and responsibilities pursuant to the terms and conditions of this agreement in accordance with the standards of the profession for which Contractor has been properly licensed to practice.

13. NON-DISCRIMINATION

Contractor shall not employ discriminatory practices in the treatment of persons in relation to the circumstances provided for herein, including assignment of accommodations, employment of personnel, or in any other respect on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex, age, or sexual orientation.

14. GREEN PROCUREMENT POLICY

Tehama County Resolution No. 49-2002, the Green Procurement Policy (available upon request) supports recycling and waste reduction, and promotes the purchase of products made with recycled materials when product fitness and quality are equal and they are available at no more than the total cost of non-recycled products. Contractor is encouraged to conform to this policy.

15. COMPLIANCE WITH LAWS AND REGULATIONS

All services to be performed by Contractor under to this Agreement shall be performed in accordance with all applicable federal, state, and local laws, ordinances, rules, and regulations. Any change in status, licensure, or ability to perform activities, as set forth herein, must be reported to the County immediately.

16. LAW AND VENUE

This agreement shall be deemed to be made in, and shall be governed by and construed in accordance with the laws of the State of California (excepting any conflict of laws provisions which would serve to defeat application of California substantive law). Venue for any action arising from this agreement shall be in Tehama County, California.

17. AUTHORITY

Each party executing this Agreement and each person executing this Agreement in any representative capacity, hereby fully and completely warrants to all other parties that he or she has full and complete authority to bind the person or entity on whose behalf the signing party is purposing to act.

18. **NOTICES**

Any notice required to be given pursuant to the terms and provisions of this agreement shall be in writing and shall be sent first class mail to the following addresses:

If to County: Tehama County Sheriff's Department
PO Box 729
Red Bluff, CA 96080

If to Contractor: Keefe Group
2200 Danbury Street
San Antonio, TX 78217

Notice shall be deemed to be effective two days after mailing.

19. **NON-EXCLUSIVE AGREEMENT:**

Contractor understands that this is not an exclusive agreement, and that County shall have the right to negotiate with and enter into agreements with others providing the same or similar services to those provided by Contractor, or to perform such services with County's own forces, as County desires.

20. **EXHIBITS:**

Contractor shall comply with all provisions of Exhibits A through E, attached hereto and incorporated by reference. In the event of a conflict between the provisions of the main body of this Agreement and any attached Exhibit(s), the main body of the agreement shall take precedence. In the event of a conflict between the provisions of Exhibit "B" (Request for Proposal) and the provisions of Exhibit "C" (Consultant Proposal), the provision of Exhibit "B" shall take precedence.

IN WITNESS WHEREOF, County and Contractor have executed this agreement on the day and year set forth below.

Date: MAY 07 2019

COUNTY OF TEHAMA

Steve Chamblin, Chairman

Date: 050719

TEHAMA COUNTY SHERIFF'S
DEPARTMENT

Dave Hencratt, Sheriff

Date: 4/10/19

IC SOLUTIONS

Mike Kennedy, Vice President Sales & Marketing

Approved as to form by
Tehama County Counsel

Vendor Number

By: -----

Standard Form of Agreement – Services adopted 4-27-10

Exhibit A

INSURANCE REQUIREMENTS FOR CONTRACTOR

Contractor shall procure and maintain, for the duration of the contract, insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work described herein and the results of that work by Contractor, his/her agents, representatives, employees or subcontractors. At a minimum, Contractor shall maintain the insurance coverage, limits of coverage and other insurance requirements as described below.

Commercial General Liability (including operations, products and completed operations) \$1,000,000 per occurrence for bodily injury, personal injury and property damage. If coverage is subject to an aggregate limit, that aggregate limit will be twice the occurrence limit, or the general aggregate limit shall apply separately to this project/location.

Automobile Liability

Automobile liability insurance is required with minimum limits of \$1,000,000 per accident for bodily injury and property damage, including owned and non-owned and hired automobile coverage, as applicable to the scope of services defined under this agreement.

Workers' Compensation

If Contractor has employees, he/she shall obtain and maintain continuously Workers' Compensation insurance to cover Contractor and Contractor's employees and volunteers, as required by the State of California, as well as Employer's Liability insurance in the minimum amount of \$1,000,000 per accident for bodily injury or disease.

Professional Liability (Contractor/Professional services standard agreement only)

If Contractor is a state-licensed architect, engineer, contractor, counselor, attorney, accountant, medical provider, and/or other professional licensed by the State of California to practice a profession, Contractor shall provide and maintain in full force and effect while providing services pursuant to this contract a professional liability policy (also known as Errors and Omissions or Malpractice liability insurance) with single limits of liability not less

than \$1,000,000 per claim and \$2,000,000 aggregate on a claims made basis. However, if coverage is written on a claims made basis, the policy shall be endorsed to provide coverage for at least three years from termination of agreement.

If Contractor maintains higher limits than the minimums shown above, County shall be entitled to coverage for the higher limits maintained by Contractor.

All such insurance coverage, except professional liability insurance, shall be provided on an "occurrence" basis, rather than a "claims made" basis.

Endorsements: Additional Insureds

The Commercial General Liability and Automobile Liability policies shall include, or be endorsed to include "Tehama County, its elected officials, officers, employees and volunteers" as an additional insured.

The certificate holder shall be "County of Tehama."

Deductibles and Self-Insured Retentions

Any deductibles or self-insured retentions of \$25,000 or more must be declared to, and approved by, the County. The deductible and/or self-insured retentions will not limit or apply to Contractor's liability to County and will be the sole responsibility of Contractor.

Primary Insurance Coverage

For any claims related to this project, Contractor's insurance coverage shall be primary insurance as respects the County, its officers, officials, employees and volunteers. Any insurance or self-insurance maintained by the County, its officers, officials, employees or volunteers shall be excess of Contractor's insurance and shall not contribute with it.

Coverage Cancellation

Each insurance policy required herein shall be endorsed to state that "coverage shall not be reduced or canceled without 30 days' prior written notice certain to the County."

Acceptability of Insurers

Contractor's insurance shall be placed with an insurance carrier holding a current A.M. Best & Company's rating of not less than A:VII unless otherwise acceptable to the County. The County reserves the right to require rating verification. Contractor shall ensure that the insurance carrier shall be authorized to transact business in the State of California.

Subcontractors

Contractor shall require and verify that all subcontractors maintain insurance that meets all the requirements stated herein.

Material Breach

If for any reason, Contractor fails to maintain insurance coverage or to provide evidence of renewal, the same shall be deemed a material breach of contract. County, in its sole option, may terminate the contract and obtain damages from Contractor resulting from breach. Alternatively, County may purchase such required insurance coverage, and without further notice to Contractor, County may deduct from sums due to Contractor any premium costs advanced by County for such insurance.

Policy Obligations

Contractor's indemnity and other obligations shall not be limited by the foregoing insurance requirements.

Verification of Coverage

Contractor shall furnish County with original certificates and endorsements effecting coverage required herein. All certificates and endorsements shall be received and approved by the County prior to County signing the agreement and before work commences. However, failure to do so shall not operate as a waiver of these insurance requirements.

The County reserves the right to require complete, certified copies of all required insurance policies, including endorsements effecting the coverage required by these specifications at any time.

Exhibit B

Issued: Tuesday, October 23, 2018

REQUEST FOR PROPOSALS ("RFP") FOR PROVIDING AN INMATE TELECOMMUNICATION SYSTEM TO THE COUNTY OF TEHAMA

The County of Tehama through its Sheriff's Office and Purchasing Department, invites responses to an RFP to provide an inmate telecommunication system at the Tehama County Jail.

General Overview

- ☐ **Responders must submit one (1) original and three (3) unbound copies of the Proposal.** Responses must be submitted in a sealed envelope, and clearly labeled as "Jail Inmate Telecommunications System".
- ☐ Those interested in submitting a proposal in response to this RFP are invited to attend an optional Jail Tour on Thursday, November 8, 2018, 2:00 PM, at the Tehama County Jail, at 502 Oak Street, Red Bluff, Ca. 96080
- ☐ A Proposal submitted in response to this RFP must be signed, dated, and received by the Tehama County Administration located at 727 Oak Street, Red Bluff, CA 96080, no later than the Closing Date, Friday, November 21st, 2018, 3:00 PM. No postmarks, faxes, or emails will be accepted.
- ☐ For questions, additional information, or to obtain a copy of this RFP, please contact Brant Mesker, Staff Analyst, at (530) 527-4655, ext. 3021

Timeline

Release of RFP – Tuesday, October 23rd, 2018

Optional Jail Tour – Thursday, November 8, 2018, 2:00 PM

Questions Deadline – Monday, November 12th, 2018, 5:00 PM

Answers Deadline – Friday, November 16th, 2018, 5:00 PM

Response Submission Deadline/Closing Date – Friday, November 21st, 2018, 3:00 PM

COUNTY OF TEHAMA INMATE TELECOMMUNICATION SYSTEM

Specifications to provide an inmate telecommunication system at the Tehama County Jail.

Inmate Telecommunication System Specifications

- Inmate Telephone Systems ("ITS") means the total system for providing calling services to inmates, which includes telephones, video visitation, and tablets, and the other services that are provided through the tablets. The system includes equipment including hardware, software, telephones and tablets.
- Inmate Telephone System Services (Services) means all of the services to be provided by the Vendor including the ITS, installation, connectivity, streaming services, maintenance, support services, storage, security, training, and all other services and items included in the RFP.
- Instruments means the telephones, video visitation related equipment, and tablets through which services are provided.
- Jail Management System (JMS) means the software management system in use at the Tehama County Jail. The current Tehama County Sheriff's Office JMS is SALLYPORT, BLACKCREEK INTERGERATED SYSTEMS, run on IBM Series 7 RGB, a AS400 server.
- Key Number means the Tehama County Jail inmate personal identification number assigned by TCSO JMS.
- Payment Platform means the process and system to be established by the Vendor so inmates may pay for Telephone and Tablet services. The Payment Platform will include a process for payment with inmate funds, including transfer from their trust/commissary account and a process for receipt and payment using funds from call recipients or others that arrange for 'prepayment' for an Inmates calls or deposit of funds for Streaming Services.
- Restricted Numbers means phone numbers that are blocked from being able to be called on either a system-wide basis or a case-by-case basis, as verified by TCSO. These numbers are programmable into the ITS by the TCSO or Vendor upon request. Vendor shall not delete, add, or change any restricted number without approval of TCSO.
- Streaming Services means movies, books, music, games and other activities and services provided through the vendor provided intranet to the inmate.

- Tablets means a mobile computer with a touchscreen display that is service enabled to make telephone calls and provide free and fee based services including books, movies, music and games.
- Telecommunication Device for the Deaf ("TDD") means an electronic device for text communication over a telephone line that is designed for use by persons with hearing or speech difficulties.
- Telephones means the telephones used by inmates for calls, including wall mounted, roll around, and Teletypewriter (TTY) phones.
- Unbillable Number means a phone number that Vendor has determined cannot receive collect calls because the accounts of the owner of the phone number are not in good standing for failure to pay. The call recipient and inmate shall be provided the opportunity to complete the call by a prepaid format, including through the inmates Payment Platform account. If both the call recipient and inmate decline to continue the call in a prepaid format, the service provider may stop the call from continuing.
- Unmonitored Numbers means phone numbers that have been specifically approved and identified by TCSO and when called cannot be audibly monitored; typically these are phone numbers for attorneys and doctors.

It is the intent of these specifications, terms, and conditions to locate qualified Vendors who are interested and capable of providing ITS including telephones, video visitation services, and service-enabled tablets utilizing state-of-the-art technology and equipment for inmates in custody at the Tehama County Jail Facility.

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

The County intends to award a three-year contract (with options to renew for two additional one-year extensions. If the County elects to extend the term of the agreement, county must give vendor written notice not less than thirty (30) days before the end of the term) to the most responsible Vendor whose response meets or exceeds the County's requirements.

The County anticipates no funding per fiscal year for the provision of the inmate telecommunication system. All funding for inmate phones, tablets, other instruments and any installation or upkeep of the system will be the responsibility of the Vendor.

A. POPULATIONS TO BE SERVED

The populations to be served are the inmates confined in the Tehama County Jail Facility including any expansions to the jail.

B. PROGRAM PLAN & SCOPE OF WORK

Vendor Qualifications

The Vendor must be able to safely and securely provide the Inmate Telephone System Services (Services). Services must include the ability for collect calls, prepaid calls and payment of calls and Streaming Services by the inmate through a Payment Platform. Vendor must be a reputable, qualified firm experienced in providing inmate telephone services in a corrections environment. Due to the complex nature and security concerns of corrections facilities, Vendors must meet the following minimum qualifications:

1. Vendor shall be regularly and continuously engaged in the business of providing and administering ITS and installation for the past five (5) years to a minimum of five (5) City, County, State, or Federal correctional facilities. Experience must be demonstrated by references provided by Vendor at the time of the bid, all references must include individuals working directly with or managing the day-to-day operations of the inmate telephone system.
2. Vendor shall provide at least three (3) currently installed, functioning, and operational. ITS contracts, one of which is a California correctional facility of similar inmate average daily population (ADP), having a minimum of 300 Tablets. Experience must be demonstrated by references provided by Vendor at the time of the bid.
3. Vendor's organization must have qualified and trained staff dedicated to the sole purpose of supporting the Telephone, Video Visitation, and Tablet system installed including, but not limited to, service technicians and technical support for the life of any contract awarded pursuant to this RFP.
4. Vendor must possess a license or valid title to all software, with the right to provide or license it to the County.
5. Vendor and subcontractors shall comply with all public works project payroll reporting requirements of the California Department of Industrial Relations pursuant to Labor Code section 1725.5 with exceptions from this requirement specified under Labor Code sections 1725.5(f), 1771.1(a) and 1771.19(n). This project is subject to compliance monitoring and enforcement by the Department of Industrial Relations.

6. The Vendor awarded a contract as a result of this RFP is solely responsible for all costs related to any and all claims, lawsuits and other proceedings related to the Services including, but not limited to, payment of all expenses and costs of investigation, reasonable attorney fees, expert witness fees, damages, and other litigation-related expenses.
7. Vendor shall possess, at the time the proposal is submitted and through the term of the contract, all permits, licenses and professional credentials necessary to supply product and perform services as specified under this RFP.

Integration

1. The ITS shall have the capability to accurately import the current call list from GTL the current TCSO inmate telephone system Vendor, which includes blocked, confidential, pre-programmed, and others as identified by TCSO. Vendor must successfully complete importation of the current call list prior to the ITS becoming operational.
2. Vendor shall provide a web-based platform to allow County and other personnel access to the system from any computer terminal in the County. The web based platform will require the support of Internet Explorer 11, at a minimum. Vendor shall not limit the number of logins the County can assign to County and other personnel to access the web-based platform. Proposals should include a description of how access will be provided and any levels of administration access, for example passwords and levels of customized access, such as for blocking numbers and making administrative changes, further specified in **User Applications, Records & Reporting** below.
3. All moves, add-ons, changes to and new installs of equipment, hardware and software (collectively Modifications) that occur during the contract term, will be the sole responsibility of the Vendor. All Modifications must be pre-approved by County and once approval is given, Vendor shall proceed with the Modifications at their own cost.

Schedule

1. Vendor shall plan, finance, and implement the integration and testing of all required equipment and software relative to the new ITS, without impacting the normal daily operation of the existing inmate telephone system.
2. Vendor shall submit a detailed schedule to TCSO for approval that includes plans and schedules for installation and operation and cutover of Telephones, Video Visitation equipment, and distribution of Tablets. The schedule shall be prepared and implemented to minimize impact to facility operations (zero down time).
3. The ITS shall become fully operational upon the successful completion of all system integration testing and acceptance by the County, including review and approval. System integration and acceptance test criteria shall include:
 - a. Telephones: All Telephones shall be tested and verified as operational and without deficiencies.

- b. Video Visitation: All Video Visitation equipment, shall be tested and verified as operational and without deficiencies.
- c. Tablets: All Tablets shall be tested and verified as operational and without deficiencies.
- d. Administrative Functions: There shall be a test run of administrative functions including TCSO passwords and access, the Payment Platform, reports, and analytical and query tools.
- e. Phone Numbers: A test to verify that the current call list, including blocked, confidential, pre-programmed, and others as identified by TCSO is fully imported and functional.
- f. Cutover must be successfully complete with zero down time.

System Requirements - Inmate Telephone System

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

1. Vendor shall provide a comprehensive inmate telephone system (ITS) package to the Tehama County Administration, located at 727 Oak Street, Red Bluff, CA. 96021. There are Fourteen (14) housing units (Cells and Dorms) they have potential capacity of up to Two Hundred Twenty Five (225) varying in size from 1-12 inmates or 48 inmates in one dorm. There is a medical unit, which holds two (2) inmates. Phones will also be placed at all visitation areas, currently we have 12 visitation phones. The booking area has Five (5) holding cells. The amount of phones needed is specified in Exhibit B. The system must be capable of future expansion, if necessary.
2. Vendor must provide a turnkey telephone system including collect, debit, and pre-paid collect calling.
3. The ITS shall be capable of providing all mentioned operational features and system requirements applicable to all calls placed through the system, including local, long distance, and international calling. The ITS shall also be capable of providing all operational features and system requirements applicable to visitation video and audio recordings.
4. The ITS shall be capable of providing equipment with a stand-alone on-site host or central processor. There must be multi-level password security access with architecture that can be expandable to allow future growth.
5. Each call, having been identified as being placed through the Vendor's ITS, shall be delivered to the called party as a collect call, debit and/or pre-paid call, unless the call is a free call as specified in number 13 and 15 below. If the debit and/or pre-paid application is in effect and chosen as the means to place the call, the called party should be able to hear call process.

6. The Vendor agrees to install the quantity of telephones, enclosures, and/or booths required by the County specified in Exhibit B.
7. The ITS shall comply with all Federal Communication and or Utility Commissions regulations. The inmate telephone sets in all facilities shall be stainless steel and shall be sturdy, non-coin, vandal resistant and steel armored; the cord length for the inmate and visitation phones is specified in Exhibit B. In addition, the telephone sets shall be composed of durable, tamper free equipment suitable for a correctional/detention environment with placards containing dialing instructions. The telephones must contain no removable parts. The Vendor shall post calling rates near the inmate telephones sets.
8. All phones will be water resistant and fireproof.
9. Telephones shall have touch-tone keypads.
10. Telephones must be line powered such that the Telephone does not require separate electrical power at the device. Telephones shall be specifically designed for use in a correctional environment and must be approved by County before installation. Vendor shall not use converted coin phones.
11. The ITS shall have the capability for the Vendor and the County to turn all telephones on or off remotely. There shall also be manual on and off switches in multiple locations within the Tehama County Jail. Switch locations shall be subject to the approval of the County.
12. The ITS shall support numerous languages other than English. The inmate must be able to select the preferred language utilizing a simple code. During the call set up process, the ITS shall provide a pre-recorded announcement identifying: The call is coming from Tehama County Jail; the call is coming from the specified inmate; the call may be monitored and recorded.
13. Vendor shall have the capability to allow a designated number of free, local telephone calls per inmate. The County requires that the ITS allow free local calls from each of the intake/booking inmate telephones.
14. The ITS shall provide a recording at the beginning of any call that clearly identifies the call is collect, debit, free, etc. This recording must be free of any charges. Charges shall not begin accruing unless and until the party being called accepts the call.
15. Vendor shall provide a line for informants that will be free of charge to report crimes, such as reporting line that complies with the Prison Rape Elimination Act (PREA) of 2003. This line will be free of charge.
16. The ITS will have the capability for two-way voicemail.
17. The ITS will have the capability to limit calls to various minute increments (specified in Exhibit B). Configurations can apply to call duration, location, inmate account, PIN or by

telephone. The inmate and end caller will be notified of any limit in advance of termination of call.

18. The ITS shall have the capability to perform remote diagnostics to the ITS to identify any problem(s) that needs attention.
19. The ITS shall be capable of taking an individual station out of service without affecting other stations or units.
20. The ITS shall have the capability of allowing calls to specified numbers at specified times during the day.
21. The Vendor shall have the capability to interface with the County's Booking/Jail Management System (JMS) so that the inmate personal identification numbers (key number) will automatically be transferred, activated, and deactivated in the ITS based on the inmates custody status. The current management system, is BlackCreek/Sallyport run on IBM Series 7 RGB, a AS400 server. It will be the Vendor's responsibility to identify the requirements necessary to interface with either Jail Management System to ensure the Vendor will be able to meet the requirements for installation. The County shall not be responsible for paying any amounts associated with the required interface, including any charges that may be payable to BlackCreek/Sallyport to implement any required interface.
22. The ITS shall have the capability to assign and use Personal Identification Number (PIN) management. The PIN will provide collect, debit and pre-paid station to station calling for the inmate using the PIN. PINs will be stored in a database and accessible to Jail Staff depending upon staff user level.
23. Vendor shall ensure that all inmate and visitation telephones are operable no less than 98% of the time on a monthly basis ("in-service ratio") per facility. The in-service ratio excludes downtime associated with regularly scheduled maintenance/upgrades, facility lock-downs or power outages beyond the Vendor's control, which require the inmate and visitation telephones to be shut off.
24. The ITS shall provide booking and lobby kiosks at no additional cost to the County. Kiosks shall provide services such as deposits made onto the inmates pre-paid collect or debit account using cash, credit or debit card. ITS must interface with the Tehama County Jail's current commissary provider (Keefe Commissary Network) at no additional cost to County.
25. The Vendor shall provide accommodations necessary to comply with Americans with Disabilities Act (ADA) requirements including, but not limited to, providing telephones which are accessible to persons in wheelchairs, and providing systems that are compatible with Telecommunications Devices for the Deaf (TDD). Vendor will also provide a minimum of two "Teletypewriter" (TTY) devices for inmates requiring said service. The amount of TDD and TTY to TTY devices is specified in Exhibit B.

26. Vendor will install additional telephones (inmate and visitation) and monitoring and recording equipment as needed at no cost to the County. This includes expansion to the existing facility and any newly constructed facilities.
27. Vendor will provide pamphlets to the County at no cost to the County for inmates as requested to describe the applicable features and functionalities of the ITS.

System Requirements – Inmate Tablets

1. The Vendor shall be responsible for providing County with tablets at no cost to the County or its inmates. All funding for the inmate tablets will be the responsibility of the Vendor.
2. Vendor shall provide sufficient tablets to accommodate the demand of the inmate population in each housing unit from the effective date of the Contract and throughout the life of the contract. Vendor shall have backup inventory available in the event there is an increase in demand or population at the Tehama County Jail including the jail expansion. The estimated number of tablets is located in Exhibit B.
3. Vendor shall provide secure Wi-Fi network, which will not conflict with existing County Wi-Fi systems, for main jail including but not limited to the number of hotspots specified in Exhibit B and all necessary/related cabling. All applications must be intranet-based and run on Vendor's internal network. Tablets shall not allow inmates access to the internet.
4. Vendor shall be responsible for providing and maintaining separate internet and phone connections dedicated to the ITS, which shall meet the bandwidth needs of the system.
5. Vendor shall be responsible for all required labor, network, network management, wiring, and related equipment at no cost to the County.
6. Vendor will provide no less than seven (7) staff tablets providing administrative functions.
7. Tablets shall meet the following minimum requirements:
 - a. Comprehensive learning management system and associated licenses, including a General Education Development (GED) program.
 - b. Streaming Services that minimally include music, books, and games.
 - c. The option for video visitation.
 - d. Each inmate shall receive a unique login and password to receive their content.
 - e. The capability to make phone calls through Vendor's ITS in the same manner as a landline. The phone calls completed via the Tablets must conform to all requirements and mandatory features for the ITS as set forth in this RFP.
 - f. Inmates will not be assigned a particular tablet. Inmates will receive valid credentials that shall work on all tablets.
 - g. Preloaded features, which minimally shall include a calendar, a calculator, and a dictionary.
 - h. A PDF viewer or other document viewing application. The documents must be able to be organized by tabs or files for easy viewing. Vendor shall preload

documents provided by County at start of contract and as requested throughout the term of the contract at no cost.

- i. Tablet specifications are listed in Exhibit B.
7. If so requested by County, the tablet shall be capable of integrating with other County technologies for other functions, such as inmate handbook uploads, inmate requests, medical requests, grievances, and commissary ordering. Preference will be given to Vendors that provide a law library by Legal Research Associates (LRA) for the tablets.
8. Tablets shall have security features so that inmates cannot load anything on the tablet, access anything other than approved content through the intranet or modify any items on or through the tablet. The security features must ensure that contents on any tablet cannot be shared with other tablets or devices.
9. Tablets shall have a security feature that immediately shuts down the tablet and sends an alert to the County and Vendor if an inmate attempts to access system settings or administrative functions. The inmate's log-in shall automatically be locked to prevent any use or access until cleared by County.
10. Tablets shall be clearly identified by using a numbering system that includes the Housing Unit numbers, housing group, or other identifying marks as designated by County.
11. All content in the Streaming Services must be preapproved by County. Vendor is responsible for providing a sufficient description of the content to allow County to approve without the necessity of viewing each item.
12. Proposals must include a description of any services that will be available, how the purchasing system will work and all applicable costs. Allow for a messaging application so that the tablet costs do not get passed to the County through reductions in commissions or increases in call rates or both. Allow messaging on the tablets to offset costs
13. Tablets and streaming content shall be free of any marketing and advertisements, unless otherwise expressed with the written consent of County.
14. Vendor shall provide replacement tablets and batteries as deemed necessary, as they become damaged or loss of functionality.
15. Vendor shall provide all tablets in a detention and corrections grade tamper proof case.
16. Vendor shall provide mobile charging carts for the tablets, which have the capability to hold a minimum of 32 tablets or charging stations. Carts or charging stations must be approved by County.
17. Vendor shall provide tablets designed for use by the hearing impaired and in accordance with all applicable laws. Provisions for the deaf must comply with Americans with Disabilities Act (ADA), and Telecommunications Devices for the Deaf (TDD) regulations and standards.

18. The Vendor will provide the ability for County to monitor and track inmate usage and activity on tablets. This includes the ability to analyze, run queries and search usage by factors including date, time, location, content type, inmate, or other parameters as may be requested by the County.

USER System Requirements – Video Visitation

1. The Vendor shall provide a video visitation option for inmates at no additional cost to the County. The specifications for video visitation are outlined in Exhibit B.
2. Video visitation functions shall include visitation scheduling, user management, and policy management software.
3. Video visitation must be web based and allow for County to administer visitation sessions and visitation operations based on County Policy.
4. Video visitations must connect automatically and without intervention from the County.
5. Video visitation system shall be located in all housing units and visitation locations in the Tehama County Jail Facility. (Further specified in Exhibit B)
6. Video visitation system must display visitation calendar or authorized visitation schedule to County and to those in custody.
7. Video visitation system must be able to provide a web-based scheduling system that is easy to operate. This web-based platform will require the support of Internet Explorer 11, at a minimum with the ability to upgrade, if necessary.
8. Visitors must be able to pay for video visitation by debit or credit card.
9. Video visitation scheduling system must be able to conduct conflict resolution and only display times that are available for visitation.
10. Video visitation system must be able to customize duration times for visitations, for example; personal visits are to be a maximum of thirty (30) minutes, one (1) hour for inmate workers.
11. Video visitation system must provide different levels of administrative functionality to Jail facility staff based on user type.
12. Video visitation system must have security features, such as cancellation and interruption of visitations that may be controlled remotely by County.
13. Video visitation system must allow for video visitation recording. Video visitation recordings will be stored at a length of time determined by state law.

14. Video visitation system must have a provision for hosted video visitation. Terminal specifics are outlines in Exhibit B.

System Requirement – Other

1. Vendor will provide a pre-recorded answering system/phone tree for public callers to obtain inmate information, such as; charges, bail, visitation schedule and first court appearance.

Installation, Maintenance and Repair

1. All electrical equipment must be installed in compliance with all applicable code requirements. All telephones must be securely fastened to the wall with security hardware approved by the County. The County reserves the right to pre-approve mounting and installation.
2. Installing contractor(s) shall possess all necessary licensing for the work performed, and shall be responsible for any necessary permits and inspections. Contractor shall comply with all codes, ordinances, rules, regulations, orders and other legal requirements of public authorities which bear on the performance of the work.
3. All materials and workmanship performed by the Contractor or his Subcontractor shall be in accordance with standard industry products and practices.
4. Vendor will be responsible for all costs associated with installation, maintenance, support and repair of all software and equipment. Vendor will obtain County's written permission before proceeding with any work that requires cutting into or through girders, beams, concrete, tile floors, partitions or ceilings, or any work that may impair fire proofing or moisture proofing, or potentially cause any structural damage.
5. Install, operate and maintain Jail inmate telephones and related equipment. Provide all inside wiring for the inmate and visitation telephones, install inmate and visitation telephones, install all related hardware, software, firmware or anything otherwise required to enable inmates at the Jail facility to make free, speed dial, collect, pre-paid, and debit local, long distance and international calls from the Jail facility as well as the completion of visitation sessions.
6. Vendor will be responsible for all associated costs with ITS, including purchase of equipment, installations, service, maintenance, voice network and transmission, data network, and day-to-day operation. This will include but may not be limited to all wiring, new electrical circuit installations, cables, parts, software, and physical installation at the Tehama County Jail.
7. Use of existing or in-place conduit; raceways, cableways, cable, inside wiring, telephone set mountings, switches, terminal boxes and terminals within the facility are at the risk of the Vendor and shall be approved by the County prior to use. No exposed wiring will be

E-Contract Review
Approval as to Form

Department Name: Administration

Vendor Name: TBD

Contract Description: RFP for provision of jail inmate telecommunication services.

APPROVED AS TO FORM:



Office of the Tehama County Counsel
Richard Stout, County Counsel

Date: 09/25/2018

Exhibit C

ICSolutions PRESENTS THIS PROPOSAL TO:
TEHAMA COUNTY, CALIFORNIA

**RFP for Inmate
Telecommunication System**
COPY

DUE: DECEMBER 13, 2018 @ 3:00 P.M.

MIKE KENNEDY

VICE PRESIDENT SALES & MARKETING

RFP@ICSOLUTIONS.COM



2200 Danbury Street
San Antonio, Texas 78217
P: 866.228.4040 F: 210.693.1016
www.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:

ICSolutions®	The ENFORCER®
The Attendant SM	The Communicator SM
Word Detector SM	Message of the Day SM
Access Corrections TM	The Visitor TM

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:

- **Audited Financial Statements (Tab 3)**

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.



This Document is printed on recycled paper.

December 11, 2018

Tehama County Administration
ATTN: Brant Mesker
727 Oak Street
Red Bluff, CA 96080

RE: RFP for *County of Tehama Inmate Telecommunication System*

Dear Mr. Mesker and the Proposal Evaluation Committee:

Thank you for the opportunity to provide this proposal in response to the above-referenced RFP. **ICSolutions**, a Keefe Group company, has considered the County's requirements, and the enclosed offer will meet or exceed your specifications in all respects. ICSolutions agrees to all RFP information, terms, and conditions that did not require a direct response in this proposal, including the Standard Form of Agreement.

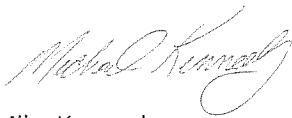
ICSolutions certifies that the following company officer is authorized to participate in contract negotiations on behalf of ICSolutions and has signature authority to commit ICSolutions to a legally binding contract:

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

The above is also your Account Manager and **Primary Contact** for any questions regarding our proposal.

Thank you for taking the time to review our proposal. We are committed to earning the business and **complete satisfaction of Tehama County**, its Staff, and its Inmate Telephone System customers.

Sincerely,



Mike Kennedy
Vice President Sales & Marketing

ii. TABLE OF CONTENTS

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Proposal Summary and Certifications

RFP Issue Date: October 23, 2018

RFP Submission Deadline: November 21, 2018

Proposal must be submitted in a separate, sealed envelope, plainly marked "Jail Inmate Telecommunications System" and delivered by 3:00 p.m. on Friday, November 21st, 2018, to:

Tehama County Administration
Attention: Brant Mesker, Staff Analyst,
727 Oak Street
Red Bluff, Ca. 96080

Questions regarding this RFP should be directed to:

Brant Mesker, Staff Analyst
(530) 527-4655, Ext. 3021
bmesker@co.tehama.ca.us

Vendor Authorized Representative

Company Name:	Inmate Calling Solutions, LLC d/b/a ICSolutions
Representative Name:	Michael Kennedy
Title:	Vice President Sales & Marketing
Phone:	(866) 228-4040 Fax: (210) 693-1016
Email:	mkennedy@icsolutions.com / rfp@icsolutions.com
Address:	2200 Danbury Street, San Antonio, TX 78217
Federal Tax ID No.:	82-0559085

RFP Contact Information (if different from above)

Contact Person:	Same as above
Title:	Same as above
Phone:	Same as above Fax: Same as above
Email:	Same as above

Certifications:

1. Do you agree to comply with specifications, RFP instructions, draft contract requirements and other pertinent references contained in this RFP?

☒ YES ☐ NO

2. Do you agree that the information and costs provided in the proposal will remain unchanged and will not be withdrawn for a period of 90 days after the submission deadline?

☒ YES ☐ NO

3. Do you certify that all statements contained within the submitted Proposal are true, and acknowledge that if the Proposal is found to contain any false statements, the County may declare any contract or agreement made as a result of the Proposal to be void?

☒ YES ☐ NO

4. Do you agree to provide the County with any other information the County determines is necessary for accurate determination of your qualifications to provide the requested services?

☒ YES ☐ NO

5. Do you certify that the proposal includes all costs incident to the proposed contract?

☒ YES ☐ NO

I certify that to the best of my knowledge, my responses to the above statements are true and correct.

Authorized Representative: Michael Kennedy

(Printed Name)

Signature:



Date:

12/11/18

Inmate Telecommunications System Minimum Requirements & Pricing

Tehama County Purchasing
727 Oak Street
Red Bluff, Ca. 96080
(530) 225-5346

Vendor: Inmate Calling Solutions, LLC d/b/a ICSolutions
Address: 2200 Danbury Street, San Antonio, TX 78217

Telephone: 866-228-4040

Contact: Mike Kennedy, VP of Sales & Marketing

ATTACHMENT B MUST BE COMPLETED AND SUBMITTED WITH THE PROPOSAL

NOTES:

- For all requirements, vendor to place a check mark in the appropriate column for each requirement.
- Vendor to supply full and complete explanation of any deviation from requirement in Column provided.
- Any attachment with additional information must reference the appropriate minimum qualification.

Minimum Requirements		Requirement Met?		Deviations / Explanation
		Yes	No	
A.	Responder Requirements			
Successful Responder(s) will, pursuant to a contract with the County, be required to:				
1.	If requested by County, Responders shall provide demonstrations of proposed inmate telephones, tablets and/or visitation devices and/or participate in an interview prior to County completing the selection process.	✓		
2.	All inmate telecommunications system provided must comply with federal, state, and local requirements. Proof of such compliance may be required.	✓		No exceptions.
3.	Responders shall be required to be insured in amounts specified by County and to provide certificates of insurance evidencing such insurance. See Section 12 of Attachment C of this RFP.	✓		No exceptions. Business licenses, PSC & FCC Documentation has been provided in Exhibit G .
4.	Responder has completely reviewed and agrees with all Contract requirements obtained in Exhibit A, attached hereto and incorporated herein. Any non-acceptable terms must be addressed in the deviation column. A separate sheet may be attached if necessary.	✓		No exceptions. ICSolutions' Insurance Certificate has been provided in Tab 6 .
				No exceptions. ICSolutions notes the "termination for convenience" clause under Section 6.B and would therefore like to point out that the tablets and video visitation equipment in our proposal is being offered in consideration of a minimum initial contract term of a minimum initial term, including renewal periods, of five (5) full years. Partial reimbursement may apply on earlier termination <i>without cause</i> .

B. Minimum Requirements	
Successful Responder(s) will, pursuant to a contract with the County, be required to:	✓
1. Provide a detailed summary of experience demonstrating/including:	✓
a. Five (5) years of providing inmate telephone services	✓
	No exceptions. Please refer to <i>Tab 4</i> for a detailed summary of our company history.

RFP - Inmate Telecommunications System - **ATTACHMENT B**

Minimum Requirements	Requirement Met?	Deviations / Explanation
	Yes	No
b. Service to a minimum of three (3) city, state, county or federal correctional facilities. Please provide references.	✓	No exceptions. References are provided in <i>Tab 3</i> .
c. At minimum, at least one (1) contract providing tablets in a correctional facility.	✓	No exceptions. References are provided in <i>Tab 3</i> .
2. Provide an integration plan and schedule that includes:	✓	
a. Interfacing with current Jail Management System (JMS)	✓	No exceptions. Our Implementation Plan is provided in <i>Tab 5</i> .
b. A summary of provided web-based platform access that will be provided to staff, including administrative access.	✓	No exceptions. This information has been provided in <i>Tab 4</i> .
3. Provide a detailed summary of the inmate telephone system that will be provided (further explained in the System Requirements- Inmate Telephone System section of the RFP packet)	✓	No exceptions. This information has been provided in <i>Tab 4</i> .
4. Provide a detailed summary of the inmate tablets that will be provided (further explained in the System Requirements- Inmate Tablets section of the RFP packet)	✓	No exceptions. This information has been provided in <i>Tab 4</i> .
5. Provide a detailed summary of the inmate video visitation system that will be provided (further explained in the System Requirements- Video Visitation section of the RFP packet)	✓	No exceptions. This information has been provided in <i>Tab 4</i> .
6. Provide a summary of the pre-recorded answering system/phone tree for public	✓	No exceptions. This information has been provided in <i>Tab 4</i> .
7. Provide a summary of your installation, maintenance and repair procedures including: (further explained in the Installation, Maintenance and Repair section of the RFP)	✓	No exceptions. This information has been provided in <i>Tab 4</i> .
a. Installation schedule	✓	No exceptions. Our installation schedule has been provided in <i>Tab 5</i> .
8. Provide a summary of the Security and Control measures that will be provided (further explained in the Security and Control section of the RFP)	✓	No exceptions. This information has been provided in <i>Tab 4</i> .

9.	Provide a summary of the analytical tools that will be provided, including additional tools not listed in the minimum required tools in the Analytical Tools section of the RFP.	✓	No exceptions. This information has been provided in <i>Tab 4</i> .
10.	Provide a summary of the user applications, reporting features and the records services provided (further explained in the User Applications, Records & Reporting section of the RFP)	✓	No exceptions. This information has been provided in <i>Tab 4</i> .
11.	Provide a list of trainings offered to County staff, including onsite and offsite training (further explained in the Training section of the RFP)	✓	No exceptions. This information has been provided in <i>Tab 4</i> .
12.	Provide a contact list for support, equipment information specialist and escalation.	✓	No exceptions. This information has been provided in <i>Tab 4</i> .

B.	Pricing / Billing Requirements
-----------	---------------------------------------

Successful Responder(s) will, be required to:

1. Provide a proposed payment platform (PP) with a discussion of what it will include and how it will interface with the County and systems of other vendors. This PP will explain who the inmates will access the payment platform, and how funds going in and out of the PP will be tracked for the inmate.

The complete Payment Platform is described at the beginning of *Tab 4*, where required. ICSolutions allows for inmates to pay for their own calls, via an interface with the Keefe banking system, using funds *directly* from their Inmate Trust Account. This system eliminates the need to transfer funds to a separate calling account, or to process multiple refunds upon release. Call recipients can fund Inmate Trust Account using the proposed lobby kiosk, our web- or phone-based deposit services, or one of our many walk-in retail locations, such as Family Dollar or Dollar General.

Additionally, call recipients may fund their own prepaid calling accounts, which can be used to pay for phone calls to their phone number only. Prepaid accounts can also be used to pay for inmate voicemail messaging or remote video visitation. Funds can be added to prepaid accounts via phone, website, mail, or Western Union. Direct-billed collect calling is also available for qualified professionals.

Regardless how deposits are made, all transactions are tracked in The ENFORCER® and available for reporting and link analysis and data mining with The ENFORCER®'s The Analyzer tool. Automated funding alerts provide an automated message to inmates any time new funds are posted to his or her account.

2. Provide a charge rate for the following call types:

a. Local:	
Pre-Paid First Minute	\$0.35
Pre-Paid Per Minute	\$0.35
Collect First Minute	\$0.35
Collect Per Minute	\$0.35
b. International:	
Pre-Paid First Minute	\$0.95
Pre-Paid Per Minute	\$0.95
Collect First Minute	N/A
Collect Per Minute	N/A
c. Intralata/Intrastate:	
Pre-Paid First Minute	\$0.35
Pre-Paid Per Minute	\$0.35
Collect First Minute	\$0.35
Collect Per Minute	\$0.35
d. Intralata/Interstate:	
Pre-Paid First Minute	\$0.21
Pre-Paid Per Minute	\$0.21
Collect First Minute	\$0.21
Collect Per Minute	\$0.21
e. Interlata/Interstate:	
Pre-Paid First Minute	\$0.21
Pre-Paid Per Minute	\$0.21
Collect First Minute	\$0.21
Collect Per Minute	\$0.21
f. Interlata/Intrastate:	
Pre-Paid First Minute	\$0.35
Pre-Paid Per Minute	\$0.35
Collect First Minute	\$0.35
Collect Per Minute	\$0.35

g. Other payment methods
ICSolutions offers prepaid collect and optional debit calling, in addition to direct billing collect for those who qualify. Accounts can be funded by phone, web, lobby kiosk, Western Union, money order, Call Center Debit, Integrated Cardless Debit, and more. These payment options have been described earlier in this **Attachment B** and in **Tab 4**.

- h. Are there rates that apply during different time periods, explain:
No. Proposed rates apply to each minute during all time periods, excluding free calls.

3. Provide a detailed list of fees that are associated with calling services.

The following FCC-approved fees apply to Prepaid accounts, which can be used to pay for any combination of inmate phone calls, inmate voicemail, and remote video visitation:
Funding Fee (IVR or Website): \$3.00 per transaction; Funding Fee (Live Agent): \$5.95 per transaction.

4. Provide a detailed list of available streaming services, user fees, and proposed revenue share. Additional revenue streams include remote video visitation, inmate voicemail, streaming tablet services, and inmate email:

For remote visits, visitors will pay our standard rate of \$7.50 per 30-minute session. The County will receive 50% of each paid visit as revenue share.

For inmate voicemail, customers will pay a fee of \$1.00 per message. The County will receive 50% of each paid message as additional revenue share.

For streaming entertainment through Smart Comm, customers will pay 3¢ per minute. The County will receive 15% as revenue share. Tablets are provided at no cost to inmates or the County, and there is no cost to access inmate self-service features (such as commissary ordering, grievance filing, etc.) or education content.

For Smart Comm's inmate email and photo messaging, the standard price is \$0.50 per email (the same price as a postage stamp) and \$1.00 per photo. The email revenue supports the provision of tablet services at no cost to the County and is non-commissionable.

5. Provide a proposal with one rate fee and revenue shared bid. No alternative rates and revenue shared options.
Note: further explained in the Payment, Charges & Billing section of the RFP packet.

ICSolutions proposes an **85.7%** commission rate (revenue share) for all inmate phone calls. Commissions will be paid on revenue generated by **all completed** inmate calls of **every kind**, including local, in-state, interstate, and international calls. No deductions are made for bad debt, unbillables, uncollectable revenue, or any other similar cost of providing inmate phone services.

For in-state calls, an 85.7% revenue share is equivalent to a 30¢-per-minute revenue share – **nearly a 43% increase over your current revenue share for in-state calls!** And, because ICSolutions pays commissions on interstate calls (whereas your current contract does not), our proposed 85.7% revenue share for interstate calling revenue will offer additional new revenue for Tehama County. Best of all, ICSolutions offers increased revenue while also reducing costs for those who pay for inmate phone calls – a **30% decrease in in-state rates**, from 50¢ per minute to 35¢ per minute.

STATEMENT OF EXPERIENCE

SECTION A

Business Name: Inmate Calling Solutions, LLC Phone: (866) 228-4040
 Address: 2200 Danbury Street
 City: San Antonio State: TX ZIP: 78217

Business Status:

☐ Non Profit Corporation ☐ Corporation ☐ General Partnership ☐ Limited Partnership
☐ Sole Proprietorship ☒ Other: Limited Liability Company

Name and title of officer or owner authorized to sign this proposal and any contract with the county that may result.

Name: Michael Kennedy Title: Vice President Sales & Marketing

SECTION B

Number of years in business under present business name?: 16

Other Business Name(s): d/b/a ICSolutions

Number of years under prior name?: 16

SECTION C

Number of years experience providing required, equivalent, or related services?: 16

SECTION D

Contracts completed during the last five years?

	Year	Services	\$ Amount	Location	Contracting Agency
1.	2010 - Present	Inmate Telephones, Investigator Pro, Commissary Debit, Educational Tablets	\$3.3MM Annually	711 G Street Sacramento, CA 95814	Sacramento County
2.	2016 - Present	Inmate Telephones, Educational Tablets, Electronic Mail	\$500K Annually	800 W State Street Farmington, UT 84025	Davis County Sheriff's Office
3.	2013 - Present	Inmate Telephones, Investigator Pro, Video Visitation	\$520K Annually	2775 Richardson Drive Auburn, CA 95603	Placer County
	2005 - Present	Inmate Telephones, Video Visitation	\$420K Annually	1444 West Lacey Blvd. Hanford, CA 93230	Kings County
	2009 - Present	Inmate Telephones, Investigator Pro, Call Center Debit	\$430K Annually	380 Boulevard Kingston, NY 12401	Ulster County

(Add additional pages if needed)

Please also see Exhibit A - ICSolutions Client List
 RFP 18-02

SECTION E

Have you, or your agency failed or refused to complete a contract?

☐ Yes ☒ No

If yes, explain: _____

(Add additional pages if needed)

SECTION FDo you or your agency hold a controlling interest in any other organization, or is this agency or business owned or controlled by another organization or agency? ☒ Yes ☐ No

If yes, explain: Company is 100% owned by Keefe Group, LLC but owns no subsidiaries.

(Add additional pages if needed. Section F does not apply to government agencies.)

SECTION G

Do you, or does your agency, hold or have a financial interest in any other business?

☐ Yes ☒ No

If yes, explain (unless you are the individual personally performing contracted services or a governmental agency):

(Add additional pages if needed)

SECTION H

Names of persons with whom you or your agency have been associated in business as partners or business associates in the last five years. (Governmental agencies are exempt)

N/A

(Add additional pages if needed)

SECTION I

Explain any litigation involving you, your agency, or any principle officer(s) thereof:

(see attached)

SECTION J

Provide a description of experience in the services to be provided, and the experience of principle individuals who will be performing services.

Please see attachment.

(Add additional pages if needed)

SECTION K

List of major equipment to be used for the direct provision of services:

Please see attachment.

(Add additional pages if needed)

SECTION L

Please attach a copy of your most recent audited financial statement, for a fiscal period not more than 18 months old at time of submission, by an independent certified public accountant.

See California Department of Social Services, Manual of Policies and Procedures, Section 23-610 (c) (15)(L) for full details of this requirement.

Requirement waived per Addendum 2, QA #32

SECTION M

Please attach a copy of the most current financial statement.

Do you or your agency agree, at the request of the County, to provide letters of credit, and guarantor letters from related entities? ☒ Yes ☐ No

Requirement waived per Addendum 2, QA #32

SECTION N

Please provide a list of commitments, and potential commitments which may impact assets, lines of credit, guarantors letters, or otherwise affect your or your agency's ability to perform.

ICSolutions has no commitments or potential commitments that would impact assets, lines of credit, guarantors letters,

or otherwise affect ICSolutions' ability to perform.

(Add additional pages if needed)

SECTION O

If the nature of the services requires business or professional licenses, are such licenses held by you and/or your agency and its staff? ☒ Yes ☐ No

Please list each required business or professional license:

License Number	Type	Expiration Date
U-6813-C	Certificate of Public Convenience and Necessity	N/A (perpetual)
SRGH 101-193323	CA BOE Seller's Permit	N/A (perpetual)
0010682326	Federal (FCC) Registration	N/A (perpetual)

SECTION P

Do you and your agency agree to provide additional information as required by the County to make an informed determination of qualifications? ☒ Yes ☐ No

SECTION Q

Do you and your agency agree to permit the County, State and Federal governments to audit financial and other records pertinent to the services to be provided? ☒ Yes ☐ No

By signing this Statement of Experience, you are certifying that all information provided on this form and contained within your proposal are true, and you acknowledge that if the proposal contains any false statements, the County may declare any contract or agreement made as a result of the proposal to be void.

Signed:  Date: 12/11/18

Title: Michael Kennedy, Vice President Sales & Marketing

ATTACHMENT TO STATEMENT OF EXPERIENCE

Below are ICSolutions' responses / explanations for **Sections I, J, and K** of the **Statement of Experience**.

SECTION I

Explain any litigation involving you, your agency, or any principle officer(s) thereof:

ICSolutions Response:

Inmate Calling Solutions, LLC d/b/a ICSolutions has been a named defendant in civil lawsuits filed by inmates since its inception in 2002, but there have been no judgments against ICSolutions in any of these matters. Below is a summary of all litigation matters over our entire 16-year history that are related in any way to ICSolutions or ICSolutions' inmate telecommunications system:

1. **Open 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. A motion to dismiss for ICSolutions will be filed in response to the Complaint. 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 under the Inactive cases 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 has not yet been properly served in this litigation. Once served, the allegations will be denied and the case vigorously defended.

2. **Inactive/historical litigation matters:**

- a) 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

INMATE CALLING SOLUTIONS

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.

- b) 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 judgement seeking dismissal, which was granted on June 13, 2018, and final judgment entered on August 1, 2018.
- c) 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.
- d) Cause No. D-1-GN-16-000837, Inmate Calling Solutions, LLC v. Ken Paxton, Attorney General of Texas and Randall County, Texas, 419th Judicial District Court, Travis County, Texas – The Texas Attorney General issued a ruling allowing ICSolutions' confidential audited financial statements to be released. ICSolutions filed a Petition for Declaratory Judgment that the audited financial statements are confidential and not to be disclosed to the public. On June 5, 2017, the Court issued an order approving the parties' agreement that ICSolutions' audited financial statements would be treated as confidential information exempt from public records.
- e) Civil No. 160700886, Croxford and Securus Technologies, LLC v. Davis County, Utah and Inmate Calling Solutions, LLC, Second Judicial District Court, Davis County, Utah – Securus sued a client facility for choosing to award a contract to ICSolutions after competitive bidding. Securus protested the County's award of the contract, which was denied by the County. Securus filed a complaint with the local Court, followed by a Motion for Temporary Restraining Order, which was denied by the Court on September 8, 2016. The County transitioned service to ICSolutions on September 14, 2016. That same date, Securus voluntarily dismissed its case.

- f) Case No. 13-17361, Evans v. Skolnik, Ninth Circuit Court of Appeals (appeal of Case No. 3:08-CV00353-HDM-VPC, U.S. District Court for Nevada) – The initial claims against ICSolutions were dismissed in November 2009, where the inmate claimed privileged calls were recorded when they were in fact not recorded. The remainder of the case between the inmate and the Attorney General's Office was heard by a jury, which rendered a verdict for the Defendant Attorney General Skolnik. Plaintiff Inmate Withrow filed an appeal in November 2013, which was dismissed in December 2015. The Plaintiff has filed a petition to the Nevada Supreme Court to consider the appeal, however, the Nevada Supreme Court has not granted the Plaintiff's petition at this time and it is considered constructively dismissed. Note: This case is the appeal of the dismissal of Case 3:08-CV00353-HDM-VPC, U.S. District Court of Nevada (Evans & Withrow v. ICSolutions et al), described below.
- g) Case SC-14-313, Small Claims Court of Lancaster County, NE. (Lawrence W. Harris v. ICSolutions) – an inmate of Lancaster County Jail filed a claim in small claims court seeking refunds from ICSolutions of charges for calls that system records show were disconnected by the non-inmate, called-party. The inmate-claimant later withdrew his claim on August 18, 2014, resulting in the dismissal of the claim in a Court order issued on August 19, 2014.
- h) Case No. 2013-00009028-001, Anne Arundel County District Court, Glen Burnie, MD (Mark J. Adams v Inmate Calling Solutions) – Although ICSolutions was named as a Defendant but was not been properly served. Plaintiff Adams alleged that he was charged rates exceeding those authorized by the tariff. As ICSolutions never received proper service, the matter is considered closed / inactive.
- i) Case 11-CV4032, Circuit Court of Wisconsin, Dane County. (Dwight A. Williams v. Richard A. Raemisch, Secretary of Corrections et al) – inmate of Dane County Jail sued everyone and every entity associated with the Dane County Jail over harsh treatment. ICSolutions was a named co-defendant even though the Case failed to state any actual claims against ICSolutions. The case was summarily dismissed with respect to ICSolutions on November 26, 2012.
- j) Case 3:10-cv-02458-M, U.S. District Court, Northern Texas, Dallas Division. (T-Netix, Inc. and Securus Technologies v. ICSolutions) – competitor alleged breach of contract and infringement regarding negotiations relating to the licensing of certain technology. ICSolutions disputed all claims. This matter was settled by the parties and the case was dismissed as of March 21, 2011.
- k) Case 10-TRT-000761B, First Judicial District of Nevada, County of Carson (Phillip Wilcoxson v. State of NV et al) – inmate alleged personal injury resulting from tripping over exposed telephone conduit. ICSolutions had no role at the subject facility with respect to any cabling or conduit and, therefore, filed a motion for summary judgment seeking dismissal. Motion was granted and case was dismissed as of March 2, 2011.

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- l) Case 07-00316-UT & 07-00442-UT, New Mexico Public Regulation Commission (Investigations of rates and charges, including non-tariffed charges, of institutional operator service providers) – These cases involved issues that were considered in industry-wide proceedings by the NM PRC seeking information and potential enforcement of rates and charges. The cases were settled by stipulation with respect to ICSolutions, which was approved by NM PRC on June 24, 2010. Ultimately the issues in the cases were resolved with respect to all other parties through an industry-wide rulemaking, which resulted in a Final Order and Final Rule adopted November 8, 2012, under Case No. 10-00198-UT.
- m) Case 09-05300, U.S. Bankruptcy Court, San Jose Division (Old T.B.R. Incorporated v. ICSolutions) – Counterclaim by the liquidating trustee to ICSolutions' proof of claim previously filed against the subject estate. ICSolutions had sought full reimbursement of accounts receivable owed to it from the estate's prepetition period and the estate alleged offsetting claims. This matter was settled by negotiation and dismissed as of July 7, 2010.
- n) Case 3:08-CV00353-HDM-VPC, U.S. District Court of Nevada (Evans & Withrow v. ICSolutions et al) – Withrow was an inmate in NV DOC and Evans was his attorney. Plaintiffs alleged violation of attorney-client privilege and related civil rights based on alleged recording of phone conversations. Evans withdrew from the case early once basic facts were known. ICSolutions did not control the recording decisions and, in any event, the conversations had not been recorded in spite of the allegations. The case was summarily dismissed against ICSolutions in November 2009.
- o) Case 07-CV1788-30701, State of WI Circuit Court, Outagamie County (Ron Van Handel et al v. ICSolutions) – Ron Van Handel was a subcontractor for technical support and alleged breach of contract regarding payment for services. Van Handle had performed the work while an employee of a company that was a contracted vendor to ICSolutions and to which ICSolutions had already made payment. The case was summarily dismissed in January, 2009.
- p) Case 2-06-CV426-TJW, U.S. District Court, Eastern Texas, Marshall Division (T-Netix, Inc & Evercom Systems, Inc. v. Global Tel*Link corporation et al) – broad infringement allegations regarding certain patented technology. ICSolutions settled the matter in November 2007 and entered into a multi-year license agreement.

SECTION J

Provide a description of experience in the services to be provided, and the experience of principle individuals who will be performing services.

ICSolutions Response:

Since 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, and we have never purchased a single contract or any other company. 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. These personnel in the field have all been **fully certified on The ENFORCER® inmate calling platform, its Visitor video visitation module, and its integrated tablet solution** through our 40-hour system certification program in San Antonio.

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).

ICSolutions currently provides our ENFORCER® calling system and outstanding customer service to hundreds of individual facilities, making up more than 275 agencies across the United States and providing calling services to a total of about **300,000 inmates**. Agencies using The ENFORCER® range in size from small city, county, and regional facilities, to large state DOCs housing as many as 44,000+ inmates. Our clients of every size rely on our proprietary ENFORCER® calling system to process calls.

ICSolutions focuses on providing a secure and feature-rich inmate call-processing system, and we continue to innovate and expand our offerings. Today we provide not only the latest generation ENFORCER®, but a customizable total inmate communications and payments solution that can include advanced voice biometrics, video visitation, paperless grievance reporting, lobby deposit kiosks, debit release cards, inmate voicemail, email, and more. We also provide customized services like commissary interfaces that allow inmates to purchase calling time and order commissary items by phone, along with our Prepaid Collect system.

Thanks to these features and our outstanding Service Team, we can take pride in the reliable solution we provide for our clients. To better serve called parties, inmates, and facilities alike, our company is staffed by one of the most seasoned management teams in the industry (their experience is delineated in **Tab 4** of this proposal, and their resumes are provided as **Exhibit F**). Our service structure includes in-house Technical Services, Customer Care, Engineering, Network Operations Specialists, On-Call Facility Support, and Account Management Services, all available to meet our clients' needs **24 hours a day, 7 days a week, 365 days a year**.

SECTION K

List of major equipment to be used for the direct provision of services:

IC Solutions Response:

The major equipment to be used for the direct provision of services includes all components required to operate The ENFORCER® inmate telephone system; its Visitor video visitation module; and the integrated Smart Comm tablet system. In addition to servers that are installed and monitored at our geographically separate, redundant data centers, components of our inmate communication systems will include network connectivity devices, Wi-Fi access points for tablets, and the following additional onsite equipment:

- ✓ 16 stainless steel inmate telephones
- ✓ 2 interview room phones
- ✓ 12 visitation phone pairs, connected to The ENFORCER® for monitoring & recording of all non-confidential visits
- ✓ 1 workstation with printer (inmate telephone system)
- ✓ TDD/TTY and/or VRS device(s), as needed, for hearing impaired inmates
- ✓ 5 multi-functional V10 video phones
- ✓ 1 friend/family V17 kiosk
- ✓ 1 officer workstation (video visitation system)
- ✓ 1 lobby registration station (video visitation)
- ✓ 50 Smart Comm wireless inmate tablets + 7 staff tablets, if required
- ✓ 1 new intake kiosk

4. DESCRIPTION OF THE PROPOSED INMATE TELECOMMUNICATIONS SYSTEM

4. A description of the proposed inmate telecommunications system, including but not limited to:
 - a. A description of each of the services to be provided; and
 - b. A description of the personnel to be used in providing each of the services;
 - c. A description of the Payment Platform for users and inmates.

ICSolutions appreciates the opportunity to submit this Proposal to provide Inmate Telephone Services for Tehama County, California. ICSolutions has offered innovative, cutting-edge communications technology to correctional facilities since 2002. ICSolutions is a wholly owned subsidiary of *the Keefe Group*, which has served the correctional industry **since 1975**. ICSolutions is confident we have the experience and resources necessary to satisfy your County's requirements.

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

ICSolutions currently provides our ENFORCER® calling system and outstanding customer service to more than 400 individual facilities, making up more than 275 agencies across the United States and providing calling services to a total of about **300,000 inmates**.

Agencies using The ENFORCER® range in size from small city, county, and regional facilities, to large state DOCs housing as many as 44,000+ inmates. 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.

We have provided references in **Tab 3** of this Proposal and our complete client list in **Exhibit A**, and we invite Tehama County to contact anyone on this list to hear about their satisfaction with our technology and service. For your further consideration, we have also attached several Letters of Reference in **Exhibit B**.

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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 detail record. And we have an outstanding reputation for accurate, on-time commission payments and excellent local service.

Moreover, ICSolutions has **never purchased a single contract** or any other company. Our management team includes experienced industry veterans supported by a diverse staff of technical and operational personnel. ICSolutions has numerous regional offices nationwide and field technicians and site administrators stationed across the country to better meet our clients' needs. Included at No Cost Highlights of our offer for Tehama County include all of the following standard and optional services at **no cost to Tehama County**, and with no impact on our proposed commission rate or calling rates:

The ENFORCER® Inmate Calling System

- ✓ Our centralized **ENFORCER® inmate calling platform** – housed in our Atlanta data center and backed up at our headquarters in San Antonio, TX
- ✓ 16 stainless steel inmate telephones
- ✓ 2 interview room phones
- ✓ 12 visitation phone pairs, connected to The ENFORCER® for monitoring & recording of all non-confidential visits
- ✓ 1 workstation with printer
- ✓ TDD/TTY and/or VRS devices, as needed, for hearing impaired inmates
- ✓ Unlimited ENFORCER® user licenses
- ✓ Interface to the facility's JMS platform:
 - Automated inmate ID / PIN updates
- ✓ Interface to the facility's KCN Commissary & Banking systems:
 - Automated, PIN-based *DirectLink Trust* inmate Debit calling
 - Over-the-phone commissary ordering to supplement kiosk- & tablet-based ordering
- ✓ **The ENFORCER® Investigative Suite:**
 - The Verifier **real-time inmate voice identification**
 - The Imposter **continuous voice biometrics**
 - The Analyzer **data mining and link analysis**
 - Argus **on-demand transcription** of selected call recordings
- ✓ **The ENFORCER® IVR Suite:**
 - The InformerSM **PREA module**
 - The CommunicatorSM **paperless inmate communications portal**
 - The AttendantSM **automated information line**
- ✓ Optional inbound inmate voicemail messaging
- ✓ **24 x 7 x 365 live, U.S.-based service** for called parties and Facility staff
- ✓ Certified local technicians to provide emergency equipment service & maintenance
- ✓ Training on the new phone system for all Facility users

Financial Kiosks

- ✓ Integrate with your existing Access Corrections **lobby deposit kiosk** to accept cash, credit, and debit card deposits to **inmate phone accounts**, in addition to the trust account deposits that are currently accepted
 - Deposit information included in The Analyzer Data Analysis records
- ✓ **Upgrade your current KCN inmate kiosk** to the latest model to accept cash, credit, and debit card deposits from arrestees

The Visitor™ Video Visitation System

- ✓ **Fully integrated with The ENFORCER® inmate telephone system**
- ✓ **5 multi-functional V10 video phones** allowing for:
 - **Onsite + remote video visitation**
 - **Inmate phone calling through The ENFORCER®**
 - Document viewing – inmate rules, handbook, etc.
 - Inmate Portal to manage video visitation schedule
 - Touchscreen access to inmate self-service options, such as commissary ordering, Smart Comm software, etc.
- ✓ **1 friend/family V17 kiosk** to enable onsite video visitation
- ✓ 1 officer workstation + 1 lobby registration station
- ✓ Web-based visitor registration
- ✓ **Web-based scheduling for any contact, non-contact & video visits**
- ✓ Turnkey installation encompassing all necessary conduit, cable, & network infrastructure
- ✓ All-inclusive warranty, support, & repair/replace maintenance agreement

Smart Comm Inmate Tablet Program (Optional)

- **50 FREE Smart Comm wireless inmate tablets**, based on the County's current ADP and the installation ratio of 1 tablet per 4 inmates
 - Tablet quantity can be increased during contract term, if needed, to accommodate expanding inmate population and/or increased inmate usage
 - 7 staff tablets, if required
- **Inmate Calling app** – enables secure inmate calling through ICSolutions' ENFORCER® calling platform; standard calling rates and security controls apply
- Will be capable of allowing video visitation through The Visitor™
- **FREE MailGuard Virtual Mailroom access** – scans / digitizes inmate mail to **eliminate paper mail** entering inmate areas
- Inmate Messaging – email & photo
- Law library interface (**FREE Case Maker law library access provided by ICSolutions**)
- Grievance reporting
- Appointment request
- Commissary ordering (if web services are available from the Commissary provider)
- Education content included GED courses
- Entertainment content
- Turnkey installation including all hardware, software, charging stations, & wireless access points

Other Optional Services

Our proposal contains information about our ability to provide additional services such as The Word Detector keyword search; Argus post-call biometric voice analysis; CellSense portable cell phone detection; and MPE+ cell phone data extraction / analysis. Pricing for these optional services is available upon request.

An All-in-One Solution for Tehama County

ICSolutions offers a completely integrated solution that hosts all inmate communication 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 information, tablet, and optional inmate 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, grievance reporting, and visitation management
- Public users fund a **single 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

Guaranteed Keefe Integrations

As a member of the Keefe Group of companies, ICSolutions can guarantee a unique integration between your ENFORCER® inmate phone system and the proposed Keefe commissary and KeepTrak™ banking systems to provide for several automated services:

- ✓ DirectLink Trust Cardless Debit Calling
- ✓ Over-the-Phone Commissary Ordering
- ✓ Over-the-Phone Balance Inquiry
- ✓ Automated Funding Alerts

We have extensive experience integrating with Keefe at **dozens of locations** across the country. And, as a Keefe company, we have an **intimate relationship and uninhibited access** to Keefe personnel to complete integrations and resolve integration issues quickly and effectively. We can guarantee ICSolutions' products seamlessly integrate with all Keefe and Access Corrections products and services.

Because we are a member of the Keefe Group of companies, ICSolutions can provide a fully integrated solution encompassing the commissary/banking systems and inmate phone system. Inmates will be able to pay for phone calls using funds *directly* from their trust accounts. Friends and family can 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, and/or call recipients.

Working in tandem from our **shared regional office in Fontana, California**, KCN and ICSolutions will create the **most efficient, affordable, and data-rich** solution available for Tehama County!

Payment Platform for Inmates & Call Recipients

ICSolutions will offer Tehama County inmates more ways to stay in touch with their friends and family during their incarceration. With our easy-to-use prepaid calling options, we anticipate a significant increase in inmate calling, which translates directly into more revenue generated for the County! In addition to traditional Collect calling, ICSolutions would like to propose Point-of-Sale Prepaid Collect (PSPCSM), Call Center Debit, Integrated Cardless Debit (Inmate Prepaid), and DirectLink Cardless Debit (Inmate Prepaid) 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. More information about these calling options is provided below:

❖ Integrated Cardless Debit

Integrated Cardless Debit is a fully integrated debit platform that allows inmates to place calls using the funds established and maintained in their individual PIN-based accounts. To enable this calling option, ICSolutions will interface with the facility's inmate/records management system or commissary software package to share information between systems and automate the process.

❖ Direct Link Cardless Debit

ICSolutions is a Keefe company; therefore, because **your commissary provider is Keefe**, ICSolutions can guarantee a **unique integration between your inmate phones and commissary systems**. The ENFORCER[®] is equipped with a web-service interface to the Keefe (KCN) commissary 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 place 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.

This 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.

Over-the-Phone Balance Inquiry: Using any standard inmate telephone, inmates can also check their Trust Account balances. This automated technology can reduce inmate balance requests, which might otherwise have to be manually processed by the Facility.

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

INMATE CALLING SOLUTIONS

Over-the-Phone Commissary Ordering: From any standard inmate phone, inmates can enter their phone PIN and press a speed-dial digit to access the automated commissary ordering system. From here, inmates can follow the automated operator prompts to make commissary purchases. This service benefits the County by reducing staff involvement in processing commissary orders. And inmates can place commissary orders more often – any time they have access to the inmate phones.

Inmates will be able to track all payments by selecting the appropriate digit defined by the automated operator. Once the inmate selects the commissary ordering option, they are presented with something similar to the following prompts:

- *Press 1 for English, 2 for Spanish*
- *Please enter your site code followed by the pound sign*
- *Please enter inmate ID followed by the pound sign*
- *Enter your passcode followed by the pound sign*
- *Press 1 to add to your order*
- *Press 2 to listen to your order*
- *Press 3 to change your order*
- *Press 5 to list your debt*
- *Press 6 to purchase phone time*
- ***Press 7 to hear recent transactions***

❖ **Point of Sale Prepaid Collect (PSPCSM)**

ICSolutions' Prepaid Collect 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, **PSPCSM** 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.

PSPCSM results in higher revenues and fewer complaints by allowing calls to telephone numbers that are most likely 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 24 x 7 x 365**. 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 Tehama County 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.

Local Account Manager & Other Key Personnel

Tehama County will be served by Mr. Mike Kennedy, our VP of Sales & Marketing and your **Account Manager** and Primary Contact for this contract. As your account manager, Mr. Kennedy 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. Kennedy 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. Kennedy will use this information to ensure that the County receives the best possible service throughout your entire contract term.

ICSolutions' excellent customer service begins from the date of contract award through the life of the contract. Our service package offers the County our knowledgeable Installation Team, whose expertise will ensure a seamless transition to our centralized ENFORCER®; our 24 x 7 x 365 Technical Services Center, who will answer your call in 20 seconds or less if you have a question or if an issue arises; and your Account Manager, Mike Kennedy, who will work with you for the life of the contract to ensure that all of your needs are met.

ICSolutions has more than 120 employees dedicated to the development, installation, maintenance, and service of The ENFORCER® inmate telephone system. The professional team involved in the aforementioned duties and ongoing management of service for Tehama County comprises the following experienced ICSolutions personnel for our Client Services, Installations & Operations (Technical Support), and Technology Development teams, including your Project Manager. Full résumés for these key personnel have also been included in **Exhibit F**.

Client Services

Mike Kennedy, Account Manager & VP of Sales & Marketing Responsibilities

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

INMATE CALLING SOLUTIONS

As the County's Account Manager, Mike will be responsible for working directly with the County throughout the entire contract term. ICSolutions recognizes that the County's needs may evolve over the life of the contract and Mike will work with the County to adjust the system and features provided to best fit the County's requirements. This may include system expansions, feature additions, integration with JMS or Commissary vendors, etc. He will also be the single point of contact for any questions or requests concerning the contracted services, including (but not limited to) reports, compensation, service and maintenance, training, etc.

Qualifications

Prior to joining ICSolutions in 2004, Mike started in the telecommunications industry in 1989 and has vast experience in account management and business development. Mike's experience includes both operator services and inmate telephone services offered nationwide. Mr. Kennedy obtained his Business Administration degree at the University of South Carolina.

Sylvia Castillo, Client Services Manager

Responsibilities

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.

Qualifications

Sylvia has been in customer relations since 1993. Some of her most notable qualifications lie in her management and allocation of resources in order to best serve clients. Her strong relationships with Attorney Generals and Public Utility Commissions personnel across the U.S. give her unique insight and perspective when managing ICSolutions' clients. She has implemented important policies and procedures over her career that have positively impacted customer and client relations.

Latisha Steger, Director of Sales Engineering

Responsibilities

As the Director of Sales Engineering, Latisha works directly with the facility to schedule and provide training during installation and ongoing refresher training throughout the life of the contract. She will deliver training on The ENFORCER® system, video visitation, inmate tablets, and inmate telephone procedures face-to-face, over-the-phone, or via WebEx, as the facility prefers. In addition, Ms. Steger also manages and coordinates voice enrollments for Pre-Call Validation and Voice Biometrics services.

Qualifications

Ms. Steger has served as a professional in telecommunications customer management and support since 2000, with a focus on inmate calling sales, service, training and support since 2007.

Don Newsome, Corporate Account Manager/Video Visitation Trainer

Responsibilities

Don 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. Mr. Newsome delivers training face-to-face, over-the-phone, or via WebEx, as the facility prefers.

Qualifications

Mr. Newsome began working with ICSolutions in early 2017, and he has nearly 20 years' experience in the corrections industry. This makes him uniquely familiar with correctional procedures and processes to enhance his ability to optimize training specifically for correctional facilities. Don received a degree from Tallahassee Community College in 1992.

Installations & Operations (Technical Support)

Brian Dietert, Director of Operations

Responsibilities

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.

Qualifications

Brian has been in the telecommunications industry since 1986, specializing in inmate telephone services since 1990. He has held senior leadership positions with several companies that operate in inmate telephone industry. Before joining ICSolutions in 2011, Brian was the Director of Network and Billing Services for Public Communication Services (PCS). While at PCS, he managed over \$30 Million in annual revenue associated with collect, prepaid, and debit calling. Prior to PCS, Brian was a principal with AGM Telecom who helped start up and grow the company to 125 installations before being acquired by PCS in 2007. As a result of approximately three decades in this industry, Brian brings a wealth of knowledge and experience in all aspects of field services, engineering, project management, and local and toll network architecture, as well as leading edge products associated with VOIP telephony.

Geoff Larkin, Project Manager

Responsibilities

During the implementation, Geoff will be responsible for managing the installation, including development of the County's project plan and overall management of The ENFORCER® installation. As Project Manager for installations, Geoff brings his in-depth knowledge and expertise of The ENFORCER® to expedite issue identification and resolution.

Qualifications

Mr. Larkin has a well-rounded education with A+ and Net+ certifications, as well as holding a B.A. in Biology and an MBA. Geoff, who joined ICSolutions in 2007, balances this education with in-depth experience, with more than 30 years of IT experience in regulated industries. Geoff has held leadership positions on system conversion and specialized-training teams since 1987. He is an integral part of every installation at ICSolutions – big or small – so he is familiar with the problems that can arise with all types of projects. He has coordinated countless complex projects and is proficient at anticipating facilities will have their own unique circumstances that may affect the timing of the installation if not timely identified and addressed in the installation plan.

INMATE CALLING SOLUTIONS

Justin Naquin, Regional Field Service Manager

Responsibilities

Justin is the field supervisor for ICSolutions' installation teams nationwide. In addition to providing leadership of our field technicians, Justin provides hands-on management of the transition process, testing and on-site quality control.

Qualifications

Justin joined ICSolutions in 2004 and has nearly 30 years of telecommunications experience in the public and inmate telephone industry. Justin is skilled at installations of both inmate telephone systems and video visitation systems. He has completed over one hundred complex inmate telephone system installations for ICSolutions' existing customers, including State Departments of Corrections and large multi-site applications. Justin has led many installations, including the installations at Bexar County, Texas – Sacramento County, California – Erie County, New York – and Osceola County, Florida.

Latoya Coleman, Technical Support Manager

Responsibilities

Latoya Coleman supports the project as Technical Support Manager for ICSolutions clients after installation. She supervises the Technical Support team and serves as the first level of escalation for unresolved trouble tickets.

Qualifications

Latoya joined ICSolutions in 2009 as a Technical Services Representative, assisting clients with product related concerns, troubleshooting hardware and software issues, and coordinating with field technicians via telephone to change hardware and software configurations. In 2015, Latoya was promoted to Technical Support Manager due to her outstanding performance in issue resolution. Latoya has more than 10 years of technical support experience, with nearly a decade in the inmate telecommunications industry. Ms. Coleman holds a Bachelor of Science in Computer Science from Jackson State University.

Technology Development

Brendan Philbin, Vice President of Product Development

Responsibilities

Mr. Philbin oversees the design and development of all technologies, products, and applications deployed by ICSolutions for both customer and internal use. This responsibility includes overseeing the day to day IT operations, the assembly of product hardware as well technical oversight of product deployments in the field, as well as overseeing all aspects of technology from concept to delivery, with a market-focus approach to technology development, including identifying market needs and developing the appropriate products and services as solutions to meet those needs.

Qualifications

Mr. Philbin is an executive who first entered the industry of telecommunications for correctional markets in 1989, delivering strategic vision, market and product strategy, technology innovation, program and project management. He has a proven track record of building and leading successful teams that deliver major projects on time and within budget. Extensive knowledge of the Operator Services industry with domain expertise in telephony billing, collections, bad debt management and inmate telephone services.

Steve Shields, Director of Information Technology

Responsibilities

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.

Qualifications

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.

George Langdin, Technical Services Manager (IT Engineering)

Responsibilities

George leads the engineering team responsible for building, configuring, and testing all ENFORCER® equipment before it is delivered to each facility for implementation. George's team plays an important role in the quality assurance process by making sure each piece of equipment is configured to meet the requirements of the facility it is going to, and by ensuring that the equipment is functioning properly and free from manufacturing defects prior to deployment. After system installation, George is also a point of escalation for software support issues.

Qualifications

George joined ICSolutions in 2004 and has been in the technology industry since 1998. His InfoTech experience includes founding a market-leading "dot com" company and managing technical support for a multinational biotech corporation. Mr. Langdin obtained his Bachelor of Science degree at University of California, Davis.

Executive Management Team

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

Tim McAteer, Company President has 20 years' experience in management and administration within the correctional industry, including serving as Vice President and Chief Operating Officer for several commissary support and supply companies.

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

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

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

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

Thank You

Thank you for taking the time to review our Proposal for Tehama 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 the technology described herein.

B. PROGRAM PLAN & SCOPE OF WORK

Vendor Qualifications

The Vendor must be able to safely and securely provide the Inmate Telephone System Services (Services). Services must include the ability for collect calls, prepaid calls and payment of calls and Streaming Services by the inmate through a Payment Platform. Vendor must be a reputable, qualified firm experienced in providing inmate telephone services in a corrections environment. Due to the complex nature and security concerns of corrections facilities, Vendors must meet the following minimum qualifications:

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will provide safe and secure Inmate Telephone System Services for Tehama County. ICSolutions' turnkey proposal includes collect, prepaid and optional debit calling, paid for by inmates and / or inmates' friends and family, as applicable. Using www.icsolutions.com, The ENFORCER® inmate communications system allows Public users to fund a **single 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. The link to manage email services via their Smart Comm account can also be made available to customers on the www.icsolutions.com website. Additional information about the Payment Platform and the proposed tablets has been provided later in this **Tab 4**.

ICSolutions is a reputable, qualified firm that has been providing inmate telephone services in corrections environments for more than 15 years. **Since 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, and we **have never purchased a single contract** or any other company. 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).

In addition to meeting our clients' technological and investigative needs, we are typically able to increase their revenue. On average across the country, when we keep calling rates the same and provide our ENFORCER® calling system and prepaid calling options, **our average increase in both call volumes and call revenues is about 40%**. Even where we implement lower calling rates, we often see call volumes increase by as much as 150%, and **revenues increase by about 30%**. ICSolutions anticipates a significant increase in inmate calling and the County's commission revenue due to our easy-to-use prepaid calling and funding options.

INMATE CALLING SOLUTIONS

In Macomb County, Michigan, when ICSolutions took over from Securus, we nearly doubled the County's revenue, while also dramatically reducing calling rates *and* implementing a free Video Visitation System valued at more than \$650,000!

*"The incumbent vendor, Securus Technologies, had provided prisoner phone service for the previous 10 years. The average annual commission generated for the last three years of the contract was **\$491,000**. In October of 2012, the County entered into a 5-year contract with ICSolutions. In so-doing, the **revenue generated from phone calls increased by 64% to \$902,259** for FY 2013. Very impressive considering **calling rates for friends and families were reduced by approximately 49%.**"*

Anthony Wickersham
Macomb County Sheriff

More recently, in Smith County, Texas, when ICSolutions took over the contract, we increased the County's revenue by 48%, while reducing calling rates by more than half the cost charged by the previous vendor!

"In March, [Smith County] transitioned to a new phone provider, Inmate Calling Solutions, in the jail. With the new vendor, the per-minute price for calls dropped almost 220 percent, from 44 cents a minute to 20 cents, and the county's profit on the service nearly doubled.... Even with the decreased per-minute price, the county saw a 48 percent increase in revenue during the first quarter - from \$79,032 for the months of March through June 2016, to \$153,650 for the same period in 2017. That's an increase of \$74,617 over the four months."

- Tyler Morning Telegraph, published July 20, 2017

ICSolutions currently provides our ENFORCER® calling system and outstanding customer service to hundreds of individual facilities, making up more than 275 agencies across the United States and providing calling services to a total of about **300,000 inmates**. Agencies using The ENFORCER® range in size from small city, county, and regional facilities, to large state DOCs housing as many as 44,000+ inmates. Our clients of every size rely on our proprietary ENFORCER® calling system to process calls.

ICSolutions focuses on providing a secure and feature-rich inmate call-processing system, and we continue to innovate and expand our offerings. Today we provide not only the latest generation ENFORCER®, but a customizable total inmate communications and payments solution that can include advanced voice biometrics, video visitation, paperless grievance reporting, lobby deposit kiosks, debit release cards, inmate voicemail, email, and more. We also provide customized services like commissary interfaces that allow inmates to purchase calling time and order commissary items by phone, along with our Prepaid Collect system.

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

1. Vendor shall be regularly and continuously engaged in the business of providing and administering ITS and installation for the past five (5) years to a minimum of five (5) City, County, State, or Federal correctional facilities. Experience must be demonstrated by references provided by Vendor at the time of the bid, all references must include individuals working directly with or managing the day-to-day operations of the inmate telephone system.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has been regularly and continuously engaged in the business of providing and administering ITS and installation since our formation in 2002. During the past 5 years, ICSolutions' client based as greatly exceeded the minimum of 5 correctional facilities – currently serving more than 400 correctional facilities. We have provided the County with our references later in response to the next requirement, as well as in **Tab 3**. Additionally, we have included contact information for every single one of our current clients where we serve as the Prime Contractor in **Exhibit A**.

2. Vendor shall provide at least three (3) currently installed, functioning, and operational. ITS contracts, one of which is a California correctional facility of similar inmate average daily population (ADP), having a minimum of 300 Tablets. Experience must be demonstrated by references provided by Vendor at the time of the bid.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions currently provides our ENFORCER® calling system and outstanding customer service to hundreds of individual facilities, making up more than 275 agencies across the United States and providing calling services to a total of about **300,000 inmates**. Agencies using The ENFORCER® range in size from small city, county, and regional facilities, to large state DOCs housing as many as 44,000+ inmates. Our clients of every size rely on our proprietary ENFORCER® calling system to process calls.

In addition, ICSolutions has successfully deployed video visitation systems in more than 80 client facilities, serving more than 40,000 inmates nationwide.

We are pleased to offer the following California references that enjoy similar equipment and services offered to Tehama 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. Additionally, we have included contact information for every single one of our current clients where we serve as the Prime Contractor in **Exhibit A**. We have also included several recent Letters of Reference from a few of our clients in **Exhibit B**. ICSolutions is proud of our service history, and we encourage you to call anyone on our Client List, in addition to the references below.

INMATE CALLING SOLUTIONS

1. Sacramento County, CA

Customer Name:	Sacramento County	Number of Facilities:	3
Contact Person:	Sgt. Chris Baker, Assistant to the Chief of Corrections cbaker@sacsheriff.com	Telephone Number:	(916) 874-7166 (916) 874-5752 fax
Investigator TM Contact Person:	Sgt. Chris Baker cbaker@sacsheriff.com	Telephone Number:	(916) 874-7166 (916) 874-5752 fax
Address:	711 G street	Total Number of Phones:	524
	Sacramento, CA 95814	Total Inmate Population:	5,000
Former Provider:	GTL	Date Service Began:	November, 2010
Services Provided:	Inmate Telephone System	The Investigator Pro TM	Commissary Debit
	Inmate Tablets (more than 300 tablets)		

2. Placer County, CA

Customer Name:	Placer County	Number of Facilities:	3
Contact Person:	Sgt. Mark Mackay mmackay@placer.ca.gov	Telephone Number:	(651) 266-1458
Address:	2775 Richardson Drive	Total Number of Phones:	133
	Auburn, CA 95603	Total Inmate Population:	1,000
Former Provider:	GTL	Date Service Began:	December 2013
Services Provided:	Inmate Telephone System	The Investigator Pro TM	Video Visitation

3. Davis County, CA

Customer Name:	Davis County Sheriff's Office	Number of Facilities:	2
Contact Person:	Corporal Chad Barnes cbarnes@co.davis.ut.us	Telephone Number:	(801) 451-4259
Address:	800 W State Street	Total Number of Phones:	72
	Farmington, Utah 84025	Total Inmate Population:	700
Former Provider:	Securus	Date Service Began:	September 2016
Services Provided:	Inmate Telephone System	Inmate Tablets	Electronic Mail

4. Kings County, CA

Customer Name:	Kings County Main Jail	Number of Facilities:	3
Contact Person:	Commander Kim Pedreiro kim.pedreiro@co.kings.ca.us	Telephone Number:	(559) 469-6161
Address:	1444 West Lacey Blvd.	Total Number of Phones:	55
	Hanford, CA 93230	Total Inmate Population:	600
Former Provider:	Securus	Date Service Began:	April 2005
Services Provided:	Inmate Telephone System	Video Visitation	

5. Ulster County, NY

Customer Name:	Ulster County Sheriff's Department	Number of Facilities:	1
Contact Person:	Sheriff Paul VanBlarcum pvan@co.ulster.ny.us	Telephone Number:	(845) 340-3303
Investigator Pro™ Contact Person:	Chris Howe	Telephone Number:	(845) 340-3001
Address:	380 Boulevard	Total Number of Phones:	55
	Kingston, NY 12401	Total Inmate Population:	325
Former Provider:	GTL	Date Service Began:	August 2009
Services Provided:	Inmate Telephone System	Call Center Debit Inmate Tablets	Investigator™ Pro

INMATE CALLING SOLUTIONS

3. Vendor's organization must have qualified and trained staff dedicated to the sole purpose of supporting the Telephone, Video Visitation, and Tablet system installed including, but not limited to, service technicians and technical support for the life of any contract awarded pursuant to this RFP.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions' excellent customer service begins from the date of contract award through the life of the contract. Our service package offers the County our knowledgeable Installation Team, whose expertise will ensure a seamless transition to our centralized ENFORCER®; our 24 x 7 x 365 Technical Services Center, who will assist you if you have a question or if an issue arises; and your Account Manager, **Mike Kennedy, VP of Sales & Marketing**, who will work with you for the life of the contract to ensure that all of your needs are met.

ICSolutions has more than 120 employees dedicated to the development, installation, maintenance, and service of The ENFORCER® inmate telephone system. The professional team involved in the aforementioned duties and ongoing management of service for Tehama County comprises the following experienced ICSolutions personnel for our Client Services, Installations & Operations (Technical Support), and Technology Development teams, including your Project Manager. Full résumés for these key personnel have also been included in **Exhibit F**.

Client Services

Mike Kennedy, Vice President of Sales & Marketing & Account Manager

Responsibilities

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

As the County's Regional Account Manager, Mike will be responsible for working directly with the County throughout the entire contract term. ICSolutions recognizes that the County's needs may evolve over the life of the contract and Mike will work with the County to adjust the system and features provided to best fit the County's requirements. This may include system expansions, feature additions, integration with JMS or Commissary vendors, etc. He will also be the single point of contact for any questions or requests concerning the contracted services, including (but not limited to) reports, compensation, service and maintenance, training, etc.

Qualifications

Prior to joining ICSolutions in 2004, Mike started in the telecommunications industry in 1989 and has vast experience in account management and business development. Mike's experience includes both operator services and inmate telephone services offered nationwide. Mr. Kennedy obtained his Business Administration degree at the University of South Carolina.

Sylvia Castillo, Client Services Manager

Responsibilities

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.

Qualifications

Sylvia has been in customer relations since 1993. Some of her most notable qualifications lie in her management and allocation of resources in order to best serve clients. Her strong relationships with Attorney Generals and Public Utility Commissions personnel across the U.S. give her unique insight and perspective when managing ICSolutions' clients. She has implemented important policies and procedures over her career that have positively impacted customer and client relations.

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Responsibilities

As the Director of Sales Engineering, Latisha works directly with the facility to schedule and provide training during installation and ongoing refresher training throughout the life of the contract. She will deliver training on The ENFORCER® system, video visitation, inmate tablets, and inmate telephone procedures face-to-face, over-the-phone, or via WebEx, as the facility prefers. In addition, Ms. Steger also manages and coordinates voice enrollments for Pre-Call Validation and Voice Biometrics services.

Qualifications

Ms. Steger has served as a professional in telecommunications customer management and support since 2000, with a focus on inmate calling sales, service, training and support since 2007.

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Responsibilities

Don 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. Mr. Newsome delivers training face-to-face, over-the-phone, or via WebEx, as the facility prefers.

Qualifications

Mr. Newsome began working with ICSolutions in early 2017, and he has nearly 20 years' experience in the corrections industry. This makes him uniquely familiar with correctional procedures and processes to enhance his ability to optimize training specifically for correctional facilities. Don received a degree from Tallahassee Community College in 1992.

Installations & Operations (Technical Support)

Brian Dietert, Director of Operations

Responsibilities

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")

INMATE CALLING SOLUTIONS

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.

Qualifications

Brian has been in the telecommunications industry since 1986, specializing in inmate telephone services since 1990. He has held senior leadership positions with several companies that operate in inmate telephone industry. Before joining ICSolutions in 2011, Brian was the Director of Network and Billing Services for Public Communication Services (PCS). While at PCS, he managed over \$30 Million in annual revenue associated with collect, prepaid, and debit calling. Prior to PCS, Brian was a principal with AGM Telecom who helped start up and grow the company to 125 installations before being acquired by PCS in 2007. As a result of approximately three decades in this industry, Brian brings a wealth of knowledge and experience in all aspects of field services, engineering, project management, and local and toll network architecture, as well as leading edge products associated with VOIP telephony.

Geoff Larkin, Project Manager

Responsibilities

During the implementation, Geoff will be responsible for managing the installation, including development of the County's project plan and overall management of The ENFORCER® installation. As Project Manager for installations, Geoff brings his in-depth knowledge and expertise of The ENFORCER® to expedite issue identification and resolution.

Qualifications

Mr. Larkin has a well-rounded education with A+ and Net+ certifications, as well as holding a B.A. in Biology and an MBA. Geoff, who joined ICSolutions in 2007, balances this education with in-depth experience, with more than 30 years of IT experience in regulated industries. Geoff has held leadership positions on system conversion and specialized-training teams since 1987. He is an integral part of every installation at ICSolutions – big or small – so he is familiar with the problems that can arise with all types of projects. He has coordinated countless complex projects and is proficient at anticipating facilities will have their own unique circumstances that may affect the timing of the installation if not timely identified and addressed in the installation plan.

Justin Naquin, Regional Field Service Manager

Responsibilities

Justin is the field supervisor for ICSolutions' installation teams nationwide. In addition to providing leadership of our field technicians, Justin provides hands-on management of the transition process, testing and on-site quality control.

Qualifications

Justin joined ICSolutions in 2004 and has nearly 30 years of telecommunications experience in the public and inmate telephone industry. Justin is skilled at installations of both inmate telephone systems and video visitation systems. He has completed over one hundred complex inmate telephone system installations for ICSolutions' existing customers, including State Departments of Corrections and large multi-site applications. Justin has led many installations, including the installations at Bexar County, Texas – Sacramento County, California – Erie County, New York – and Osceola County, Florida.

Latoya Coleman, Technical Support Manager

Responsibilities

Latoya Coleman supports the project as Technical Support Manager for ICSolutions clients after installation. She supervises the Technical Support team and serves as the first level of escalation for unresolved trouble tickets.

Qualifications

Latoya joined ICSolutions in 2009 as a Technical Services Representative, assisting clients with product related concerns, troubleshooting hardware and software issues, and coordinating with field technicians via telephone to change hardware and software configurations. In 2015, Latoya was promoted to Technical Support Manager due to her outstanding performance in issue resolution. Latoya has more than 10 years of technical support experience, with nearly a decade in the inmate telecommunications industry. Ms. Coleman holds a Bachelor of Science in Computer Science from Jackson State University.

Technology Development

Brendan Philbin, Vice President of Product Development

Responsibilities

Mr. Philbin oversees the design and development of all technologies, products, and applications deployed by ICSolutions for both customer and internal use. This responsibility includes overseeing the day to day IT operations, the assembly of product hardware as well technical oversight of product deployments in the field, as well as overseeing all aspects of technology from concept to delivery, with a market-focus approach to technology development, including identifying market needs and developing the appropriate products and services as solutions to meet those needs.

Qualifications

Mr. Philbin is an executive who first entered the industry of telecommunications for correctional markets in 1989, delivering strategic vision, market and product strategy, technology innovation, program and project management. He has a proven track record of building and leading successful teams that deliver major projects on time and within budget. Extensive knowledge of the Operator Services industry with domain expertise in telephony billing, collections, bad debt management and inmate telephone services.

Steve Shields, Director of Information Technology

Responsibilities

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.

Qualifications

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.

George Langdin, Technical Services Manager (IT Engineering)

Responsibilities

George leads the engineering team responsible for building, configuring, and testing all ENFORCER® equipment before it is delivered to each facility for implementation. George's team plays an important role in the quality assurance process by making sure each piece of equipment is configured to meet the requirements of the facility it is going to, and by ensuring that the equipment is functioning properly and free from manufacturing defects prior to deployment. After system installation, George is also a point of escalation for software support issues.

Qualifications

George joined ICSolutions in 2004 and has been in the technology industry since 1998. His InfoTech experience includes founding a market-leading "dot com" company and managing technical support for a multinational biotech corporation. Mr. Langdin obtained his Bachelor of Science degree at University of California, Davis.

Executive Management Team

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

Tim McAteer, Company President has 20 years' experience in management and administration within the correctional industry, including serving as Vice President and Chief Operating Officer for several commissary support and supply companies.

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

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

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

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

Maintenance & Technical Service


ICSolutions has assembled a seasoned team of account management, technical support and repair personnel to support all of your facility's ongoing service needs. In keeping with the company's mission, the support team is dedicated to customer satisfaction and **our primary goal is to provide continuous, reliable system performance throughout the contract term.**

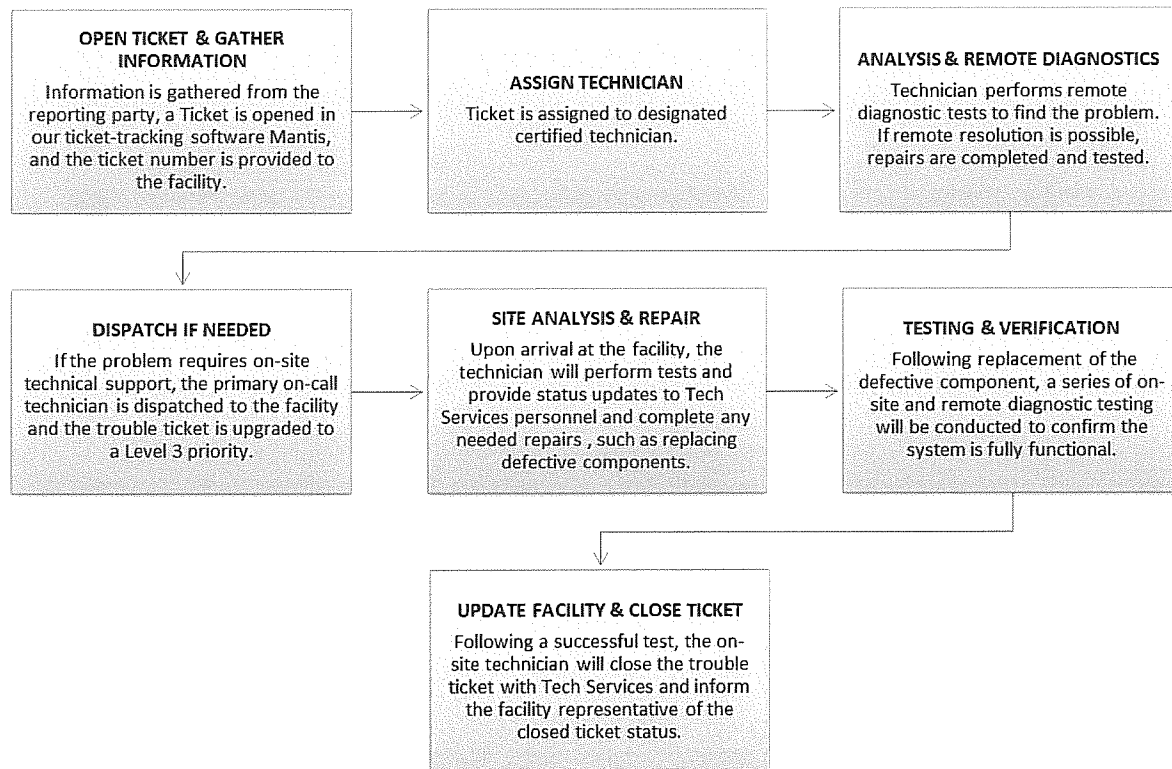
**Complete Service at
no cost to the County**

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

Technical Services Center (TSC)

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


**24/7/365
Live Support Center**



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

Mantis Trouble Ticketing

The ICSolutions' Mantis trouble ticketing system will be used to enter ticket-specific data by Technical Services, which automatically updates the facility on repair progress via phone, email, or fax. Anytime a service event occurs, or action is taken on the event, the trouble ticket is automatically updated with a status event change.

**Easy, real-time, online
Trouble Ticket
Tracking
With Mantis**

Technicians can also manually log comments or action taken for service events. Upon request, historical trouble reporting data can be provided in report format for facility review. Mantis maintains a thorough account of all trouble tickets issued by the ICSolutions' Technical Services Center (TSC) for the life of the contract. Trouble tickets may also be initiated and viewed remotely by authorized facility personnel via our web-based tracking tools. Facility personnel may print reports from Mantis at any time that show any time a trouble ticket was opened, which would include scenarios such as telephone repairs, inmate telephone system trouble tickets system reboots, system upgrades.

[Main](#) | [My View](#) | [View Issues](#) | [Report Issue](#) | [Change Log](#) | [Roadmap](#) | [My Account](#) | [Logout](#)
Issue # [Jump](#)

Reporter:	Monitored By:	Assigned To:	Category:	Severity:	Resolution:	Profile:
any	any	any	any	any	any	any
Status:	Hide Status:				Priority:	Target Version:
any	closed (And Above)				any	any
Show:	View Status:	Show Sticky Issues:	Changed(hrs):	Use Date Filters:	Relationships:	
50	any	Yes	6	No	any	
Platform:	OS:	OS Version:	Tags:			
any	any	any				
Groups:						
any						
BTI:	Consumer or Person Reporting Problem:	Hold Expires:	Investigation Number:	Target Date:	Vendor Ticket:	
any	any	any	any	any	any	
Note By:	any	Sort by:	Updated Descending			
<input type="text"/> Search <input type="button" value="Apply Filter"/> <input type="button" value="Advanced Filters"/> <input type="button" value="Create Permalink"/> <input type="button" value="Reset Filter"/> <input type="button" value="Save Current Filter"/>						

[Viewing Issues \(1 - 6 / 6\)](#) | [Print Reports](#) | [CSV Export](#) | [Excel Export](#)

	P	ID	#	Category	Severity	Status	Updated	Summary
<input type="checkbox"/>	✓	0020104	6	Enforcer	minor	assigned (scastille)	2012-10-19	Setup Phone Complaint Line
<input type="checkbox"/>	✓	0022647	2	ENF Interface	minor	assigned (jgoetsch)	2012-06-07	DLT issues on admco91, e: Auth Confirmation was returned blank.
<input type="checkbox"/>	✓	0022510	10	Enforcer	minor	assigned (jgoetsch)	2012-06-05	Adams County: message is "please stand by" and never connects
<input type="checkbox"/>	✓	0019036	17	Network	major	assigned (dlangdon)	2012-05-29	EOC message undelivered to otser
<input type="checkbox"/>	✓	0020129	5	Enforcer	minor	assigned (jgoetsch)	2012-02-20	admco is occasionally losing EOC messages
<input type="checkbox"/>	✓	0009653	6	Enforcer	minor	on hold (thouston)	2011-12-06	Change File destination from FORNAX to Enforcer server. Strange file format

☐ Select All

Priority Schedule

The following Priority Schedule defines our service commitment offered each one of our clients. Specific terms can be customized to meet special needs of the County.

Priority Level 1	<ul style="list-style-type: none"> • Multiple Housing Units not operational • Multiple intake phones out of service • Entire System Failure 	Remote diagnostics and repair will begin within 1 hour
Priority Level 2	<ul style="list-style-type: none"> • One entire Housing Unit not Operational • One intake phone not working • Technical or Recording Failure • Recording Access Failure • Server Capacity Warning • Commissary Interface Failure 	Remote diagnostics will begin within 1 hour Repair will begin within 8 hours
Priority Level 3	<ul style="list-style-type: none"> • One of multiple phones in a Housing Unit Not Operational 	Repair will begin by the end of the 2nd Business Day

Due to the sophisticated nature of The ENFORCER® system, TSC personnel can conduct an array of non-intrusive remote diagnostic tests that will quickly pinpoint 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.



**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: lc Coleman@icsolutions.com	None
Level Two	George Langdin Technical Services Manager Direct: 210-477-7320 Cell: 210-373-0620 Email: glangdin@icsolutions.com	Mike Kennedy Account Manager/VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mken尼迪@icsolutions.com
Level Three	Brian Dietert Director of Operations Direct: 210-477-7340 Cell: 832-561-8010 email: bdietert@icsolutions.com	Mike Kennedy Account Manager/VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mken尼迪@icsolutions.com
Level Four	Brendan Philbin Vice President Product Development Direct: 210-581-8102 Cell: 408-838-1157 email: bphilbin@icsolutions.com	Mike Kennedy Account Manager/VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mken尼迪@icsolutions.com
Level Five	Tim McAteer President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 email: tmcateer@icsolutions.com	Mike Kennedy Account Manager/VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mken尼迪@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.

Local Field Service Technicians

Service is further enhanced by the use of certified local and regional technical support personnel. In addition, we maintain a local supply of system components and replacement parts to minimize the time to service restoration. The County will be served by a designated number of local primary field service technicians, and additional local technicians will be assigned as backups upon contract award.



All field service technician employees undergo a **40-hour system and network training certification** based in San Antonio, TX. The training includes but is not limited to administrative interface, system software, preventative maintenance, wiring, and telephone installation.

Regular Account Reviews

Mr. Mike Kennedy will schedule Account Review meetings with the County periodically throughout the contract to receive feedback, discuss ways to improve processes, review ticket histories and service requests to be sure that ICSolutions' service is meeting the County's expectations, demonstrate new applications and more. These regular face-to-face meetings will enable Mr. Kennedy to continuously improve and adapt ICSolutions' service to the County to maximize the County's satisfaction throughout the contract term.

4. Vendor must possess a license or valid title to all software, with the right to provide or license it to the County.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions manufactures the inmate telephone system and designs the software applications. As part of this contract, ICSolutions will provide the County with unlimited ENFORCER® user licenses, at no cost to the County.

INMATE CALLING SOLUTIONS

5. Vendor and subcontractors shall comply with all public works project payroll reporting requirements of the California Department of Industrial Relations pursuant to Labor Code section 1725.5 with exceptions from this requirement specified under Labor Code sections 1725.5(f), 1771.1(a) and 1771.19(n). This project is subject to compliance monitoring and enforcement by the Department of Industrial Relations.

IC Solutions Response:

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

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

IC Solutions Response:

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

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

IC Solutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. . ICSolutions possesses and will maintain all permits, licenses and professional credential necessary to supply product and perform services as specified. Please refer to **Exhibit G** for our Business Licenses and PSC and FCC documentation.

Integration

1. The ITS shall have the capability to accurately import the current call list from GTL the current TCSO inmate telephone system Vendor, which includes blocked, confidential, pre- programmed, and others as identified by TCSO. Vendor must successfully complete importation of the current call list prior to the ITS becoming operational.

IC Solutions Response:

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

During installation, ICSolutions will work with the outgoing vendor to import all call information, recordings, and system settings into The ENFORCER® to ensure continuity of the operation of the Inmate Telephone system. Information that may be imported includes:

- Call detail records
- Call recordings
- Inmate PINs
- PANs (inmate authorized call lists)
- Global allowed numbers
- Global blocked numbers
- Investigator notes

ICSolutions will request sample files from the existing vendor in preparation for porting the facility's current inmate and call data into The ENFORCER®. ICSolutions will review the current vendor's data and the format in which it was received. Non-proprietary call recordings and data files can be imported from the current vendor's system and stored on The ENFORCER® - giving County staff instant online access to this historical data through The ENFORCER® during the new contract period. Call data provided in a documented format will be imported and normalized into our database. Call recordings can be provided by the current vendor in .wav or mp3 format.

ICSolutions will work with the County and your other vendors to review their data format, and define what will be necessary to create a seamless integration. In just the last 2 years alone we have implemented hundreds of real-time Web service integrations, as well as batch process data exchange protocols utilizing SOAP, FTP, SFTP, XML, and CSV, 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. ICSolutions will develop all required interfaces with the County and your other vendors at no cost. Prior to actually deploying integration, we perform a robust series of tests to ensure accuracy of all data transferred.

2. Vendor shall provide a web-based platform to allow County and other personnel access to the system from any computer terminal in the County. The web based platform will require the support of Internet Explorer 11, at a minimum. Vendor shall not limit the number of logins the County can assign to County and other personnel to access the web-based platform. Proposals should include a description of how access will be provided and any levels of administration access, for example passwords and levels of customized access, such as for blocking numbers and making administrative changes. further specified in **User Applications, Records & Reporting** below.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® is operated through an easy-to-use browser-based GUI (graphical User Interface), that allows control, monitoring searching and reporting of all inmate calls to any authorized user, **accessible remotely and securely anytime, anywhere**. Anyone with a password and log-in ID granted by County administrators can access the system from **any computer running a modern browser**, as if they were opening a website.

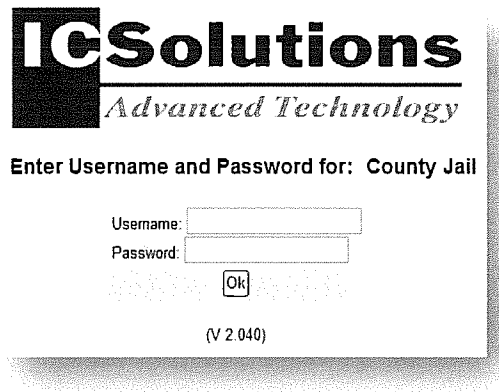
INMATE CALLING SOLUTIONS

The ENFORCER® is password-protected, but accessible over WAN or VPN so that all of the tools can be used by an authorized user **remotely or onsite, whether or not they are actually at an ENFORCER® workstation.** The ENFORCER® platform offers great flexibility and convenience with regard to remote access for investigators. Multiple investigators can access the system remotely at the same time without impacting on-going system operations or performance. While connected, users may monitor live conversations, access recordings, search system data and generate reports as though they were on-site. There is no limit to the number of logins that can be created in the system.

Login & User Privileges

The ENFORCER® controls access to call record data, call recordings, call monitoring, reporting and all other system features by requiring a unique username and log-in password to initiate a session. Each username is linked to a customized set of privileges (functions) established by administrators when they granted that user access. These privileges range from being able to create or modify inmate data to being able to display reports, playback recordings, etc.

Security clearance to gain access to call record data, call recordings, call monitoring and reporting is managed through a series of usernames, passwords and account privileges in The ENFORCER® system. When the browser based GUI is launched, the user must "login" (see following example) to the system with a valid username and password.



ICSolutions
Advanced Technology

Enter Username and Password for: County Jail

Username:

Password:

(V 2.040)

ENFORCER® Login Screen

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.

Users

Save Cancel
Add/Edit Organizations

User Information

Username: Email:


Firstname: Lastname:

Phone: Organization:

Password Details

Password: Must contain lowercase letters.
Must contain uppercase letters.
Must contain numbers.
Must be at least 8 characters in length.

Confirm Password:

Force Password Change ☐ 

Roles and Restrictions

Add / Edit Roles

Role	Description
Sys Admin	System Administrator

Sites

Add / Edit Sites

All Sites

Account Settings

Is API Account ☐ Disable Account ☐

Save Cancel

User Access Levels

INMATE CALLING SOLUTIONS

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

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

Role / Access Definitions

Edit Roles Cancel Changes Save Changes Edit Column Visibility Export to CSV Disabled: ☐ Read Only: ☐ Read/Write: ☐

Sys Admin	Site Admin	Site User	Invest.	Booking	Monitor	PPC	Acct.	Rec Admin	Phone Admin	CDR Share	Cust Serv	HPInmate Share	CDR Limited	Sys Admin RO	PREA Coordinator
accounting reports vis															
accounts visible															
acct visible															
alerts visible															
anonymous lvr admin															
api billing service															

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

Role Definitions

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

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

Cancel Save

System Administration - Customize Role/Access Definitions

3. All moves, add-ons, changes to and new installs of equipment, hardware and software (collectively Modifications) that occur during the contract term, will be the sole responsibility of the Vendor. All Modifications must be pre-approved by County and once approval is given, Vendor shall proceed with the Modifications at their own cost.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions' proposal includes full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of The ENFORCER® system. Our commitment extends to all systems, telephones, software, and peripheral hardware. This level of support is part of our turn-key proposal to each customer. As such, there will be **no cost** whatsoever to the County for this service.

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

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

Software updates to The ENFORCER® are released on a quarterly basis to ensure the system is always state-of-the-art. Software upgrades are provided at no cost to the County. Whenever an upgrade or enhancement to The ENFORCER® finishes testing and is ready for wide release, the County will be notified of the new release updates and provided documentation of the features and functions of the new software. New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption.

Schedule

1. Vendor shall plan, finance, and implement the integration and testing of all required equipment and software relative to the new ITS, without impacting the normal daily operation of the existing inmate telephone system.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions' professionally trained project team will coordinate the transition from the current vendor to ensure **minimal impact on facility operations and phone system revenue**. ICSolutions commits to providing the County with a seamless transition of service from your current vendor to our centralized ENFORCER® platform, and exceptional support following installation, all at no cost to the County.

INMATE CALLING SOLUTIONS

Immediately following contract award, ICSolutions will meet with the County to review all Contract and RFP requirements and schedule the Pre-Installation Site Survey. During the site survey, all internal wiring will be tested, the locations for each phone will be defined, and other specifications/configurations will be agreed upon.

Once the site survey is complete, ICSolutions will go over all project milestones and the timeline with the County. ICSolutions' Project Team will work with the County's existing provider to schedule the removal of all existing equipment to ensure minimal downtime of the County's inmate telephone system.

ICSolutions will develop all required interfaces with the County and your other vendors to review their data format, and define what will be necessary to create a seamless integration. Prior to actually deploying integration, we perform a robust series of tests to ensure accuracy of all data transferred.

A detailed Implementation Schedule and Gantt charts for the ITS, VVS, and tablet system installations has been included as **Tab 5** and includes all major tasks, including those described above, that will be required to complete the installation efficiently and without interruption of phone service.

2. Vendor shall submit a detailed schedule to TCSO for approval that includes plans and schedules for installation and operation and cutover of Telephones, Video Visitation equipment, and distribution of Tablets. The schedule shall be prepared and implemented to minimize impact to facility operations (zero down time).

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. A detailed Implementation Plan and Gantt chart has been included as **Tab 5** and includes all major tasks, including those described above, that will be required to complete the installation efficiently and without interruption of phone service.

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

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions implementation procedure includes a detailed testing and acceptance plan with 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. The testing procedures extend to all systems, telephones, software, and peripheral hardware.

Test calls will be placed to ensure phones are operational, and video visitation and tablet operation will be tested and verified to ensure proper operation. Database integrity will also be tested to ensure a seamless flow of information and accurate configuration of call lists, blocked numbers, confidential numbers, customized call controls, call prompts, inmate profiles, etc. Access and configuration of The ENFORCER® will also be tested to ensure user access is defined with the appropriate roles and passwords; call monitoring is available, payment platform is working appropriately; and reporting, query and analysis tools are available to authorized users. ICSolutions has provided our implementation plan in **Tab 5** and includes all major tasks, including those described above, that will be required to complete the installation efficiently and without interruption of phone service.

System Requirements - Inmate Telephone System

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

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is proposing a completely turnkey inmate telephone system to provide local and long distance telephone service, monitoring and recording system, equipment, and call control software as well as installation, ongoing maintenance, support and repair necessary for the operation of the inmate phone system for Tehama County all at no cost to the County.

- I. Vendor shall provide a comprehensive inmate telephone system (ITS) package to the Tehama County Administration, located at 727 Oak Street, Red Bluff, CA. 96021. There are Fourteen (14) housing units (Cells and Dorms) they have potential capacity of up to Two Hundred Twenty Five (225) varying in size from 1-12 inmates or 48 inmates in one dorm. There is a medical unit, which holds two (2) inmates. Phones will also be placed at all visitation areas, currently we have 12 visitation phones. The booking area has Five (5) holding cells. The amount of phones needed is specified in Exhibit B. The system must be capable of future expansion, if necessary.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will provide, at a minimum the quantity of phones delineated above.

2. Vendor must provide a turnkey telephone system including collect, debit, and pre-paid collect calling.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is proposing a completely turnkey inmate telephone system to provide local and long distance telephone service, monitoring and recording system, equipment, and call control software as well as installation, ongoing maintenance, support and repair necessary for the operation of the inmate phone system for Tehama County all at no cost to the County.

3. The ITS shall be capable of providing all mentioned operational features and system requirements applicable to all calls placed through the system, including local, long distance, and international calling. The ITS shall also be capable of providing all operational features and system requirements applicable to visitation video and audio recordings.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions' ENFORCER® Inmate Calling System applies to all calls placed through the system, including local, long distance, and international calling. The Visitor™ video visitation system is a module of The ENFORCER®, 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. All applicable operational features apply to the video visitation system and recordings as described under the "System Requirements – Video Visitation" heading later in this **Tab 4**.

The centralized ENFORCER® offers the richest set of features available in the industry today, all at no cost to the County.

✓ **System Features:**

- **Remote access for authorized personnel**
- **Easy-to-use Web interface**
- **Lifetime online storage of all call data & recordings**
- Unlimited expansion capabilities to accommodate new construction and future growth
- Onsite reporting capabilities
- Hardened corrections-suitable equipment
- TDD equipment compatibility with transcription service
- Remote information-sharing with offsite investigators and other law enforcement agencies and jurisdictions – at the County's sole discretion

✓ **Service Features:**

- Lifetime repair or replacement warranty on all equipment
- 24 x 7 x 365 **live** technical service (for facility personnel)
- 24 x 7 x 365 **live** customer service (for call recipients)
- Ongoing staff training & online system documentation
- Inmate & called party instruction

- Free, regular software upgrades for the life of the contract
- ✓ **Calling Services:**
 - Collect, PrePaid Collect, & Debit calling options
 - Inmate PINs
 - Inmate PANs (personal allow numbers lists) with self-learning capability and paper-free change request options
 - Automated operator service in multiple languages
 - Custom call prompts & voice overlays
 - Inmate name recording
 - Inmate voice mail (optional) – fees for voice mail will be split 50/50 with the Facility to provide you with **additional commission revenue**
- ✓ **Administrative Controls:**
 - Multi-site networking & reporting
 - Password-controlled access
 - User permissions – editable per individual user or user group
 - User access log
- ✓ **Fraud Controls:**
 - 3-way call detection
 - Hook switch calling prevention
 - Secondary dial tone prevention
 - Extra dialed digits prevention
 - Chain dialing prevention
- ✓ **Call Controls:**
 - Blocked number tables
 - Set call duration & velocity limits by dialed number, individual inmate, inmate classification, inmate group, pod, facility, or system-wide
 - Set call duration & velocity limits by call type
 - Inmate call suspension and automatic reinstatement
 - Electronic and/or manual phone shutdown – scheduled & emergency
- ✓ **Investigative Tools:**
 - 100% monitoring & recording of all non-confidential inmate phone calls
 - Verifiable security encryption on call recordings – supported by free expert testimony
 - Free inmate grievance / crime tip / PREA lines – **eliminate paper kites**
 - Custom reporting
 - Call alerts (hot numbers, hot PINs)
 - Financial alerts
 - Gang management
 - Remote call forwarding to authorized investigators, with options to “barge in” and/or disconnect
 - Searchable call notes
 - **Reverse directory** with satellite mapping
 - **More** – if the technology exists, we can make it work with our ENFORCER® calling system!

4. The ITS shall be capable of providing equipment with a stand-alone on-site host or central processor. There must be multi-level password security access with architecture that can be expandable to allow future growth.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will provide the centralized ENFORCER® inmate calling system. The ENFORCER® is entirely web-based with multi-level password security access that is modular and expandable for future growth.

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

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

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

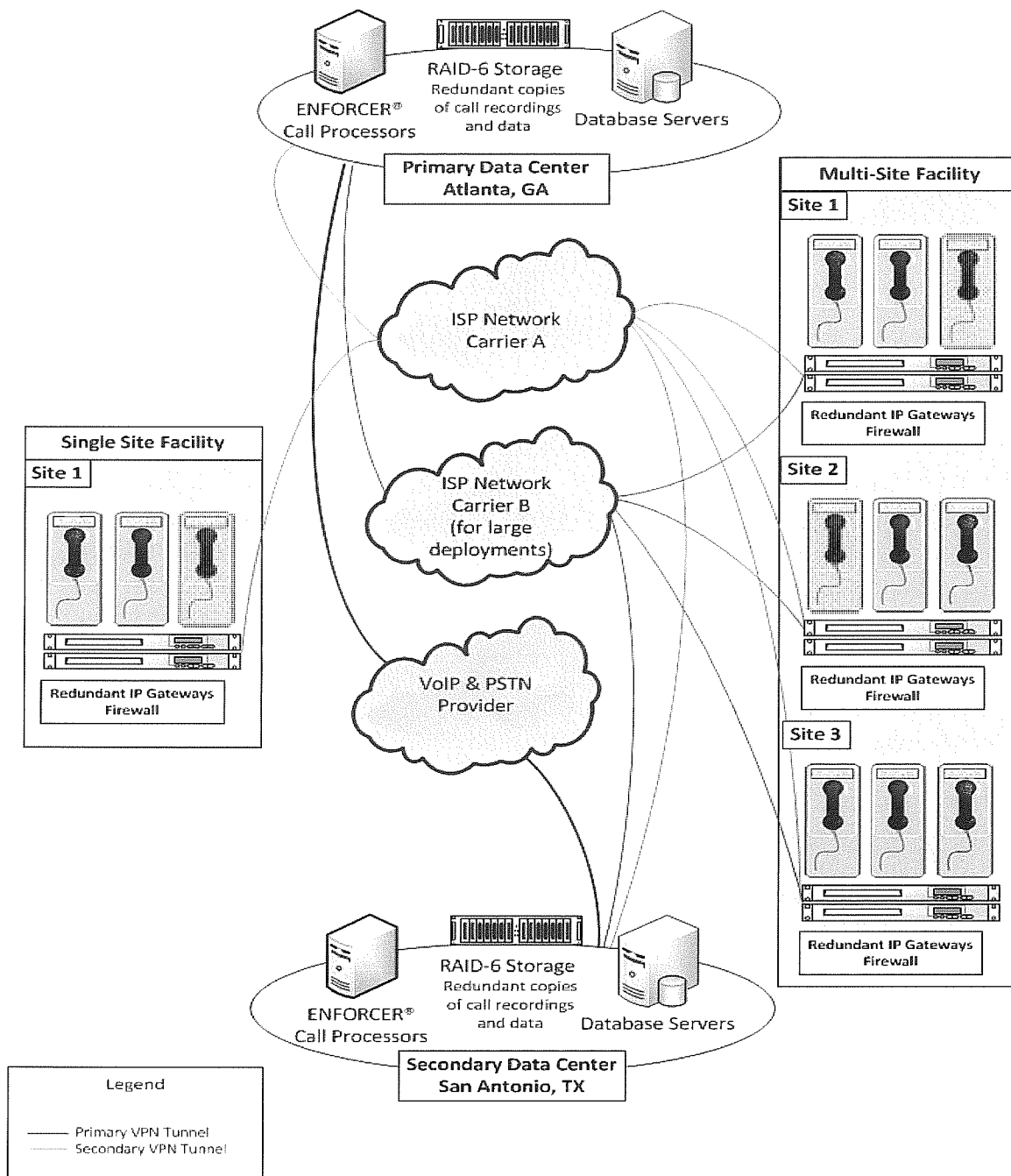
The primary Atlanta data center is one of the most sophisticated multi-tenant colocation centers in the country. This purpose-built facility provides network diverse connectivity, rigorous critical systems infrastructure, and multi-tier security. The building provides 86,000 sq/ft of dedicated raised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

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

For large deployments, ICSolutions has contracted with two Tier 1 carriers, AT&T and Time Warner, to deliver carrier-grade network to the data center utilizing diverse and independent cable routes.

Access to the network is front-ended with a series of load-balancer devices that ensures maximum efficiency of the call processing platform and downstream processes.

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



Sample System Architecture

Benefits of a Centralized Architecture

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

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

The ENFORCER® Call Processing System

The ENFORCER® is 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® is password-protected, but accessible over LAN, WAN, or VPN so that all of the tools can be used by an authorized user whether or not they are actually at an ENFORCER® workstation.

The ENFORCER® platform 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. If the remote user is using a static IP address, and that IP address is already registered on the firewall, the user will be granted a secure connection to The ENFORCER® network and prompted to enter the approved username and password to access The ENFORCER® platform. If the originating IP address is not registered on the perimeter firewall, the user will be re-directed to a hardened server that will register the IP address and provide temporary access to The ENFORCER® network.

Additionally, users have the option to install a VPN client on their workstation / laptop that will launch a secure tunnel through the public internet to The ENFORCER® network, regardless of the originating IP address. Once connected to The ENFORCER®, users can access all functionality, including downloading and burning call recordings to one or multiple disks.

The ENFORCER® Inmate Calling 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. The ENFORCER® architecture consists of numerous hardware components that are conceptually grouped into functional tiers.

User Interface

The ENFORCER® User Interface is a web-based application. Through the User Interface, product users are enabled to administer and perform numerous tasks from authorized workstations, including:

- Phone system configuration
- Inmate phone usage administration
- Phone account management (paid calls)
- Phone number customization (calling rights, called party role/function, attributes for calls placed through the Inmate Calling Platform, investigator alerts, free or billed call status, and exemption from call record/recording functions)
- Monitoring calls for security and fraud control
- Monitoring/archiving of call recordings
- Access to detailed call record data

Databases

The ENFORCER® databases are fully redundant relational databases that support data retention as well as user access to Inmate information and calling privileges/restrictions; Call records/recording; ENFORCER® settings and call rate tables; and Called party phone number attributes and restrictions.

Call Control Software Tier

The ENFORCER® call control software tier executes the background business rules for inmate calls, including cost ratings for each inmate call; scheduling and usage parameters for inmate phone stations; calling rights/restrictions; execution of call events/ENFORCER® call parameters; and call routing.

IVR Calling Platform

Inmate calls are dialed and completed through an Integrated Voice Response System (IVR). The ENFORCER® calling platform has been programmed with a wide range of voice prompts and messages that play to the inmate, called party, or both parties. These prompts and messages collect required information and guide the parties through call billing, verification checks, and the actual conversation. The ENFORCER® calling platform is used to place inmate calls, enroll inmates, send call events to the Call Control software, restrict and route inmate calls and transfer billing information.

Application Programming Interface (API)

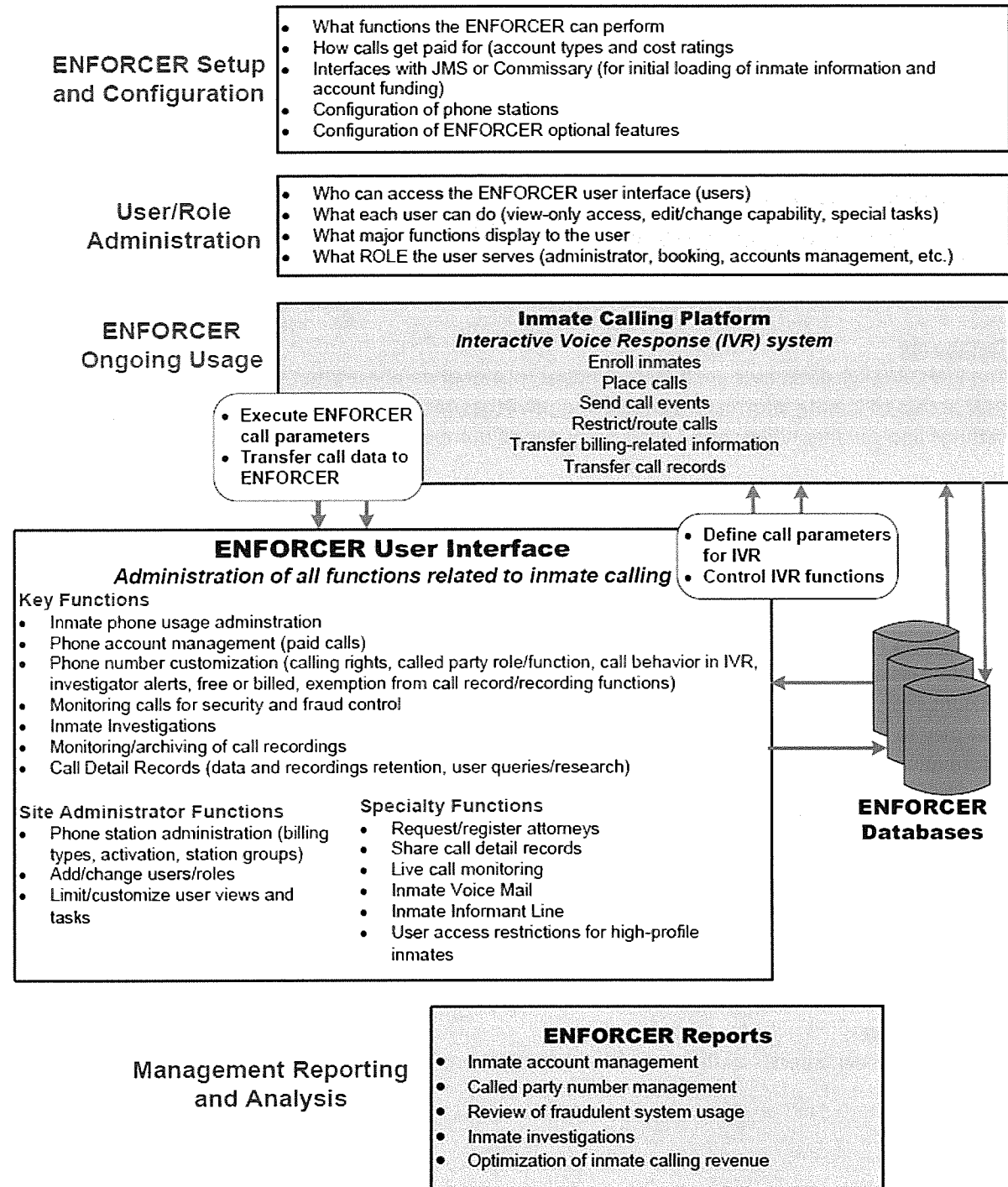
The API tier provides the software interfaces for ENFORCER® call processing, management, security and data storage. The API also provides the protocols necessary for completing standard and VOIP (voice-over-internet-processing) inmate calls.

Hardware Tier

The hardware tier consists of the devices and connections required to process inmate calls.

INMATE CALLING SOLUTIONS

ENFORCER® Process Overview



5. Each call, having been identified as being placed through the Vendor's ITS, shall be delivered to the called party as a collect call, debit and/or pre-paid call, unless the call is a free call as specified in number 13 and 15 below. If the debit and/or pre-paid application is in effect and chosen as the means to place the call, the called party should be able to hear call process.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The proposed ENFORCER® provides fully automated collect, prepaid collect and optional debit calling. Access to live operators is neither required nor permitted at any time.

Languages

The ENFORCER® is delivered with pre-recorded instructional voice prompts in both English and Spanish. Language is selected by the inmate as part of the call setup process. *"For English, press or say 1; for Spanish, press or say 2."* Additional languages can be added at the facility's request at no charge. Languages currently deployed at some of our client facilities include English, Spanish, French, Russian, and Hmong.

Sample Call Prompts

The collect call process is fully automated, providing easy-to-understand bi-lingual announcements for both the inmate and the called party.

The inmate is asked to select a language and enter his PIN number.

- *"Press or say 1 for English, press or say 2 for Spanish" (other languages are available)*
- *"Please enter your PIN number followed by the pound sign"*

If the Voice Verification function is in use, the inmate is then asked to state his "first and last name" or "United States" or the name of the "Facility". If his voice passes, the collect call proceeds.

If debit calling is allowed at the facility, the inmate is asked to:

- *"Press or say 0 to make a collect call. Press or say 1 to make debit call (See Debit or Debit Card scenario below). Press or say 9 for help"*

After the inmate makes a selection he is prompted:

- *"For calls within the United States, Canada or the Caribbean, please dial the area code, prefix and number"*

The inmate is then prompted to:

- *"Please stand by"*

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

- *"Hello, you have a collect call from (inmate's name) an inmate at (facility name)."*
- *"To accept this call press or say 5"*
- *"To refuse this call hang up now"*

INMATE CALLING SOLUTIONS

- *"To block this call and future calls from this facility, press or say 9"*
- *"To hear the charges for this call press or say 2"*
- *"This call will be recorded and is subject to monitoring at any time."*
- *"Thank you for using I C Solutions. You may begin speaking now."*

The inmate and called party are then connected and the call timer begins.

Prepaid Collect Call Account Set Up Complimentary Call

When an inmate places a collect call for the first time, to a number that cannot receive collect calls, The ENFORCER® system prompts him through a collect call scenario as described above. Then, when the called party accepts the call he is given the following information:

- *"We are unable to complete this call as a collect call. Please stay on the line for a one time complimentary call provided by Inmate Calling Solutions. At the end of your call you will be automatically connected to our call center so that you may make payment arrangements allowing you to receive calls from (inmate's name) an inmate at (facility name)."*
- *"This call will be recorded and is subject to monitoring at any time"*
- *"You may begin speaking now"*

After one minute the call is terminated and the called party is connected to the IC Solutions call center to set up a prepaid collect calling account for future calls.

If the inmate calls again in less than 30 minutes he will hear:

- *"The prepaid account for this number has not been funded. Please allow sufficient time for the called party to set up the account. You may not make calls to this number for X minutes"*

If the called party has received a one minute free call in the past but has not yet set up a prepaid collect account when he accepts the call he will hear:

- *"We're sorry but prior payment arrangements must be made before you receive calls from this facility. 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."*

If the Called party presses or says 0, he is transferred, at no charge, to the Inmate Calling Solutions call center.

Prepaid Collect Call

When an inmate places a collect call to a number that has set up a Prepaid Collect account, The ENFORCER® system prompts him through a collect call scenario as described above. If the prepaid account doesn't have a balance sufficient to complete the call the called party will hear:

- *"Hello. You have a call from (inmate's name) an inmate at (facility name)"*
- *"To accept this call press or say 5"*
- *"To refuse this call hang up now"*
- *"To block this call and all future calls from this facility, press or say 9"*

If the call is accepted the called party will hear:

- *"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."*

If the prepaid account has a sufficient balance to complete the call he will hear:

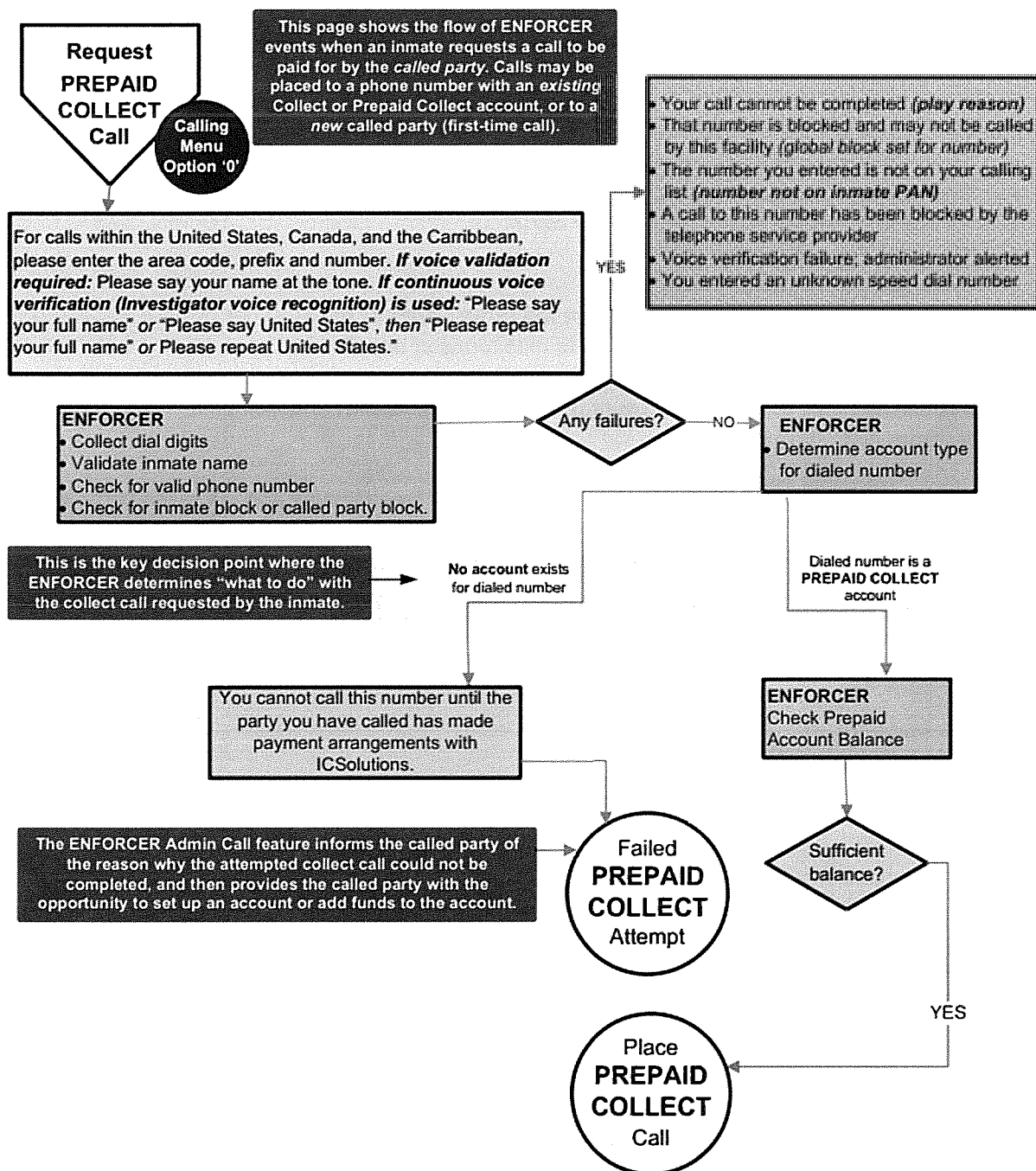
- *"Hello. You have a call from (inmate's name) an inmate at (facility name)"*
- *"Your account balance is (dollars and cents of the account balance)."*
- *"To hear the charges for this call, press or say 2"*
- *"To accept this call press or say 5"*
- *"To refuse this call hang up now"*
- *"To block this call and all future calls from this facility, press or say 9"*
- *"This call will be recorded and is subject to monitoring at any time."*

The call is connected until the prepaid account is depleted or the facility imposed time limit is reached, whichever comes first.

The example call flow below shows the prompts that are heard by an inmate and the called party when a Prepaid Collect call is placed through The ENFORCER®.

INMATE CALLING SOLUTIONS

Prepaid Collect Call Flow



Debit Calls

The inmate is asked to select a language and enter his PIN number.

- *"Press or say 1 for English, press or say 2 for Spanish" (other languages are available)*
- *"Please enter your PIN number followed by the pound sign"*

If the Voice Verification function is in use, the inmate is then asked to state his "first and last name" or "United States" or the name of the "Facility". If his voice passes, the collect call proceeds.

He/she is then asked to:

- *"Press or say 0 to make a collect call. Press or say 1 to make debit call"*

After the inmate makes a selection he is prompted:

- *"For calls within the United States, Canada or the Caribbean, please dial the area code, prefix and number"*
- *"To make an international call, please enter the country code and city code followed by the number"*

After the number is dialed the inmate is given his debit account information:

- *"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 limit or the minutes until the debit account is depleted, whichever is shorter)"*

The inmate is then prompted to:

- *"Please stand by"*

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

- *Hello. You have a call at no expense to you from (inmates name) an inmate at (facility name)*
- *"To accept this call press or say 5"*
- *"To refuse this call hang up now"*
- *"To block this call and all future calls from this facility, press or say 9"*

If the call is accepted they hear:

- *"This call will be recorded and subject to monitoring at any time"*
- *"Thank you for using ICSolutions"*
- *"You may begin speaking now"*

At one minute from the end of the time limit both parties hear:

- *"You have one minute remaining"*

Debit Card Calls

The inmate is asked to select a language and enter his PIN number.

- *"Press or say 1 for English, press or say 2 for Spanish" (other languages are available)*
- *"Please enter your PIN number followed by the pound sign"*

If the Voice Verification function is in use, the inmate is then asked to state his "first and last name" or "United States" or the name of the "Facility". If his voice passes, the collect call proceeds.

He/she is then asked to:

- *"Press or say 0 to make a collect call. Press or say 1 to make debit card call"*

When the inmate presses or says 1 he is prompted:

- *"Please enter your card number followed by the pound sign"*

When the card number is entered he hears:

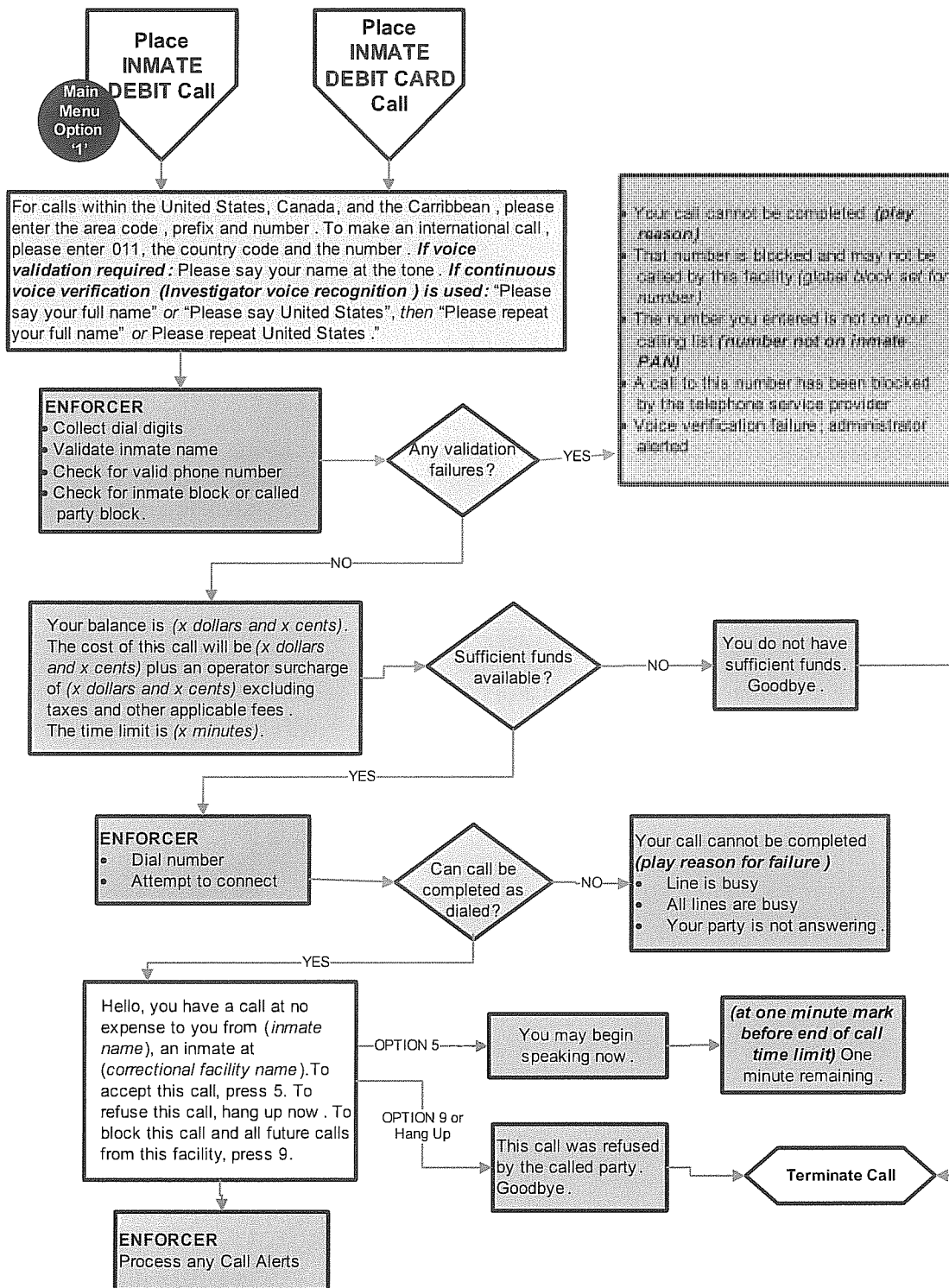
- *"Your account balance is (dollars and cents in the account)"*
- *"For calls within the United States, Canada or the Caribbean, please dial the area code, prefix and number"*
- *"To make an international call, please enter the country code and city code followed by the number"*

After the number is dialed the inmate is given is debit card balance and the cost of the call:

- *"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)"*

The example call flow below shows the prompts that are heard by an inmate and the called party when a Debit call is placed through The ENFORCER®.

Debit Call Flow



6. The Vendor agrees to install the quantity of telephones, enclosures, and/or booths required by the County specified in Exhibit B.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions agrees to install the quantity of telephones, enclosures, and / or booths required by the County specified in Exhibit B.

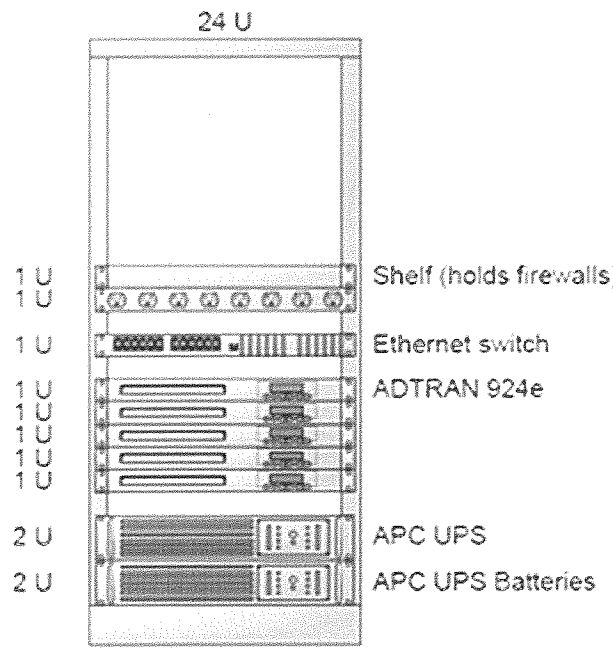
7. The ITS shall comply with all Federal Communication and or Utility Commissions regulations. The inmate telephone sets in all facilities shall be stainless steel and shall be sturdy, non-coin, vandal resistant and steel armored; the cord length for the inmate and visitation phones is specified in Exhibit B. In addition, the telephone sets shall be composed of durable, tamper free equipment suitable for a correctional/detention environment with placards containing dialing instructions. The telephones must contain no removable parts. The Vendor shall post calling rates near the inmate telephones sets.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will comply with all applicable FCC and PUC regulations. Every part of ICSolutions proposed system is designed for and in use at correctional facilities across the country.

ICSolutions proposes to service the County using our centralized ENFORCER® platform installed at the primary data center in Atlanta. All inmate telephones at the County will be connected to this platform via the network to this data center. Failover call processing will occur at our secondary Data Center in San Antonio – providing geographically separate call processing that will ensure **99.999% uptime** for your Inmate Telephone System, while protecting the County from potential data loss. This centralized network architecture requires considerably less hardware at the facility.

The on-site phone room equipment will consist of ADTRAN IP Gateways and Uninterruptable Power Supply (UPS) units. This equipment will be installed in a standard 19" Equipment Rack. As there are no servers installed at the facility, this equipment configuration will only require one standard 20AMP power outlet, drawing no more than 1,000 watts of power. Additionally, this hardware is temperature tolerant and will operate flawlessly in environments ranging from 35 -110 degrees Fahrenheit. The rack configuration of the on-site equipment is provided below.



On-site Equipment in a Rack

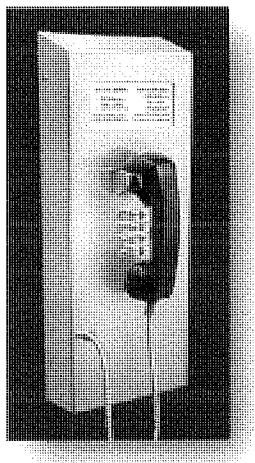
With this configuration, the County will benefit from limited onsite installation and maintenance requirements, reduced energy consumption, and a very small footprint for the onsite equipment. ICSolutions ENFORCER platform boasts a 99.999% up-time. The equipment installed on-site at the facility consists of the following:

- Inmate Phones
- TDD/TTY Phones
- Video Relay Service Phones
- Kill-Switches
- Uninterruptible Power Source
- ADTRAN IP Gateways
- Workstations
- Visitation Phones

INMATE CALLING SOLUTIONS

Inmate Phones

ICSolutions proposes to install inmate phones from Wintel, or a functional equivalent. All proposed phones will be installed at current and future locations designated by the County. The phones are constructed of heavy gauge steel, with shockproof keypads, a shatterproof Lexan handset, and no removable parts. All handset cords will be armored and have a poly-coated steel lanyard, which can withstand a minimum 1000 foot-pounds of pull power. Tamper-preventive security screws will be used on all telephones to guard against potential vandalism.



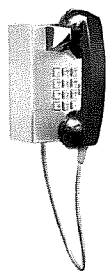
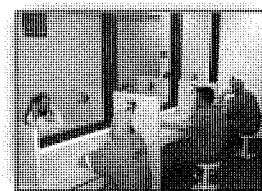
- Lexan handsets
- Factory Sealed with no removable parts
- Hearing Aid compatible (E.I.A. Standard RS504 compliant)
- Poly-coated armored handset cords
- Armored steel handset cord
- **Adjustable handset cord lengths** (12," 18," 36" or custom)
- **Built-in Confidencer to minimize background noise**
- Sealed Housing to protect unit from moisture
- Optional external **volume control**
- Heavy duty chrome keypad
- Product dimensions:
 - Typical model: 4.75" x 11.125"
 - Alternate model: 7.3125" x 20.5".

These phones have internally adjustable background noise-suppression switches that will be customized to an appropriate setting depending on the exact surroundings (indoor or outdoor, concrete walls or not, other phones nearby or private booth, etc.) at each phone location specified by the County.

Please see the manufacturer's specification sheet provided in **Exhibit C** of this proposal.

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.



Wintel 7005SS

The phones used will be Wintel 7429VST on the visitor side and the Wintel 7005SS on the inmate side. Both are stainless steel mini-phones, but the 7005SS has a keypad for the inmate to enter their PIN during the set-up for the conversation.

Please see the manufacturer's specification sheet provided in **Exhibit C** of this proposal document.



Wintel 7429VST

The V10: A Touchscreen, Video Visitation-Capable Inmate Calling Station

ICSolutions can provide the V10, an all-in-one video visitation/inmate calling solution that provides both inmate calling and video visitation on one 10-inch, wall-mounted device. The V10 runs The Visitor video visitation and visitation management module, along with inmate calling processed through The ENFORCER today. Because this solution is built right in to The ENFORCER®, all video and call controls, administrative tools, investigative features, rules, data, and recordings will be administered through the same system, with a **single sign-on** for ultimate convenience.

The V10 supports not only video visitation and inmate calling, but can also interface with any third party system to allow streamlined processes for inmate information, sick request, commissary ordering, inmate email, media content delivery systems, etc. In addition, the device's **multi-tasking feature** enables inmates to access touchscreen services like law library research, account balance inquiry, information lookup, and commissary ordering **even while they are talking on the phone**.



- Full-featured video visitation system
- Inmate calling capabilities
- Document storage system
- Attorney consultation
- IP addressable
- Commissary ordering
- Inmate Communications Portal
- Send & receive e-mails
- Power-Over-Ethernet
- 10" color monitor
- Touchscreen Volume Control
- Secure-touch surface wave technology
- Hi-resolution camera w/ VGA capability
- 512Kbps streaming speeds

The V10 stations are corrections grade, IP-based and equipped with a 10" hardened touch screen monitor, high definition IP camera, and Linux-based operating system. Made of high-impact armored housing materials, a steel lanyard and security-grade handset, the V10 is manufactured to withstand abuse and designed to provide a safe and secure device for inmate pods and cellblocks. Once deployed, the V10 immediately provides value and security to the facility – inmate movement is limited, human resource costs decreased and security improves for facility personnel and the public.

TDD Phones

Ultratec Minicom TDD/TTY

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.

Ultratec

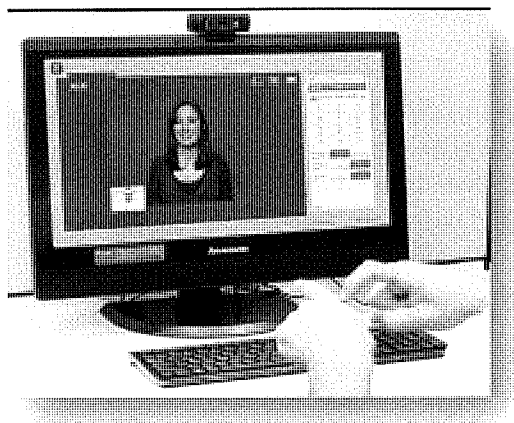


- Turbo Code® and Auto ID™
- Convenient GA/SK keys
- Printer port to connect to your external printer
- 20-character display
- 43-key, 4-row keyboard
- Rechargeable batteries and AC adapter included
- Baudot code (45.5/50 baud rate)
- Product Dimensions: 10" x 9.5" x 3"

Please see the manufacturer's specification sheet provided in **Exhibit C**.

Video Relay Service through Purple Communications

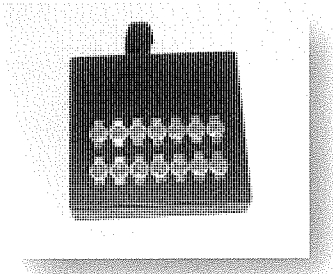
ICSolutions is pleased to offer – at no cost to the County – a videophone device, coupled with Purple Communications Video Relay Services (VRS). Purple Communications is dedicated to delivering the highest-quality and most innovative communication services to meet the unique needs of the deaf and hearing impaired. Purple Communications has been serving the deaf and hearing impaired since 1982.



Purple Video Phone

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. All video calls will be recorded, with the exception of confidential calls, such as calls to an attorney. 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.

Phone Shut-Down – Mechanical



**Telcom Marketing Group
KS-6100 Kill Switch Box**

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. Typical product dimensions are as follows:

6-Port: 4" x 7.5" x 3"
12-Port: 9.75" x 7" x 3"
24-Port: 18" x 7.5" x 3"

Uninterruptible Power Source (UPS)

The ENFORCER® system will be equipped with a 2.2 KVA rated UPS which will provide continuous power during commercial power outages and will permit "graceful" shut down of system operations and calling functionality for longer duration power outages. Upon restoration of power, the system will automatically re-start without any need for on-site intervention. This product measures 3.5" x 19.3" x 17", and will sit in the 19" Equipment Rack.

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. The ADTRAN Gateway is designed to excel at supporting legacy analog devices like copper phone lines and fax machines. This minimizes the amount of onsite re-wiring and, as a result, speeds up the installation process, reducing disruption to County staff. It also allows ICSolutions to offer the convenience of VoIP calling while retaining the voice quality of traditional copper phone lines. This product measures 10.5" x 17.2" x 1.7" and will sit in the 19" Equipment Rack. Please see the manufacturer's specification sheet provided in **Exhibit C**.

Workstations

ICSolutions will provide workstations at no cost to the County. 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. These functions include:

- Report Generation
- PIN Administration
- Allowed Number List Administration
- Blocked Number Administration
- Call Record Queries
- Silent Monitoring
- Call Alert Administration
- Privileged Number Administration
- Call Recording Control
- Call Recording Search and Playback
- Call Recording Export to CD or DVD
- Phone Shut Down
- Call Terminate
- Inmate Calling Privilege Management

Should the County wish to access The ENFORCER® using a remote PC, ICSolutions recommends the following specifications:

Operating System: Windows 7 (32 and 64 bit), Windows 8 (32 and 64 bit) or Windows 10

CPU: 2 GHz minimum, 3GHz+ recommended

RAM: 1GB minimum, 2GB+ recommended

Hard disk: 300MB minimum free for ICS software, 1GB free recommended

Display: 1024x768 minimum, 1280x1024+ recommended

Browser: IE 9.0+, Chrome 4.0+, Firefox 3.5+

If dedicated onsite workstations are provided by ICSolutions, 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. The screen size will be 20". The size of the CPU will vary based on the model. ICSolutions installs the current model at the time of installation.

8. All phones will be water resistant and fireproof.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. All phones are water resistant and fireproof.

9. Telephones shall have touch-tone keypads.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Telephones are equipped with shockproof touch-tone keypads.

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

IC Solutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Every part of ICSolutions proposed system is designed for and in use at correctional facilities across the country. All proposed telephones are line-powered and require no additional power at the source. The model of phones proposed is designed for the corrections environment and currently installed at correctional facilities across the United States. Please refer to **Exhibit C** for equipment specifications.

11. The ITS shall have the capability for the Vendor and the County to turn all telephones on or off remotely. There shall also be manual on and off switches in multiple locations within the Tehama County Jail. Switch locations shall be subject to the approval of the County.

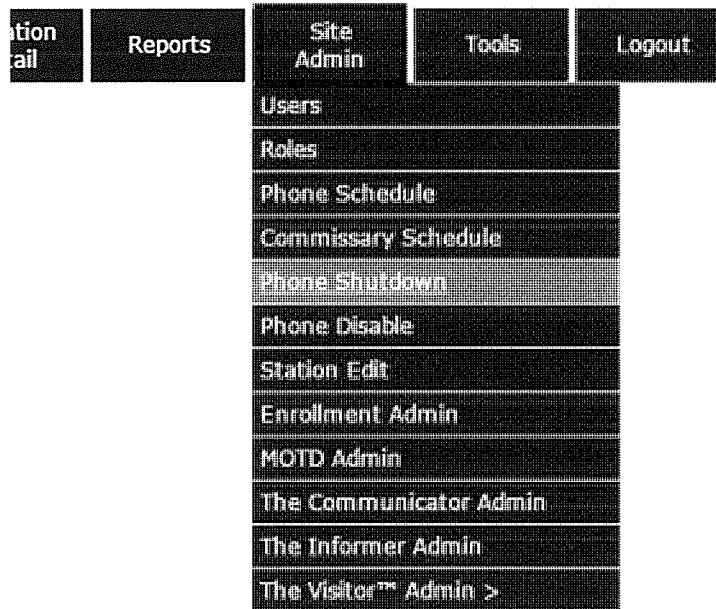
IC Solutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® system is configured to support the automatic and manual cut-off of the inmate phone system by individual phone or housing unit configurations based on a pre-defined schedule or in the event of an emergency that requires immediate shutdown of the inmate telephone system. Authorized users can shut down phones from a facility workstation or with the use of mechanical cutoff switches.

Phone Shut-Down: The ENFORCER® User Interface

The ENFORCER® calling platform enables users to shut-down the phones according to a schedule, or shut off phones in real time.

To schedule a phone shut-down, the user logs in to the ENFORCER and navigates to the **Site Admin** tab of the ENFORCER and selects **Phone Shutdown**.



Site Admin Tab – Phone Shutdown

Scheduled Station Shutdown

(e.g. for maintenance)

Station Group	Stations Off	Stations On	Delete Schedule
All Stations ▼	<input type="text"/>	<input type="text"/>	

Scheduled Station Shutdown

To shut-down phones immediately and in real-time, the user selects the **Phone Disable** tab. This will display a screen from which a single station, multiple stations, or individual calls may be quickly switched on/off through the workstation **Call Status** display.

Emergency/Temporary Phone Disable.

Select one or more sites, one or more station groups, or one or more stations and then click an action button to do that action to those stations. It is okay to select from multiple columns. Hold down Ctrl key and click on items to un-select. Ctrl key also can be used to select multiple items. (Red indicates stations that are inactive.)

Disable Enable Cutoff and Disable

Choose Sites: Choose Station Groups: Choose Stations:

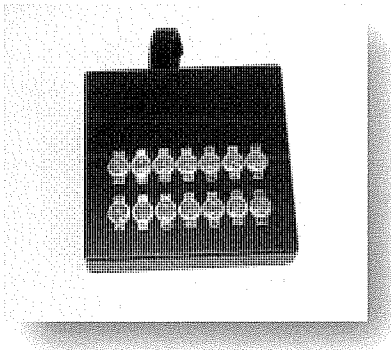
ICS Demo	A	ADSEG LL
B	ADSEG SUPERMAX	
C	ALL	
D	A ULL	
E	A ULR	
F	A URL	
G	A URR	
H	B LL	
I	B ULL	
Intake	B ULR	
J	B URL	
K	B URR	
L	CLASS LL	
M	CLASS ULL	
N	CLASS ULR	
P	CLASS URL	
R	CLASS URR	
S	C LL	

Call Status – Emergency/Temporary Phone Disable

To take a station offline, an investigator or operator would select the desired station port, and then click either the **Disable** button, or the **Cutoff and Disable** button. The difference between these buttons are significant as the **Disable** button will allow a station/phone in-use to complete the call it is processing before termination; whereas the **Cutoff and Disable** button immediately terminates the station/phone regardless whether it is in use or not.

It is important to note that all administrative changes made in The ENFORCER® system occur instantaneously and in real time, so the time required for this action depends only upon the speed of the operator.

Phone Shut-Down: Mechanical Cutoff Switches



**Telcom Marketing Group
KS-6100 Kill Switch Box**

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.

12. The ITS shall support numerous languages other than English. The inmate must be able to select the preferred language utilizing a simple code. During the call set up process, the ITS shall provide a pre-recorded announcement identifying: The call is coming from Tehama County Jail; the call is coming from the specified inmate; the call may be monitored and recorded.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® is delivered with pre-recorded instructional voice prompts in both English and Spanish. Language is selected by the inmate as part of the call setup process. *"For English, press 1; for Spanish, press 2."* Additional languages can be added at the facility's request at no charge. Languages currently deployed at some of our client facilities include English, Spanish, French, Russian, and Hmong. The called party can choose to assign a specific language when they set up a prepaid account.

The ENFORCER® will be programmed with a customized call greeting played to the called party upon answer. Upon detecting answer, the system responds with *"Hello, this is a collect call from [inmate name], an inmate at the Tehama County Jail."*

Additional configuration parameters can be chosen to give the called party the following options:

- *"To accept this call, press or say '5'"*
- *To refuse this call hang up now*
- *For a rate quote on this call, press or say '2'"*
- *To block this call and all future calls from this facility, press or say '9'"*
- *"This call will be recorded and is subject to monitoring at any time."*

13. Vendor shall have the capability to allow a designated number of free, local telephone calls per inmate. The County requires that the ITS allow free local calls from each of the intake/booking inmate telephones.

ICSolutions Response:

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

General Information

Number: 1-210-908-9377 Name: Public Defender

Speed Dial: *97 Description:

Dial Pattern: Address:

Site: All Line 2:

Category: ANONYMOUS - Mask inmate info City:

Inmates w/PAN: 0 State: ZIP:

Last Updated: 07/10/2017 12:41 By: bclark

Access Control

Call Type: **Free call** Block Type: Not Blocked Block Voicemail: ☐

Alerts

General Alert: ☐ No Contacts

Features

Do Not Record Edit Features

Global Number Edit screen – "Free call" Call Type

INMATE CALLING SOLUTIONS

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 screenshot displays the 'Inmate Account screen - Setting Free Calls'. At the top, there is a search bar for 'Inmate Id.' with the value '23684' and a 'Find/New' button. Below this, the inmate's status is 'Active' and location is 'F'. The name fields show 'Last Name: SMITH', 'First Name: CODY', and 'Middle Name: JAMES'. A section titled 'ALERTS' contains fields for 'Email Address(es)', 'Pager Number(s)', and 'Payment Email(s)', each with an 'Attach' button. Below the alerts, there are checkboxes for 'High Profile', 'TDD', and 'General'. The 'PIN' is '236849714' and the 'Passcode' is '9714'. There are buttons for 'Edit Pin / Passcode' and 'Pin Reset'. The 'Recorded Name' field has 'Play' and 'Erase' buttons. The 'Class' is 'Normal' and the 'Billing ID' is '11993'. The 'Restrict' field is set to '0' and 'Calls Every' is set to '0' days. At the bottom, the 'Max PANs Allowed' is '20' and 'PANs enabled' is checked. The 'Free Calls' section shows 'Allowed: 0', 'Remaining: 0', and 'Disabled' is checked. The 'Last Reset' date is '2015-01-23'.

Inmate Account screen – Setting Free Calls

14. The ITS shall provide a recording at the beginning of any call that clearly identifies the call is collect, debit, free, etc. This recording must be free of any charges. Charges shall not begin accruing unless and until the party being called accepts the call.

ICSolutions Response:

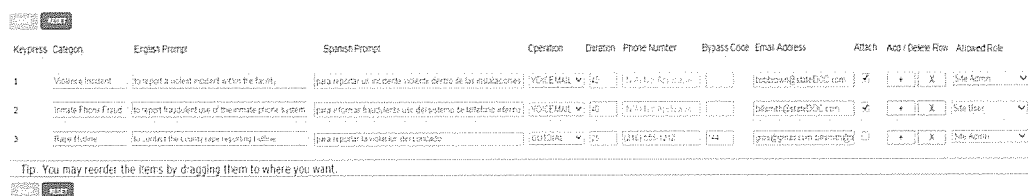
ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® will be programmed with a customized call greeting played to the called party upon answer. Upon detecting answer, the system responds with "Hello, this is a **collect** call from [inmate name], an inmate at the Tehama County Jail." Billing begins when the called party answers and positively accepts call charges. No charges are assessed for refused calls, no answer, busy, answering machines, faxes, or pagers.

15. Vendor shall provide a line for informants that will be free of charge to report crimes, such as reporting line that complies with the Prison Rape Elimination Act (PREA) of 2003. This line will be free of charge.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® system offers The Informer, a messaging system that allows inmates to report illegal activity through the inmate phones. The Informer can be configured to allow inmates to leave a voicemail message for facility staff or allow calls to be placed directly to an investigational entity, such as an Attorney General's office or a Crisis Reporting Hotline.

The Informer Administration function enables you to define the informant options available to the inmate through The ENFORCER® IVR. Through the IVR, inmates can hear and follow as many as nine customized prompts that enable them to report criminal, abuse, or other incidents *anonymously*. Each prompt can be configured to automatically dial *either* an ENFORCER voice mail box or an external number, such as a reporting hotline, a law enforcement agency, or an assigned investigator.



Keypress	Category	English Prompt	Spanish Prompt	Operation	Duration	Phone Number	Bypass Code	Email Address	Attach	Add / Delete Row	Allowed Role
1	Violence Incident	To report a violent incident within the facility.	para reportar un incidente violento dentro de las instalaciones	VOICEMAIL	40	1-214-751-2345		icdbrown@stateDOC.com	<input checked="" type="checkbox"/>	X	Site Admin
2	Inmate Phone Fraud	To report fraudulent use of the inmate phone system.	para reportar fraudulento uso del sistema de teléfono interno	VOICEMAIL	40	1-214-751-2345		icdbrown@stateDOC.com	<input checked="" type="checkbox"/>	X	Site User
3	Rape Hotline	To contact the county rape reporting hotline.	para reportar la violencia de ser atacado	OUTSIDE	30	1-800-555-1212	123	praisegroup.com@praisegroup.com	<input type="checkbox"/>	X	Site Admin

Tip: You may reorder the items by dragging them to where you want.

Customized Prompts in The Informer Admin screen

The system can support as many tip-lines and voice message lines as each facility requests, including the retention of existing tip lines or creation of new tip lines at any time throughout the life of the contract at no cost.

Tip lines can be customized to support whatever requirements the County requires. Tip lines can be:

- Configured as free calls
- Assigned specific speed dial codes
- Set as privileged so the call recording can be listened to only by select staff members
- Marked for alerts so that facility personnel are immediately notified whenever an inmate dials the tip line

In addition, to allow truly anonymous reporting (for PREA compliance, for example), tip lines can be configured so that the inmate is not required to enter their PIN to leave a message.

This feature provides a host of benefits for ICSolutions' clients.

INMATE CALLING SOLUTIONS

- **Improved security** and quick effective investigations thanks to anonymous inmate tips about crimes in the jail(s)
- **Compliance with Federal PREA standards** for anonymous reporting required to host federal inmates or receive certain grants. At the County's discretion, each line can be set to allow access with or without PINs (to enable truly anonymous reporting as required by the PREA-Prison Rape Enforcement Act, for instance).
- **Totally eliminates the need for paper kites or complaint forms:** Complaint lines can be set up for inmates to replace any paper kites or service forms that County officers now have to distribute and collect by hand. One internal voicemail box can be set up for inmates to report issues with the inmate phone services. ICSolutions will set an alert on this line to forward these messages to our local technician so that when they arrive to service each facility or housing unit they know what to address, what parts to bring, and when each phone needs cleaning or maintenance-all with no need for facility staff to take complaints or make notes for them

Any and all message lines the County would like to create will simply be voicemail boxes on the ENFORCER® itself. The advantage of hosting these voicemail boxes on the ENFORCER is that each message will be attached to a complete call detail record showing exactly what phone left the message, and at what time. In addition, The ENFORCER®'s user logs will track and time-stamp when each message is played back and by what user.

Investigators can also use the Add Notes tools to make notes for each call such as when they followed up on it, what action was performed, etc. These notes will also be time-stamped and saved. The County will thus have a complete and completely verifiable track record to refute later complaints by inmates.

16. The ITS will have the capability for two-way voicemail.

IC Solutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The Inmate Voice Messaging feature has been incorporated in the ENFORCER platform to allow Called Party Voice Messaging by those with Prepaid Collect 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 Collect 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 Collect 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 SM

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 OR

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	1661046	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	Message for inmate 4519				
	Notification	27766	1661434	LOYD, HENRY	ICS	Visitation hours will be extended to 8:00PM on Friday, March 10, 2017				
	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.

INMATE CALLING SOLUTIONS

17. The ITS will have the capability to limit calls to various minute increments (specified in Exhibit B). Configurations can apply to call duration, location, inmate account, PIN or by telephone. The inmate and end caller will be notified of any limit in advance of termination of call.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® is configured with a master call duration setting, which can be programmed with each facility's maximum duration time. In addition, the system rate files include call duration override settings for situations that require duration changes for local calls or specific destination numbers. Call duration and velocity limits can easily be set by dialed number, individual inmate, inmate classification, inmate group, call type, pod, facility or system-wide.

Back Delete Add Note Cancel Changes Save Changes

General Information

Number: 1-202-662-5596

Speed Dial:

Dial Pattern:

Site: All

Category:

Inmates w/PAN: 0

Last Updated: 06/20/2017 14:44 By: bclark

Access Control

Call Type: None

Features

PAN Overrides

Edit Features

- ☐ Hide Recording
- ☐ Hide CDRs
- ☐ Greeting Off
- ☐ Passive Accept
- ☐ Do Not Record
- ☐ Privileged
- ☐ Free Voicemail
- ☐ PAN Overrides
- ☐ Ignore Silence [] seconds
- ☐ Ignore DTIME allow [] units for [] seconds
- ☐ Max Duration 15 minutes

Close Edit Alerts

Global Number Edit - Override Global Duration Limit for Specific Number

When a call has reached the "one minute remaining" status on the duration limit, the system will prompt the parties with a voice message that states "You have one minute remaining for this call." At the end of the call duration, the system informs both parties that their time has elapsed and the call is terminated.

The standard 1-minute warning prompt can be custom-configured to play additional warning prompts, such as 2-minute and 30-second warning prompts, prior to disconnecting the call.

18. The ITS shall have the capability to perform remote diagnostics to the ITS to identify any problem(s) that needs attention.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The solution designed for the County is a centralized configuration, which means the call processor will be reside at a secure data center rather than at a County facility. The centralized, primarily offsite configuration we have designed for the County will benefit the Facility by requiring:

- **Very little onsite space for equipment**
- **Reduced energy consumption**
- **Significantly less onsite installation and maintenance work**

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.

Remote Monitoring & Diagnostics

Once deployed, The ENFORCER® is designed to constantly and automatically monitor the trunk and station connections and to reallocate resources to avoid “dead” stations at the facilities. Furthermore, the configuration supports extensive remote diagnostic interrogation, thereby providing insight into defective components (such as station phones) at a particular facility.

ICSolutions uses the first few months of call activity to define a pattern of typical activity. Call volume totals are compared daily for variances outside of a defined range (typically a decrease or increase of 15%). This variance could indicate a problem, such as improper phone function. An exception report is automatically created for any site showing such variances.

The ICSolutions' TSC is staffed 24x7x365 with Level 1 and Level 2 technicians and is the initial point of contact for remote system support and any issue related to the operation of the inmate telephone system. TSC is equipped with the Nagios network monitoring application and Mantis web-based system for trouble ticket issuance and resolution.

Technical Support Center (TSC) personnel can conduct an array of non-intrusive remote diagnostic tests when a problem is detected, quickly pinpointing the cause and thereby expediting resolution. Average response time for a non-emergency service request is benchmarked at 4 hours or less.

19. The ITS shall be capable of taking an individual station out of service without affecting other stations or units.

ICSolutions Response:

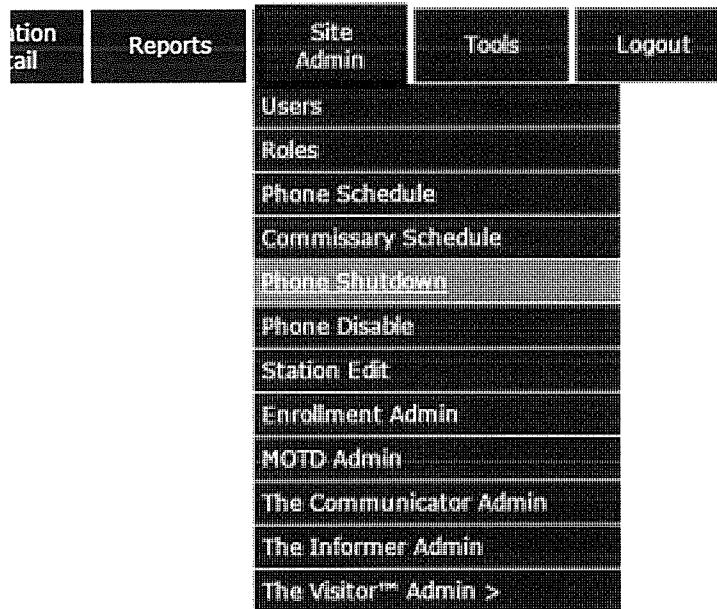
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Site Admin Tab – Phone Shutdown

Scheduled Station Shutdown

(e.g. for maintenance)

Station Group	Stations Off	Stations On	Delete Schedule
All Stations ▼	<input type="text"/>	<input type="text"/>	<input type="text"/>

Scheduled Station Shutdown

To shut-down phones immediately and in real-time, the user selects the **Phone Disable** tab. This will display a screen from which a single station, multiple stations, or individual calls may be quickly switched on/off through the workstation **Call Status** display.

Emergency/Temporary Phone Disable.

Select one or more sites, one or more station groups, or one or more stations and then click an action button to do that action to those stations. It is okay to select from multiple columns. Hold down Ctrl key and click on items to un-select. Ctrl key also can be used to select multiple items. (Red indicates stations that are inactive.)

Choose Sites: Choose Station Groups: Choose Stations:

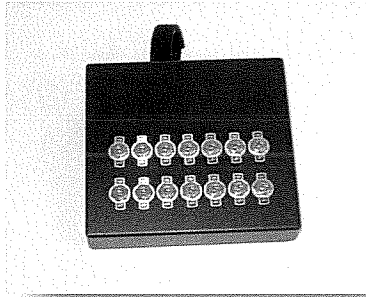
ICS Demo	A	ADSEG LL
	B	ADSEG SUPERMAX
	C	ALL
	D	AULL
	E	AULR
	F	AURL
	G	AURR
	H	BLL
	I	BULL
	Intake	BULR
	J	BURL
	K	BURR
	L	CLASS LL
	M	CLASS ULL
	N	CLASS ULR
	P	CLASS URL
	R	CLASS URR
	S	CLL

Call Status – Emergency/Temporary Phone Disable

To take a station offline, an investigator or operator would select the desired station port, and then click either the **Disable** button, or the **Cutoff and Disable** button. The difference between these buttons are significant as the **Disable** button will allow a station/phone in-use to complete the call it is processing before termination; whereas the **Cutoff and Disable** button immediately terminates the station/phone regardless whether it is in use or not.

It is important to note that all administrative changes made in The ENFORCER® system occur instantaneously and in real time, so the time required for this action depends only upon the speed of the operator.

Phone Shut-Down: Mechanical Cutoff Switches



**Telcom Marketing Group
KS-6100 Kill Switch Box**

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.

20. The ITS shall have the capability of allowing calls to specified numbers at specified times during the day.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER®'s Phone Scheduler feature allows authorized users to pre-set specific on/off times for the phones that you choose. The ENFORCER® can accommodate different schedules for days of the week, dates of the month and year, as well as holidays, etc. Hours can be set as follows:

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

The **Phone Schedule** option is accessed through the **Site Admin** tab on The ENFORCER's control bar. From the **Phone Schedule** menu, authorized System Administrators may add or modify a **Schedule Group**.

Weekly Phone Schedule

Groupname	Day	Schedule	Edit
Default ?	Mon-Sun,Hol	0:00-24:00	<input type="button" value="Edit..."/>
Trunks	Mon-Sun	no service	<input type="button" value="Edit..."/>
Trunks	Hol	regular service	<input type="button" value="Edit..."/>

Add Schedule to Group

Weekly Phone Schedule - Add or Edit Groups

Any authorized user may select the **Edit** button next to any of the respective group names they wish to alter. By selecting **Edit**, the Weekly Phone Schedule for that specific phone group is displayed.

Weekly Phone Schedule

Groupname	Day	Schedule	Edit		
Default ?	Mon	7:00-21:45	on all day	off all day	
Default	Tue	0:00-21:45	on all day	off all day	
Default	Wed	7:00-21:45	on all day	off all day	
Default	Thu	7:00-21:45	on all day	off all day	
Default	Fri	7:00-21:45	on all day	off all day	
Default	Sat	7:00-21:45	on all day	off all day	
Default	Sun	7:00-21:45	on all day	off all day	
Default	Hol	7:00-21:45	on all day	off all day	regular service

Weekly Phone Schedule screen

INMATE CALLING SOLUTIONS

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

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

Add Schedule to Group Booking Add

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

21. The Vendor shall have the capability to interface with the County's Booking/Jail Management System (JMS) so that the inmate personal identification numbers (key number) will automatically be transferred, activated, and deactivated in the ITS based on the inmates custody status. The current management system, is BlackCreek/Sallyport run on IBM Series 7 RGB, a AS400 server. It will be the Vendor's responsibility to identify the requirements necessary to interface with either Jail Management System to ensure the Vendor will be able to meet the requirements for installation. The County shall not be responsible for paying any amounts associated with the required interface, including any charges that may be payable to BlackCreek/Sallyport to implement any required interface.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® features an open 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. Interfacing with JMS, Commissary, Inmate Banking, and other Jail systems reduces the data entry burden on Jail staff, ensures data consistency across disparate information sets, and allows vendors to work together to provide the broadest range of products and services to Jail staff and constituents. If supported by the County's commissary system, we can write an interface that will enable over-the-phone commissary ordering by inmates.

ICSolutions designs, builds and runs our own back-office including data centers, networked systems and dozens of secure interfaces linking our network and databases to third-party services and vendors across the country. With our dedicated, in-house team of software engineers and network architects we guarantee our ability to create customized interfaces with the County's other vendors to support our full range of premium integrated services, all **at no cost!**

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.

22. The ITS shall have the capability to assign and use Personal Identification Number (PIN) management. The PIN will provide collect, debit and pre-paid station to station calling for the inmate using the PIN. PINs will be stored in a database and accessible to Jail Staff depending upon staff user level.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® system accommodates the use of inmate personal identification numbers (PINs) for call tracking and control. Various numbering schemes are supported in order to best fit the existing inmate identification method in use at the facility. This ranges from adopting a number assigned by the facility booking system to assigning a new random unique number for calling to something in between. This will be customized based on the facility's preference and with the goal of **minimizing facility personnel time**. The ENFORCER® accommodates various PIN lengths ranging from 4 digits to 20 digits. This enables us to fit The ENFORCER® to any existing inmate identification method in use at the facility today.

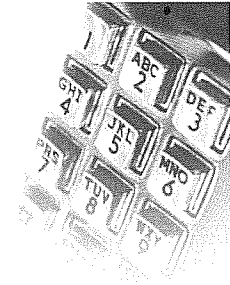
Inmate accounts and PINs can be established automatically through a direct interface with the facility's Jail Management System or Booking system to automate PIN administration. With the interface option, the information entered during the booking process is shared with the phone system automatically,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

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

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

INMATE CALLING SOLUTIONS

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



Inmate ID: (type name for suggestion)
10087 Find/New

Status: Active Location: L

Last Name: THOMAS First Name: KYNNEETHA Middle Name: DVETTE

ALERTS

Email Address(es): Attach
Pager Number(s):
Monitor Number(s):
Payment Email(s):

General
Max PANs Allowed: Default: 20 PANs enabled
Free Calls: Allowed: 0 Remaining: 0 Disabled Last Reset: 2015-02-10

The Verifier

Mode: Enabled Status: Enrolled

Verification Stats

Accepted:	10
Retry Request:	0
Rejected:	0

Cancel Changes Save Changes

Inmate Profile – Assign PINs

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

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

23. Vendor shall ensure that all inmate and visitation telephones are operable no less than 98% of the time on a monthly basis ("in-service ratio") per facility. The in-service ratio excludes downtime associated with regularly scheduled maintenance/upgrades, facility lock-downs or power outages beyond the Vendor's control, which require the inmate and visitation telephones to be shut off.

ICSolutions Response:

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

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

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

ICSolutions employs multiple levels of redundancy to ensure 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:** The ENFORCER® is built on full network redundancy. We start with the "last-mile" connection between the jail and the Internet where we provide multiple links via T1 lines. T1 lines are far more reliable than cable modem connections and we use multiple T1s to maximize reliability.

Our data centers also have multiple connections to the Internet. Our San Antonio data center has 130mbps in aggregate bandwidth via fiber optic connections to two different network providers. We also duplicate every network component inside our data center, ensuring that should any device fail there will be no impact to our service.

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

2. **Call Processing Redundancy:** While the primary call processor is housed at our primary Data Center in Atlanta, we also install a fully functional, always-on backup call processor 900 miles away in our national headquarters and engineering center in San Antonio. Therefore, if a disaster should ever disrupt call processing in Atlanta, service would instantly fail over to the secondary processor in San Antonio.

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.
4. **Power Redundancy:** Our servers are built with redundant power supplies and no two power supplies in a server share a circuit. This ensures that if a power supply fails or a circuit needs to be taken off line, there will be no interruption to call processing. In our San Antonio data center, servers are powered by redundant UPS systems (Liebert and APC) and backed by a generator.
5. **Cooling Redundancy:** Our data centers have redundant AC units and remote environmental monitoring.

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

24. The ITS shall provide booking and lobby kiosks at no additional cost to the County. Kiosks shall provide services such as deposits made onto the inmates pre-paid collect or debit account using cash, credit or debit card. ITS must interface with the Tehama County Jail's current commissary provider (Keefe Commissary Network) at no additional cost to County.

IC Solutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions can offer deposit and payment services from our **Access Corrections** line of products (also available from Keefe). Access Corrections is a **provider** for **phone and web trust fund deposit services**, but can also accept cash deposits at walk-in retail providers, such as Family Dollar and Dollar General, or through lobby kiosks. These services will reduce the amount of cash-handling, and other administrative duties that County staff must perform to support inmate services. These Access Corrections services and more are described below:

Intake Kiosks

The Access Secure Intake kiosk provides an efficient, self-service method of collecting arrestees' money during the booking process. Arrestees use a simple touch-screen interface to deposit their cash, which remains safely secured within the kiosk until it's removed. Online tools manage the flow of funds from the kiosk to the arrestee account to the bank. Additionally, the kiosk features a credit / debit card reader to allow arrestees to fund their trust fund accounts or bail themselves out. The kiosk's driver's license reader automatically populates information, providing a more efficient, more accurate ID of the arrestee.

Lobby Deposit Kiosks

Lobby Deposit Kiosks are multi-functional kiosks that allow visitors to add funds to an inmate's commissary/trust account using cash, credit card, or debit card. Multiple accounts can be funded with one transaction. This provides convenience for friends and families, saves time, and increases funding for inmate accounts—and commission revenues for the County. These kiosks are part of the total **Secure Deposits** package which includes deposits via the web and by telephone that IC Solutions provides through our partners at Access Corrections—one of our partners in the Keefe family of companies.

Secure Deposits

With Secure Deposits, inmates' family and friends can deposit funds in many convenient ways, which results in increased trust fund balances that allow inmates to spend more and, ultimately, increases commission revenue to your agency. The best part is, this service is completely FREE to your agency. There are many benefits to Access Secure Deposits:



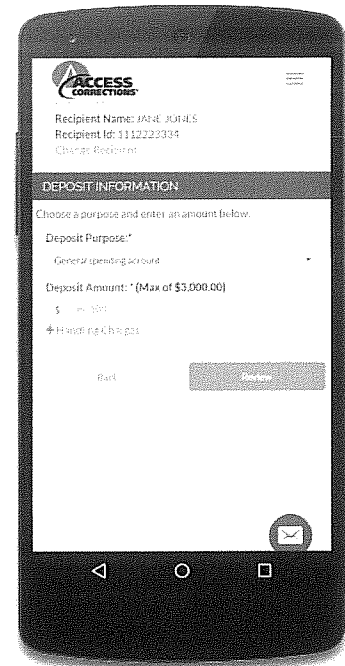
- All funds deposited to the inmate's account are guaranteed.
- The need for agency staff to handle cash and money orders is eliminated.
- Reconciliation time is reduced.
- Workload of mail room and accounting staff is reduced.
- Exposure to fraud/counterfeit money is eliminated.
- The kiosk takes a photo of each depositor for potential investigative purposes.
- Funds are posted in real-time.
- Optional revenue generation.
- Data Detective software automatically identifies and demonstrates relationships of individuals who have interacted with multiple inmates.
- **The same convenient service can be used for probation, parole, and other court-ordered payments.**

Secure Deposit Payment Options

TOLL-FREE NUMBER: Users can call 866.345.1884 to reach a bilingual customer service agent at one of our call centers any time day or night.

ONLINE: Users can visit accesscorrections.com or download our mobile app to set up a personal account, make deposits any time and access deposit history information. Live-chat customer support and program details are also available.

LOBBY KIOSK: Self-service lobby kiosks allow users to make deposits without involving your agency's personnel. Our kiosks accept cash, credit and debit cards, and are equipped with a security camera that photographs all users. We handle all cash management and kiosk maintenance as part of the service. The kiosk is provided at no cost (minimum transaction required).



INMATE CALLING SOLUTIONS

MONEY ORDER LOCKBOX SERVICE: Using our Lockbox Service, users who do not have a credit or debit card can submit a deposit form and money order via mail. We process and post the deposits within about 48 business hours of receipt.

WALK-IN: Users can make cash deposits at one of our many retail partners. Many customers are likely already using these retailers to make utility, cell phone and cable payments, and now can make deposits.

Bail Bonds and Other Payments

Secure Deposit allows inmate's family and friends to make multiple types of deposits through the Lobby Deposit Kiosk or online. The kiosk offers deposits by purpose, allowing payment for bail, fines, medical visit fees and more.

The deposit services system can interface to external party companies, such as government payment services, allowing friends and family access to additional services through a trust single point portal.

This solution reduces paperwork and staff time for deposits. The County has control over how much can be deposited for different purposes. For example, the County can set a higher deposit limit for bail payments than trust fund deposits or other payments. Additionally, because the system posts bail deposits in real-time, detainees can bail out before being processed, saving you time and money.

These services are provided at no cost to the County.

25. The Vendor shall provide accommodations necessary to comply with Americans with Disabilities Act (ADA) requirements including, but not limited to, providing telephones which are accessible to persons in wheelchairs, and providing systems that are compatible with Telecommunications Devices for the Deaf (TDD). Vendor will also provide a minimum of two "Teletypewriter" (TTY) devices for inmates requiring said service. The amount of TDD and TTY to TTY devices is specified in Exhibit B.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will provide appropriate accommodations that are in full compliance with the ADA, FCC, and PUC rules at no cost to the County and your constituents throughout the term of the agreement. Wheelchair-accessible phones and TDD/TTY phones, as well as the VRS video phone, will be installed in accessible locations and meet ADA and E.I.A. standards RS-504 for compatibility and placement. In addition, all inmate phones include braille on the keypad for visually impaired inmates.

Visually Impaired Inmates

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

Calls made by visually impaired inmates will be monitored, and recorded, in the same manner as any other inmate call that is not a privileged call, such as calls to an attorney; calls made by visually impaired inmates can also be designated as "Do Not Record" in the system, if preferred by the facility. In addition, all restrictions and reporting capabilities that apply to inmate calling will apply to calls placed by visually impaired inmates.

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

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

Hearing Impaired Inmates

Video Phones through Purple Communications

ICSolutions is pleased to offer – at no cost to the County – a videophone device, coupled with Purple Communications Video Relay Services (VRS). 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.

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. All video calls will be recorded, with the exception of confidential calls, such as calls to an attorney. 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.

INMATE CALLING SOLUTIONS



Purple Video Phone

Ultratec Minicom TDD/TTY

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.

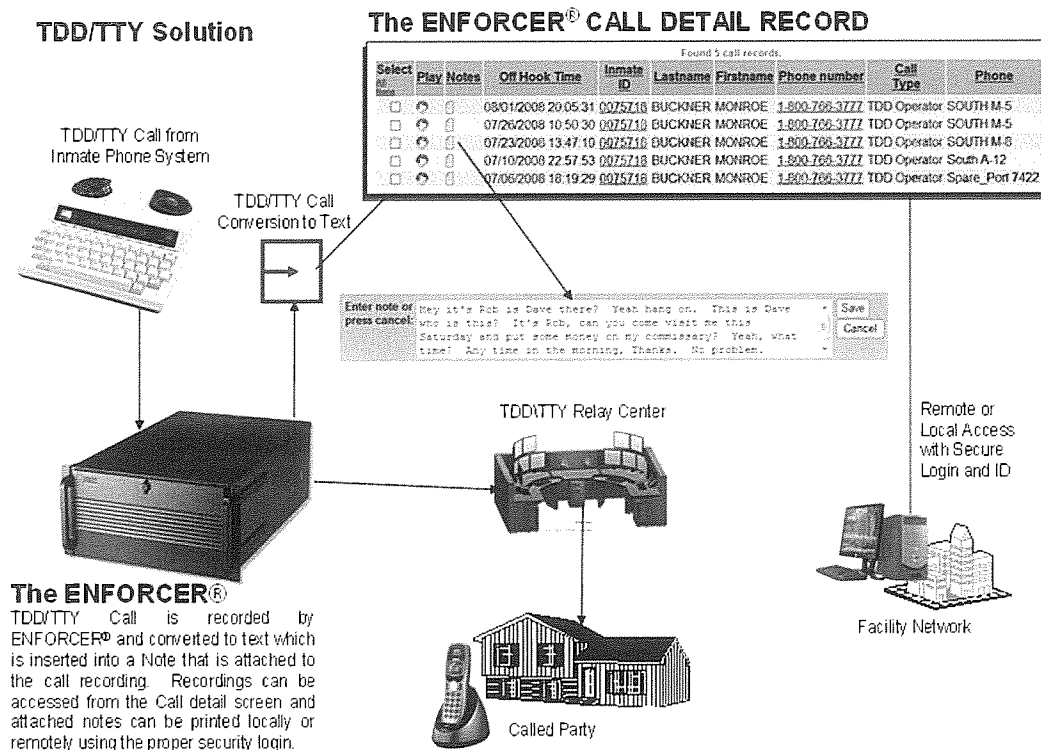
- Turbo Code® and Auto ID™
- Convenient GA/SK keys
- Printer port to connect to your external printer
- 20-character display
- 43-key, 4-row keyboard
- Rechargeable batteries and AC adapter included
- Baudot code (45.5/50 baud rate)

Ultratec



Please see the manufacturer's specification sheet provided in **Exhibit C**.

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.



26. Vendor will install additional telephones (inmate and visitation) and monitoring and recording equipment as needed at no cost to the County. This includes expansion to the existing facility and any newly constructed facilities.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Given its modular architecture, The ENFORCER® can easily accommodate expansions to the inmate population. ICSolutions will work with the County to accommodate expansions to the phone system consistent with expansions to the inmate population. If, at any point, the County plans to expand the jail or requests additional phones, ICSolutions can add additional phones at any time by simply expanding the Adtran gateways installed at the sites. Additional network capacity requires approximately 30 days' notice for the LEC to deliver additional bandwidth but does not require any system downtime.

27. Vendor will provide pamphlets to the County at no cost to the County for inmates as requested to describe the applicable features and functionalities of the ITS.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. . ICSolutions will provide **informational pamphlets** to inmates and called parties, which explain calling options available, how calls are placed, how to open/fund accounts, and more. Any and all signage, brochures, and call prompts will be approved by the Facility and provided at no cost.

System Requirements – Inmate Tablets

1. The Vendor shall be responsible for providing County with tablets at no cost to the County or its inmates. All funding for the inmate tablets will be the responsibility of the Vendor.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Through our partnership with Smart Communications ("Smart Comm"), ICSolutions can offer the entire suite of Smart Comm products at no cost to the County – including inmate tablets, MailGuard Postal Elimination Service (Virtual Mailroom), and electronic inmate messaging (text and photo).

Revenue generated by Smart Comm's messaging application supports implementation of the complete infrastructure necessary to support all Smart Comm services – enabling us to offer installation of wireless access points, Case Maker law library, MailGuard Virtual Mailroom, and all associated hardware and software at **no cost to the County**.

2. Vendor shall provide sufficient tablets to accommodate the demand of the inmate population in each housing unit from the effective date of the Contract and throughout the life of the contract. Vendor shall have backup inventory available in the event there is an increase in demand or population at the Tehama County Jail including the jail expansion. The estimated number of tablets is located in Exhibit B.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Tablets are initially provided at a 1:4 tablet-to-inmate ratio, but the quantity can be expanded during the contract period if inmate usage warrants an increase.

3. Vendor shall provide secure Wi-Fi network, which will not conflict with existing County Wi-Fi systems, for main jail including but not limited to the number of hotspots specified in Exhibit B and all necessary/related cabling. All applications must be intranet-based and run on Vendor's internal network. Tablets shall not allow inmates access to the internet.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Smart Communications will provide a fully managed network infrastructure within the jail facility to support the devices. The proposed solution will be installed on a self-contained wireless network that will be installed and managed by Smart Communications. The charging stations in the housing unit will be installed by Smart Comm with the required electrical infrastructure necessary for tablet operation.

This network will be entirely **separate from the existing facility network** to ensure isolation and security that prevents inmate access. The network over which all inmate communication will be processed, and all investigative data sessions will travel, will be a private, dedicated, managed and firewalled network installed by Smart Communications. This configuration ensures that inmates will never have access to the public internet.

Inmates will never have access to any external applications due to the tablet network infrastructure.

4. Vendor shall be responsible for providing and maintaining separate internet and phone connections dedicated to the ITS, which shall meet the bandwidth needs of the system.

IC Solutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will install a separate, dedicated, firewalled network to support the inmate phone system. Smart Communications will provide a fully managed self-contained wireless network infrastructure within the jail facility to support the devices.

5. Vendor shall be responsible for all required labor, network, network management, wiring, and related equipment at no cost to the County.

IC Solutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will provide required labor, network, network management, wiring, and related equipment at no cost to the County.

6. Vendor will provide no less than seven (7) staff tablets providing administrative functions.

IC Solutions Response:

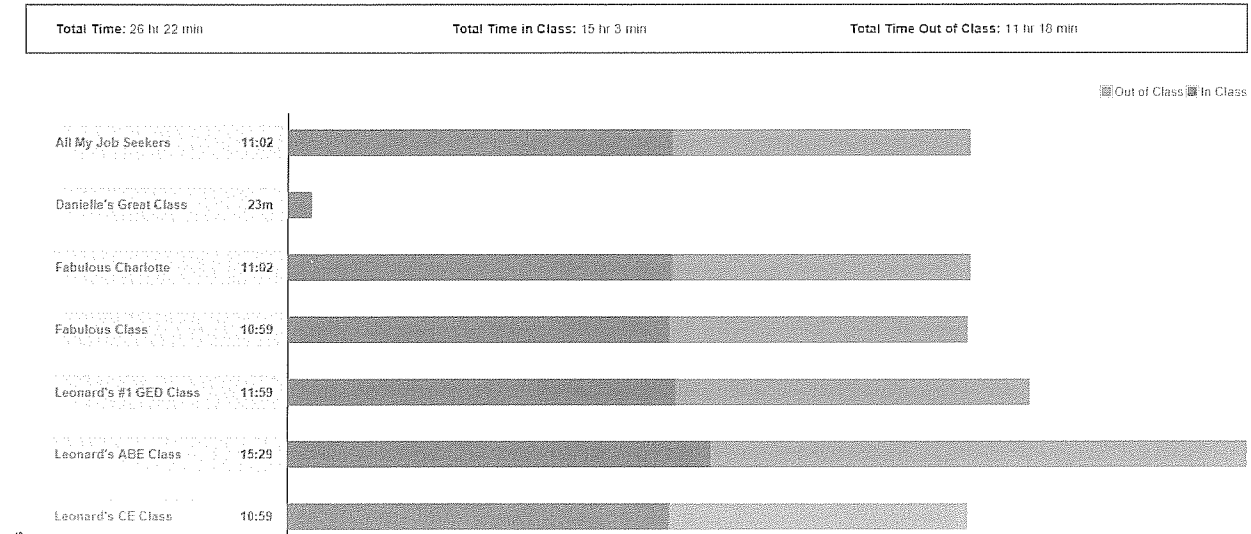
ICSolutions has read, agrees, and will comply with the requirements as stated.

7. Tablets shall meet the following minimum requirements:
 - a. Comprehensive learning management system and associated licenses, including a General Education Development (GED) program.

IC Solutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Our GED education solution is Essential Education. Essential Education provides courses for GED preparation, essential computer skills, money management, and other general education topics. They system can also provide reports to show each inmate's progress.

Study Time Report for Teacher Training Account



Study Time Report

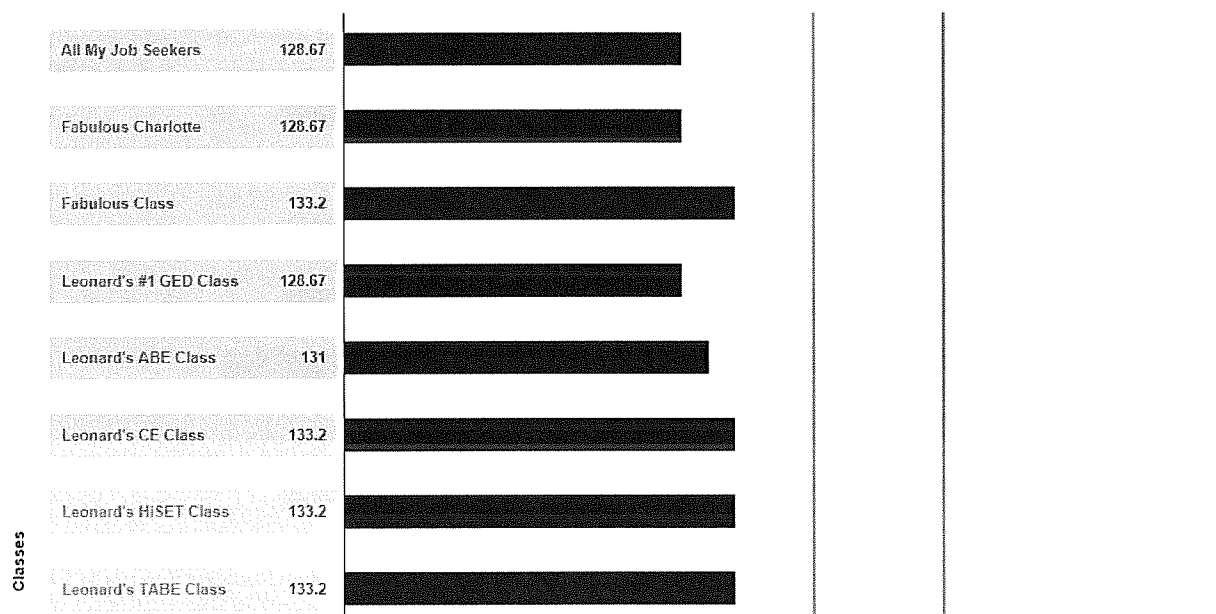
Lessons and Quizzes by GED Writing Targets

W.1 Determine the details of what is explicitly stated and make logical inferences or valid claim that squares with textual evidence.

Lessons	Course	Unit	Assign Lesson
Make Music with Your Life: Poem's Form	RLA Reading	Passages to Understanding	Assign
Make Music with Your Life: Title's Meaning	RLA Reading	Passages to Understanding	Assign
Barn Burning: Figurative Language	RLA Reading	Passages to Understanding	Assign
Bartleby, The Scrivener: Understanding Description	RLA Reading	Passages to Understanding	Assign
Life of Pi: Recalling Details	RLA Reading	Passages to Understanding	Assign
Life of Pi: Recalling an Example	RLA Reading	Passages to Understanding	Assign
The Jungle: Summarizing Information	RLA Reading	Passages to Understanding	Assign
The Jungle: Comprehending Concepts	RLA Reading	Passages to Understanding	Assign
Affirmative Action: Identifying a Conclusion	RLA Reading	Passages to Understanding	Assign
Barn Burning: Comprehending a Detail	RLA Reading	Passages to Understanding	Assign
Conversation: Metaphor	RLA Reading	Passages to Understanding	Assign
Passages to Understanding Test Out Quiz	RLA Reading	Passages to Understanding	Assign
Passages to Understanding Quiz	RLA Reading	Passages to Understanding	Assign

Lessons & Quizzes Report

Student Readiness Report for Leonard Williams



Student Readiness Report

In addition to the GED programs available on the tablets, Smart Comm offers access to a variety of educational material, through the SmartEd™ program, which offers inmate education and court required courses. Some examples include:

- Khan Academy Lite - hundreds of general education and general interest topics including math, science, economics and finance, arts and humanities, computing, test preparation, and more
- Purple Math - Practical Algebra Lessons: Purplemath's algebra lessons are informal in their tone, and are written with the struggling student in mind.
- Essential Education- Essential Education provides courses for GED preparation, essential computer skills, money management, and other general education topics
- HelpGuide.org - Trusted guide to mental and emotional health
- Lifelong Learning
- TED Talks - TED - Ideas Worth Spreading. TED Talks cover a wide variety of topics and focus on new ideas and innovative thinking.

b. Streaming Services that minimally include music, books, and games.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The SmartEntertainment™ module allows inmates to stream content directly from the SmartComm tablet. Through the entertainment module, inmates will be able to access pre-approved Books, Games, Radio, TV-Movies, and limited Web Browsing.

- c. The option for video visitation.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Smart Comm is fully integrated with The ENFORCER® and accessible through a **single ENFORCER® interface**. Therefore, video visitation could be conducted using The Visitor™, the video visitation module built into The ENFORCER®. Visitors/Called parties can pay for video visits with the **same prepaid account** used to fund inmate calling, and Facility staff will use just **one login to The ENFORCER®** to manage and investigate activities on all of the ICSolutions-provided software.

- d. Each inmate shall receive a unique login and password to receive their content.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Each inmate will be required to log in to the tablet to access their content. Because Smart Comm is fully integrated with The ENFORCER®, inmates will use the same PIN used to place phone calls and visits.

- e. The capability to make phone calls through Vendor's ITS in the same manner as a landline. The phone calls completed via the Tablets must conform to all requirements and mandatory features for the ITS as set forth in this RFP.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The inmate tablets will be pre-loaded with the ICSolutions **Phone Calling App**, whereby inmates will have access to The ENFORCER® inmate calling services from the tablets. All standard features, call controls, security protocols, and investigative tools will apply, just as if the call were placed from a standard inmate telephone.

- f. Inmates will not be assigned a particular tablet. Inmates will receive valid credentials that shall work on all tablets.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions proposes a shared model. Tablets are initially provided at a 1:6 tablet-to-inmate ratio, but the quantity can be expanded during the contract period if inmate usage warrants an increase. Each inmate will be required to log in to the tablet to access their content. Because Smart Comm is fully integrated with The ENFORCER®, inmates will use the same PIN used to place phone calls and visits.

- g. Preloaded features, which minimally shall include a calendar, a calculator, and a dictionary.

ICSolutions Response:

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

INMATE CALLING SOLUTIONS

- h. A PDF viewer or other document viewing application. The documents must be able to be organized by tabs or files for easy viewing. Vendor shall preload documents provided by County at start of contract and as requested throughout the term of the contract at no cost.

ICsolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Inmates will be able to view the County's approved PDF documents, such as an inmate handbook, from the Smart Comm tablets. These can be loaded during installation as well as throughout the life of the contract at no cost to the County.

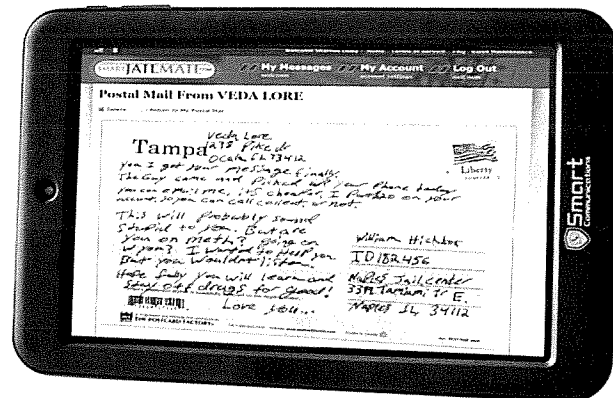
- i. Tablet specifications are listed in Exhibit B.

ICsolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Through our partnership with Smart Communications, ICSolutions can provide ruggedized **inmate tablets** and an accompanying secure network for the purpose of rehabilitation, inmate management, and decreased recidivism. Our SmartTablet, wireless tablet solution from Smart Communications (Smart Comm) offers our clients all of the features of our SmartTablet, and more! The SmartTablet enables our clients to increase the amount of content that is available to the inmates since it increases the number of "portals" in each housing unit.

Smart Comm did not simply acquire off-the-shelf Android tablet devices; rather, Smart Comm worked with a supplier to **custom design corrections-grade tablet:**

- ✓ 8.6" L x 5" W x 0.9" D, with a 7" screen
- ✓ Gorilla glass 3 equivalent or better
- ✓ Multi-prong pins allowing tablets to charge in either direction
- ✓ security screw locks
- ✓ Red/green LEDs showing the tablet battery status
- ✓ a tight moisture, dirt, and gunk resistant rubber seal to the tablet glass
- ✓ thick and durable rubber bumpers on all corners
- ✓ A bright display with wide viewing angles



The tablets will be loaded with an operating system that meets the specific requirements of SmartTablet applications and the security concerns of our clients. These slim and secure devices are specifically designed for corrections. Smart Comm has also developed a customized and scalable charging solution that enables us to cater to your specific housing unit needs.

7. If so requested by County, the tablet shall be capable of integrating with other County technologies for other functions, such as inmate handbook uploads, inmate requests, medical requests, grievances, and commissary ordering. Preference will be given to Vendors that provide a law library by Legal Research Associates (LRA) for the tablets.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The proposed tablets can integrate with other vendors to offer enhanced services, such as The ENFORCER® inmate calling system to offer video visitation, an inmate phone calling app and to allow commissary ordering and balance inquiries, all **at no cost to the County**.

We will work with the County or other application owners to develop any interfaces needed to transmit or receive data, and have successfully integrated with many JMS platforms, commissary vendor systems, and custom accounting platform, medical request handling and routing, and more.

By integrating with ICSolutions and other vendors, the SmartTablet solution allows inmates to access all of the popular Smart Comm features, which will also be available through The Visitor inmate/VVS kiosks:

- Advanced Automated Inmate Requests, Medical, and Grievance Request System
- SmartJailMail Electronic Messaging System
- Electronic Photo Delivery
- Automated Accreditation Reporting
- MailGuard Postal Mail Services
- Commissary Ordering, debit phone and trust account inquiry
- SmartEd™ Inmate Education & Court Required Courses
- The Visitor™ Video Visitation System (when deployed)
- Approved Facility Information, inmate handbooks, notices, etc. in PDF format
- Inmate Phone Calling

Please note that Smart Comm is fully integrated with The ENFORCER® and accessible through a **single ENFORCER® interface**. Facility staff will use just **one login to The ENFORCER®** to manage and investigate activities on all of the ICSolutions-provided software.

Since they are wireless and portable, the tablets are also able to provide a wider array of content which includes, but is not limited to:

- SmartEd™ Inmate Education & Court Required Courses
- SmartEntertainment™ Music, TV, Movies, Games, EBooks

The inmate tablets will also be pre-loaded with the ICSolutions **Phone Calling App**, whereby inmates will have access to The ENFORCER® inmate calling services from the tablets. All standard call controls, security protocols, and investigative tools will apply, just as if the call were placed from a standard inmate telephone.

More information about some of the key features available on the SmartTablets – requests and grievance reporting, MailGuard, and messaging – appears in the sections below.

Requests & Grievance Reporting

One of the less glamorous aspects of housing inmates is managing and processing their requests: requests for legal materials; requests for books; requests for a better cell assignment; requests for information such as court dates, charges, or release date. Many inmates have a seemingly endless supply of wants and needs which must be managed and responded to.

The SmartTablet by Smart Communications helps correctional facilities manage this workload by streamlining and significantly reducing the paperwork around inmate requests and grievances. First, we can display any data you like to the inmate directly on the kiosk. Displaying information such as release date, charges, court dates, visitor lists, etc., can help to eliminate entire categories of requests from inmates since they can see it all on their own.

Next, the requests that do remain can be submitted directly through the tablet and properly routed to the appropriate department or individual. These electronic requests are centrally tracked and managed, eliminating the need to shuffle paper forms around the facility. This system also adds accountability in that requests cannot be lost once they are in the system. Requests can also be responded to electronically, allowing inmates to get answers more quickly. Request data is housed on our managed servers and regularly backed up. We maintain copies of records for as long as your retention period requires and provide backup copies of all data to your IT department for safekeeping, as well. Requests can also be printed in a form suitable for filing, if necessary.

Electronic requests are also fully searchable, enabling you to quickly locate a specific request that might be mentioned in a grievance or other proceeding. Information can be accessed instantly, even years after an inmate has been released from custody.

Additional Staff time can be saved by setting **pre-defined responses** to common requests that can be selected and then modified as needed or sent back to the inmate as-is. Our grievance process builds on this efficiency by adding **options for an appeal process** as part of the workflow. We can customize the request or grievance workflows to suit your specific needs.

Another benefit of electronic request management is reporting. All of the stored data can be used to generate reports for internal use or accreditation, if needed, saving additional time and resources.

Inmate Messaging

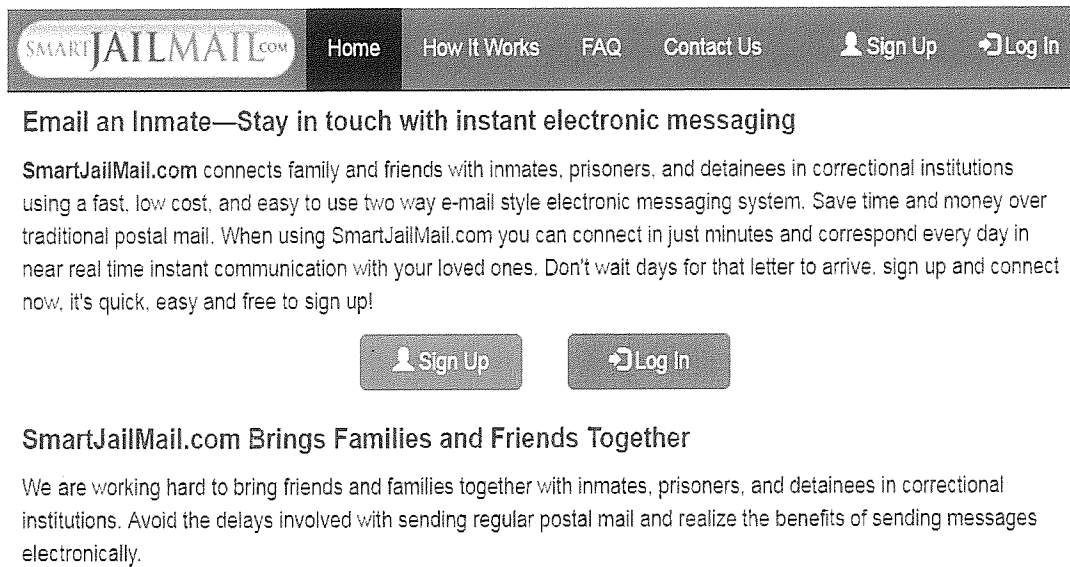
ICSolutions can offer SmartJailMail inmate messaging and electronic photo delivery services through our partnership with Smart Communications. The inmate messaging feature allows inmates to stay in touch with their loved ones through a system very similar to email but specifically designed for use in correctional facilities. Electronic messages are delivered in near real-time, which increases communication between inmates and their loved ones at affordable rates while increasing facility revenue. This increased communication helps lower recidivism rates and improve inmate behavior.

Multi-Lingual Translation - Since many inmates communicate in languages other than English, our management console has integrated translation tools that allow messages to be quickly and automatically translated to English so investigators can determine whether a message is of interest.

Keyword Monitoring - Inmate messages can be monitored automatically for keywords that your investigators choose for your specific needs. Keywords are highlighted in the message body so you can quickly locate the relevant portions of the message. Messages are fully searchable to quickly locate content as needed, and the searched keywords are also highlighted for your convenience.

Electronic Photo Delivery - The electronic photo delivery feature allows friends and family to send digital photographs to inmates. Digital photos can be reviewed by staff before being delivered to the inmate. The photo review process has been designed to be as fast and easy as possible. Dozens of photographs can be reviewed within a matter of a few minutes. Photos may be immediately approved or rejected at the facility's discretion. If a photo is questionable it may be simply flagged and set aside for a decision to be made at a later time. The management system also allows for view-only access to all inmate photos that can be used by investigators to review the photos that an inmate is receiving as needed. All approved and rejected photos, as well as information about the sender, are kept in the database in case they need to be reviewed later.

Simplified Account Funding - Public Users can set up an account through SmartJailMail.com in order to fund accounts and send and receive messages electronically through SmartJailMail.com. The user purchases credits to pay for messaging using a major credit or debit card.



The screenshot shows the SmartJailMail.com website. At the top is a navigation bar with the logo and links for Home, How It Works, FAQ, Contact Us, Sign Up, and Log In. Below the navigation bar is a section titled "Email an Inmate—Stay in touch with instant electronic messaging". The text describes the service as a fast, low-cost, and easy-to-use two-way e-mail style electronic messaging system. It encourages users to sign up and connect now. Below the text are two buttons: "Sign Up" and "Log In". Below this is another section titled "SmartJailMail.com Brings Families and Friends Together". The text states that the service is working hard to bring friends and families together with inmates, prisoners, and detainees in correctional institutions, avoiding the delays of regular postal mail.

SMARTJAILMAIL.COM Home How It Works FAQ Contact Us Sign Up Log In

Email an Inmate—Stay in touch with instant electronic messaging

SmartJailMail.com connects family and friends with inmates, prisoners, and detainees in correctional institutions using a fast, low cost, and easy to use two way e-mail style electronic messaging system. Save time and money over traditional postal mail. When using SmartJailMail.com you can connect in just minutes and correspond every day in near real time instant communication with your loved ones. Don't wait days for that letter to arrive. sign up and connect now, it's quick, easy and free to sign up!

Sign Up Log In

SmartJailMail.com Brings Families and Friends Together

We are working hard to bring friends and families together with inmates, prisoners, and detainees in correctional institutions. Avoid the delays involved with sending regular postal mail and realize the benefits of sending messages electronically.

SmartJailMail.com website

Law Library

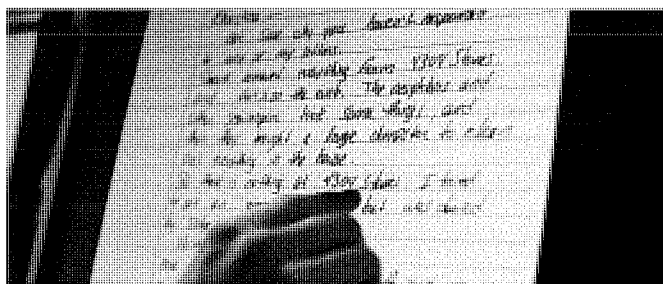
The SmartTablet is capable of interfacing with Legal Research Associates law library to give inmates the option to research the law from the proposed tablets. This would eliminate the need to transport an inmate to a dedicated terminal in order to search the database.

Alternatively, ICSolutions can offer Case Maker, a complete law library that can be integrated into the Smart Comm tablets, as well as The Visitor Video Visitation system described above, at no cost to the County. Case Maker is the leading provider of legal research in the U.S. At Case Maker, experienced legal editors are committed to providing you with the most up-to-date cases and statutes available anywhere. Case Maker's libraries include all Federal Supreme, Circuit, District, Bankruptcy decisions, and more. Case Maker's state libraries are comparable to the high-cost providers in many cases going back 100 years or more.

MailGuard Postal Elimination Service

As another optional service accessible through Smart Communications suite of products, MailGuard Postal Elimination Service provides an offsite virtual mailroom, which processes your inmate postal mail into an **electronic document** with advanced security filters and controls for each inmate before the mail gets automatically posted to the inmate's account for viewing on the SmartTablet™ system – eliminating the whole task of postal mail and the problems it brings to the agency. SmartTablet™ with Patent Pending MailGuard™ Technology transforms the correctional facility into a paperless, secure, and efficient facility with total electronic automation, launching SmartTablet light years ahead of other mail technology solutions.

MailGuard finally closes one of corrections' longest-running security loopholes: contraband. It cuts off the last conduit of drugs and undocumented inmate communications with the outside world, thus eliminating mail-based contraband and streamlining the inmate mail into a virtually labor-free process.



MailGuard is a free service provided with the Smart Communications platform, and it works by processing your inmate postal mail remotely, off-site, at one of our regional MailGuard processing hubs. There, we convert your inmate postal mail into a high definition electronic copy, uploading the copy into the Smart Communications platform, filtering the mail according to your agency's security settings, and then sending it electronically to a queue whereby your staff can approve the final delivery to the inmate's account.

Converting your inmate postal mail to electronic media allows for a searchable database and opens up a whole new field of intelligence for your agency, resulting in the following benefits:

- Dramatically improves intelligence capabilities
- Eliminates the last form of undocumented, uncontrolled communication
- Eliminates contraband
- Dramatically reduces direct Staff involvement with the postal mail process

No contraband, No Mess, and No Cost: Patent-pending MailGuard™ is the new standard in corrections, available exclusively from Smart Communications.



8. Tablets shall have security features so that inmates cannot load anything on the tablet, access anything other than approved content through the intranet or modify any items on or through the tablet. The security features must ensure that contents on any tablet cannot be shared with other tablets or devices.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Smart Communications will provide a fully managed network infrastructure within the jail facility to support the devices. The proposed solution will be installed on a self-contained wireless network that will be installed and managed by Smart Communications. The charging stations in the housing unit will be installed by Smart Comm with the required electrical infrastructure necessary for tablet operation.

This network will be entirely **separate from the existing facility network** to ensure isolation and security that prevents inmate access. The network over which all inmate communication will be processed, and all investigative data sessions will travel, will be a private, dedicated, managed and firewalled network installed by Smart Communications. This configuration ensures that inmates will never have access to the public internet.

Inmates will never have access to any external applications due to the tablet network infrastructure.

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

INMATE CALLING SOLUTIONS

The network install is designed to facilitate application within a corrections environment. The network utilizes multiple layers of security including web proxy and IP access controls. We also utilize internal DNS resolution on the network to prevent vulnerabilities in relying on outside DNS resolvers.

We utilize a deny-by-default policy on all traffic, so nothing may traverse the network unless specifically allowed and enabled. We utilize a defense-in-depth strategy which employs many layers of security. If any one layer of security is breached, there are many others to provide continuing protection. In nine years our systems have never been breached.

Data will be stored in our Data Center. Access to the records for retrieval is password-protected and requires specifically assigned privileges from an authorized Smart Communications.

9. Tablets shall have a security feature that immediately shuts down the tablet and sends an alert to the County and Vendor if an inmate attempts to access system settings or administrative functions. The inmate's log-in shall automatically be locked to prevent any use or access until cleared by County.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The SmartTablet has a custom bootloader that eliminates the ability for inmates to access system settings or administrative functions.

10. Tablets shall be clearly identified by using a numbering system that includes the Housing Unit numbers, housing group, or other identifying marks as designated by County.

ICSolutions Response:

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

11. All content in the Streaming Services must be preapproved by County. Vendor is responsible for providing a sufficient description of the content to allow County to approve without the necessity of viewing each item.

ICSolutions Response:

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

12. Proposals must include a description of any services that will be available, how the purchasing system will work and all applicable costs. Allow for a messaging application so that the tablet costs do not get passed to the County through reductions in commissions or increases in call rates or both. Allow messaging on the tablets to offset costs

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Revenue generated by Smart Comm's messaging application supports implementation of the complete infrastructure necessary to support all Smart Comm services – enabling us to offer installation of wireless access points, Case Maker law library, MailGuard Virtual Mailroom, and all associated hardware and software at **no cost to the County**, and with no reductions in commissions or increases in calling rates.

The SmartTablet solution allows inmates to access all of the popular Smart Comm features and more:

- Advanced Automated Inmate Requests, Medical, and Grievance Request System
- SmartJailMail Electronic Messaging System
- Electronic Photo Delivery
- Automated Accreditation Reporting
- MailGuard Postal Mail Services
- Commissary Ordering, debit phone and trust account inquiry
- SmartEd™ Inmate Education & Court Required Courses
- The Visitor™ Video Visitation System (when deployed)
- Approved Facility Information, inmate handbooks, notices, etc. in PDF format
- Inmate Phone Calling

Please note that Smart Comm is fully integrated with The ENFORCER® and accessible through a **single ENFORCER® interface**. Facility staff will use just **one login to The ENFORCER®** to manage and investigate activities on all of the ICSolutions-provided software.

All SmartTablets software will also be available on The Visitor™ V10 video visitation units.

Since they are wireless and portable, the tablets are also able to provide a wider array of content which includes, but is not limited to:

- SmartEd™ Inmate Education & Court Required Courses
- SmartEntertainment™ Music, TV, Movies, Games, EBooks

The inmate tablets will also be pre-loaded with the ICSolutions **Phone Calling App**, whereby inmates will have access to The ENFORCER® inmate calling services from the tablets. All standard call controls, security protocols, and investigative tools will apply, just as if the call were placed from a standard inmate telephone.

Inmate Messaging

ICSolutions can offer SmartJailMail inmate messaging and electronic photo delivery services through our partnership with Smart Communications. The inmate messaging feature allows inmates to stay in touch with their loved ones through a system very similar to email but specifically designed for use in correctional facilities. Electronic messages are delivered in near real-time, which increases communication between inmates and their loved ones at affordable rates while increasing facility revenue. This increased communication helps lower recidivism rates and improve inmate behavior.

INMATE CALLING SOLUTIONS

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Electronic Photo Delivery - The electronic photo delivery feature allows friends and family to send digital photographs to inmates. Digital photos can be reviewed by staff before being delivered to the inmate. The photo review process has been designed to be as fast and easy as possible. Dozens of photographs can be reviewed within a matter of a few minutes. Photos may be immediately approved or rejected at the facility's discretion. If a photo is questionable it may be simply flagged and set aside for a decision to be made at a later time. The management system also allows for view-only access to all inmate photos that can be used by investigators to review the photos that an inmate is receiving as needed. All approved and rejected photos, as well as information about the sender, are kept in the database in case they need to be reviewed later.

Simplified Account Funding - Public Users can set up an account through SmartJailMail.com in order to fund accounts and send and receive messages electronically through SmartJailMail.com. The user purchases credits to pay for messaging using a major credit or debit card.

The screenshot shows the SmartJailMail.com website. At the top is a navigation bar with the logo and links for Home, How It Works, FAQ, Contact Us, Sign Up, and Log In. Below the navigation bar is a section titled "Email an Inmate—Stay in touch with instant electronic messaging". The text describes the service as a fast, low-cost, and easy-to-use two-way e-mail style electronic messaging system. Below the text are two buttons: "Sign Up" and "Log In". Further down is another section titled "SmartJailMail.com Brings Families and Friends Together", which states that the service is working hard to bring families and friends together with inmates, prisoners, and detainees in correctional institutions.

SMARTJAILMAIL.COM Home How It Works FAQ Contact Us Sign Up Log In

Email an Inmate—Stay in touch with instant electronic messaging

SmartJailMail.com connects family and friends with inmates, prisoners, and detainees in correctional institutions using a fast, low cost, and easy to use two way e-mail style electronic messaging system. Save time and money over traditional postal mail. When using SmartJailMail.com you can connect in just minutes and correspond every day in near real time instant communication with your loved ones. Don't wait days for that letter to arrive, sign up and connect now, it's quick, easy and free to sign up!

Sign Up Log In

SmartJailMail.com Brings Families and Friends Together

We are working hard to bring friends and families together with inmates, prisoners, and detainees in correctional institutions. Avoid the delays involved with sending regular postal mail and realize the benefits of sending messages electronically.

SmartJailMail.com website

13. Tablets and streaming content shall be free of any marketing and advertisements, unless otherwise expressed with the written consent of County.

ICSolutions Response:

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

14. Vendor shall provide replacement tablets and batteries as deemed necessary, as they become damaged or loss of functionality.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The local dedicated technician will have spares on hand to replace the non-functioning equipment. Other Network and software issues will be addressed remotely from the Smart Comm data center. ICSolutions will work with Smart Communications to resolve any issues with the tablets or tablet solution.

15. Vendor shall provide all tablets in a detention and corrections grade tamper proof case.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The proposed tablets are ruggedized and designed specifically for correctional facilities. The tablet case is tamperproof with no removable parts. Other hardware features include:

- Tamperproof with no removable parts
- Security Screw Locks
- A tight moisture, dirt, and gunk resistant rubber seal to the tablet glass
- Anti-slip feet and corners
- Thick and durable rubber bumpers on all corners
- Gorilla glass 3 equivalent or better

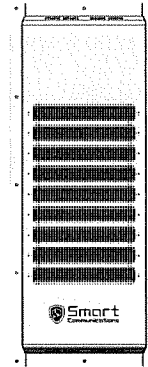
16. Vendor shall provide mobile charging carts for the tablets, which have the capability to hold a minimum of 32 tablets or charging stations. Carts or charging stations must be approved by County.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. . The Tablet solution will include the installation of charging stations that are mounted in each housing unit, which can provide a complete "self-service" solution that eliminates the need for facility staff to have to manage the tablet inventory.

Wireless Charging Station

- Wall Mount Design
- Power supply can daisy chain up to 5 chargers on a circuit
- 3-prong pins allow for tablet to charge in either direction
- Easy mounting kit for all services
- Size- 30 x 90 x 15 cm (estimated)



The charging station has a corrections-grade, wall-mount design and 3-prong pins that allow for tablets to charge in either direction.

17. Vendor shall provide tablets designed for use by the hearing impaired and in accordance with all applicable laws. Provisions for the deaf must comply with Americans with Disabilities Act (ADA), and Telecommunications Devices for the Deaf (TDD) regulations and standards.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The tablet solution complies with all applicable laws and regulations. The Tablet solution is available to all inmates and since it is a portable solution, does not pose any barriers to usage. The user interface is intuitive with easy-to-understand instructions, labels, and visual information that is accessible by the hearing impaired.

18. The Vendor will provide the ability for County to monitor and track inmate usage and activity on tablets. This includes the ability to analyze, run queries and search usage by factors including date, time, location, content type, inmate, or other parameters as may be requested by the County.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The Jail Administrator will have access through the Management Console to view all communications provided through the tablet in real-time. The system will also allow the Jail Administrator to restrict or suspend services by inmate.

The Smart Comm Management Console allows access to multiple on-screen reports to assist with administration, investigations, activity monitoring, and ensure security. Authorized users can view inmate request information response tracking, keyword searches, facility user responses and more by logging in to the Management Console. Samples of some of these reports are provided below.

INMATE CALLING SOLUTIONS

Search Requests Reports Pre-Defined Responses Linkable Staff Members Policies / Standards Sections Request Types Fields

Average Response Time by Request Type

Search

Date Responded: From: 12/4/2017 To: 1/4/2018

Search

Average Response Times by Request Type

All figures are in days. Zero days means that a request was answered the same day it was submitted or received. Business days are calendar days excluding weekends. Holidays and other non-working weekdays are not excluded from Business day calculations at present.

Request Type	Calendar Since Submitted	Calendar Since Received	Business Since Submitted	Business Since Received	Count
Chaplain	0	0	0	0	3,365
Core Classification	0	0	0	0	1,323
Core Clerical Supervisors	0	0	0	0	37
Core Commander	5	0	4	0	232
Core Commander Grievance	5	1	4	0	144

Average Response Times by Request Type

Request Aging Report

Request Aging Report

Request Type	Initial Period	Warning	Due in 24 Hours	Overdue!	Unknown
Chaplain	14	0	0	0	0
Core Classification	15	0	0	3	0
Core Clerical Supervisors	1	0	0	0	0
Core Commander	15	1	6	1	0
Core Commander Grievance	11	0	0	0	0
Core Days	3	0	1	2	0
Core Maintenance	3	0	0	0	0
Core Programs	3	0	0	0	0

Request Aging Report

Search

Reporting Period From to

Keyword Tracking Report

Keyword	Incoming Hits	Outgoing Hits	Total Hits
beat	166	212	378
blade	480	597	1,077
blood	108	94	202
blunt	13	11	24
cigarette	10	2	12
dead	176	209	385
deputy	9	7	16
die	123	127	250
Dred	1		1
drugs	130	171	301

Keyword Tracking Report

USER System Requirements – Video Visitation

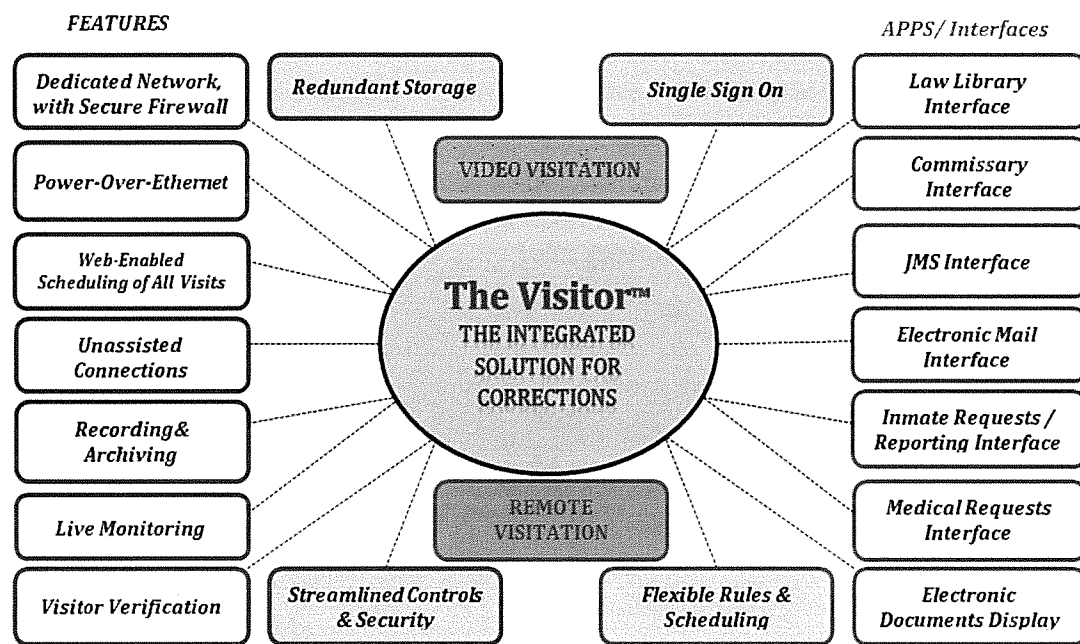
1. The Vendor shall provide a video visitation option for inmates at no additional cost to the County. The specifications for video visitation are outlined in Exhibit B.

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 solution for the County 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 the County's 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 County's needs.

INMATE CALLING SOLUTIONS



2. Video visitation functions shall include visitation scheduling, user management, and policy management software.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The Visitor Video Visitation system provides visitation scheduling, user management, and policy management software, and much more. These features are described in detail throughout this section.

Visitation Scheduling

ICSolutions will provide the County with electronic web-based visitation registration and scheduling through The Visitor™, a module of The ENFORCER®. Unlike many of the electronic scheduling systems on the market today that are only available when a facility agrees to utilize the entire video visitation system, **the County will be able to use The Visitor™ for scheduling, as well as visitation rules and visitor approval regardless if the visit is through video.** Even better, The Visitor™'s web-based visitor registration and visitation scheduling is available to the County at **no cost**.

The Visitor™'s web-based scheduling features provide the Facility with the ability to **automate controls** that are currently time-consuming manual controls, as well as to streamline those controls across all types of visitations, such as **contact, non-contact, and any video visits.**

With The Visitor™, visitation scheduling is convenient for both the facility and the visitor. During implementation, The Visitor™ is configured with the facility's visitation policies and rules, so the **scheduling solution will automatically reflect the various restrictions for inmates or visitors**, as well as other rules based on classifications, such as housing unit. Visitation rules can be updated through the JMS integration or manually, as needed. The Visitor™'s high configurability means it can accommodate complex and multi-level rules, all of which will be reflected in the scheduling solution.

Visitors will enjoy the convenience of **scheduling any visits anywhere using any internet-connected device**, reducing the need for visitors to have to stay in lobby while waiting to visit and allowing the staff to **better plan the visitation traffic for all visitation types, video or non-video**.

Scheduling visits occurs in three simple steps:

- 1) After logging in, registered visitors click on "Schedule Video Visit" from the drop down box asking "What would you like to do?"
- 2) Visitors read and agree to the County's Video Visitation Rules by clicking "Agree" and then "Confirm."
- 3) Visitors then complete all fields (identify inmate, location, date, time, and any additional visitors) for on the Schedule Visitation screen, which is configured to allow visit scheduling only on those dates and times available based on the visitation rules and availability of the visitation terminal and inmate:

Visitors will have the opportunity to review and edit the visitation details prior to confirming the visit. After pressing "Confirm", the final screen the visitor sees is the confirmation screen:

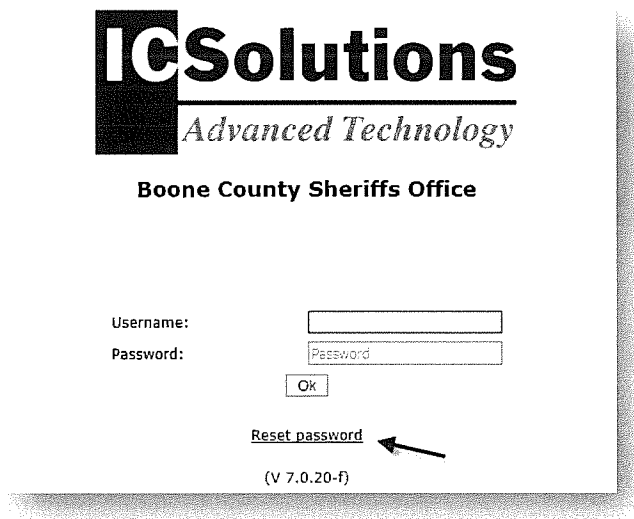
Remote visitations can be scheduled when the visitor has sufficient funds in his or her prepaid account, which is a single account used to fund all inmate communications provided by ICSolutions.

Once a session is scheduled, The Visitor will **automatically email** the scheduled visitation details to each visitor with an email address provided. In addition, The Visitor™'s Visitation Schedule will list all scheduled visits with inmate name, visitor name, additional attendees, and the date and time of the visit. This scheduling report is available to authorized users from control workstation provided by ICSolutions or remotely via a browser.

Should a scheduled session be cancelled for any reason, The Visitor™ will **automatically email** the visitor notifying him or her of the cancellation with the reason for the cancellation and prompt the visitor to reschedule their session.

Secure Access & Roles

With the single sign-on feature offered with The ENFORCER® inmate communications system, security clearance to gain access to video visitation data, recordings, video monitoring and reporting is managed through **one log in ID and password** 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 “login” (see following example) to the system with a valid username and password.




IC Solutions
Advanced Technology

Boone County Sheriffs Office

Username:

Password:

[Reset password](#) 

(V 7.0.20-f)

Administrative User Login Screen
Single Sign On for The ENFORCER® ITS and The Visitor™ VVS

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.

Users

Save Cancel
Add/Edit Organizations

User Information

Username:
 Firstname:
 Phone:

Email:
 Lastname:
 Organization:

Password Details

Password:
 Confirm Password:
 Force Password Change ☐

Must contain lowercase letters.
 Must contain uppercase letters.
 Must contain numbers.
 Must be at least 8 characters in length.

Roles and Restrictions

Add / Edit Roles

Role	Description
Sys Admin	System Administrator

Sites

Add / Edit Sites

All Sites

Account Settings

Is API Account ☐ Disable Account ☐

Save Cancel

User Access Levels

Role / Access Definitions

	Visitor Admin	Visitor Monitor	Visitor User	Visitor Invest.
video_call_search	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
video_messages	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
video_monitor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
video_playback	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
video_stations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
video_verify_visitor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
visit_cancel	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
visit_location_schedule	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
visitor_account	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
visitor_account_class	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
visitor_cas_admin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
visitor_inmate_restrict	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
visitor_locations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
visitor_merge	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
visitor_pans	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
visitor_password	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
visitor_register	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
visitor_relationships	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
visitor_scheduler	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
visitor_scheduler_force	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
visitor_scheduler_free	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
visit_station_groups	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Disabled: ☐
 Read Only: ☐
 Read/Write: ☒

The Visitor™ Roles

Policy Management

With The Visitor™, visitation scheduling is convenient for both the facility and the visitor. During implementation, The Visitor™ is configured with the facility's visitation policies and rules, so the **scheduling solution will automatically reflect the various restrictions for inmates or visitors**, as well as other rules based on classifications, such as housing unit.

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 type (e.g., professional or personal), including setting separate or shared quotas (e.g., promotions, free or discounted visits), visitation hours, available time slots based on inmate, visitor, or housing restrictions, and other policies and rules. Authorized staff can also adjust the number of onsite, offsite remote visitor video visitations, and free visits are allowed in the profile of the respective inmate or visitor.

Visitors will be required to agree to the Facility's visitation rules and policies at least three times: (1) when they register, (2) when they schedule a visit; and (3) when they log in to start the visit (both on-site and remote visitors).

End User License Agreement

Video Visitation Rules

Please read all of the rules completely prior to moving forward. Not knowing the rules will not be accepted as an excuse for not following them. Disobeying any rule may result in the visitor being banned from visiting inmates and/or criminal charges being pursued when applicable.

- All video visitation sessions are subject to monitoring and recording.
- All video visitation sessions must be scheduled 24 hours prior to the appointment or up to 1 week in advance.
- Onsite visitors should arrive at the facility 15 minutes prior to the scheduled video visitation session to check in.
- Remote visitors must test their connection prior to scheduling a video visitation session. Please go to www.icsvideovisit.com for instructions.
- To schedule a remote visit you will need to have at least \$X in your IC Solutions prepaid account. If you need to add funds, please go to www.icsolutions.com or call 888-506-8407.
- Please be advised if an inmate is in ANY program (at court, on trustee assignments, CRP programs, attorney visits, etc.), they are NOT eligible to receive the video visitation session at that time. Video visitation sessions must be scheduled around inmate programs.
- Remote visitors should connect a few minutes prior to the scheduled video visitation.
- If a remote visitor does not show up for a scheduled video visitation session, no refund will be issued.
- All visitors must possess a valid government issued photo ID, such as a driver's license, state ID card, or military issued ID.
- All visitors are expected to be fully dressed in appropriate conventional clothing. The following types of clothing are prohibited:
 - Clothing made of sheer transparent, net or mesh materials.
 - Clothing that unduly exposes the stomach, back, shoulders, chest, midriff or underarms.
 - Clothing designed/intended to be worn tightly to accent the body (for example spandex leggings, tank tops, bodysuits, etc.).
 - Dresses, skirts, jumpers or culottes no more than four (4) inches above the knee.
 - Shorts must be worn at mid-thigh or below.
 - Hats or head gear except religiously recognized and approved.
 - Clothing with gang, obscene or distracting messages, shapes or designs.
 - Clothing resembling security uniforms or inmate clothing.
- All visitors and inmates must remain seated at all times during the video visitation session.
- Any inappropriate activity will result in termination of the video visitation session.
- Visitors involved in the following may be placed on permanent visiting restrictions:
 - Visitors that create a disturbance or disruption of the visiting process.
 - Visitors under the influence of drugs or alcohol.
 - Visitors that refuse to show sufficient identification.
- The visitation schedule may be cancelled or altered on the facility's appointed holidays or for safety / security reasons.
- Staff can deny, change, or cancel a video visitation session at any time at their discretion.
- After the video visitation session has ended, the connection will be terminated.

Agree

Decline

End User – Facility's Visitation Rules

Because The Visitor™ continuously checks the scheduled visitations for compliance with the rules in the system, the visitation will only commence so long as the visit is still in compliance with the Facility's visitation policies. If the County has opted to require Visitor Verification for some or all visits, the visit will connect after the Monitoring Officer has verified the visitor.

INMATE CALLING SOLUTIONS

The ENFORCER® allows for easy access to all ITS and VVS through a single sign on for users, while also ensuring the County's rules and parameters, such as inmate restrictions, are consistent for both inmate telephone services and video visitation services. All of The Visitor™ data, such as policies, approved visitors or visitor bans, and any other safety and security settings updated from the integration with the JMS, is available through The Visitor™ tab within The ENFORCER®.

3. Video visitation must be web based and allow for County to administer visitation sessions and visitation operations based on County Policy.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The Visitor™ is a **completely web-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 Visitor™ is accessible to authorized users from any web-connected computer. Authorized staff users can choose to use the Control Workstations provided for The ENFORCER® their administration functions on a daily basis. Alternatively, as a module of the entirely web-based The ENFORCER®, authorized users may access The Visitor™ remotely at any time to view recordings, run reports, review historical recorded visits, and more! Any approved remote users can access the platform from any internet-capable computer by launching a secure session (https) to the applicable system URL. From either the Control Workstation or a remote, web-connected computer, authorized users can perform a multitude of video visitation tasks, including but not limited to:

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

4. Video visitations must connect automatically and without intervention from the County.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. At the time of the scheduled visitation, visitors and inmates log in. Inmates can use any of the video visitation kiosks accessible to them that is available. Visitors can use any available on-site visitor kiosk or, for remote visits, any desktop or **Android mobile device** using the ICSolutions App.

The Visitor™ will **automatically connect** the visit at the scheduled start time after both the inmate and visitor have logged in. Because The Visitor™ continuously checks the scheduled visitations for compliance with the rules in the system, the visitation will only commence so long as the visit is still in compliance with the Facility's visitation policies. If the County has opted to require Visitor Verification for some or all visits, the visit will connect after the Monitoring Officer has verified the visitor.

In addition to the auto-connect feature of scheduled visitations, authorized staff will be able to commence a visitation using the **QuickConnect feature**. The *QuickConnect* function enables the manual connection of video visitation sessions between visitors and inmates. *QuickConnect* enables visitation sessions to take place without any prior scheduling, participant registration, defined relationships, pre-session validation by participants, or identification of inmates and/or visitors.

The *QuickConnect* function accommodates any of the following circumstances:

- The facility has opted to not utilize the full registration process for visitors in The Visitor™ module.
 - The facility wants to accommodate unscheduled, "walk-in" visitors who come to the facility to visit an inmate, or who request an offsite visitation on short notice.
 - The facility does not require the identity of participants in a visitation session to be included in the detailed visitation records.
 - The facility does not require the pre-session participant validation process.
 - The facility is not yet requiring the scheduling of visitation sessions as a prerequisite to conducting them.
5. Video visitation system shall be located in all housing units and visitation locations in the Tehama County Jail Facility. (Further specified in Exhibit B)

ICSolutions Response:

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

6. Video visitation system must display visitation calendar or authorized visitation schedule to County and to those in custody.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Authorized Facility personnel may access The Visitor™'s Visitation Schedule by logging into The ENFORCER® user interface. The Visitor™'s Visitation Schedule will list all scheduled visits with inmate name, visitor name, additional attendees, and the date and time of the visit.

INMATE CALLING SOLUTIONS

This scheduling report is available to authorized users from control workstation provided by ICSolutions or remotely via a browser.

Visitation Schedule

Last Month: 02/01/2018 00:00:00 | 02/28/2018 23:59:59 | More Search Criteria

Include: Inmate ID, Last Name, Visit On or Email | AND | Search | Clear

End Status: Visit Scheduled, Pending

Save Changes | Keep Video | Cancel Visits | Change Columns | Reset Columns | Export | Print | New Visit | Carousel

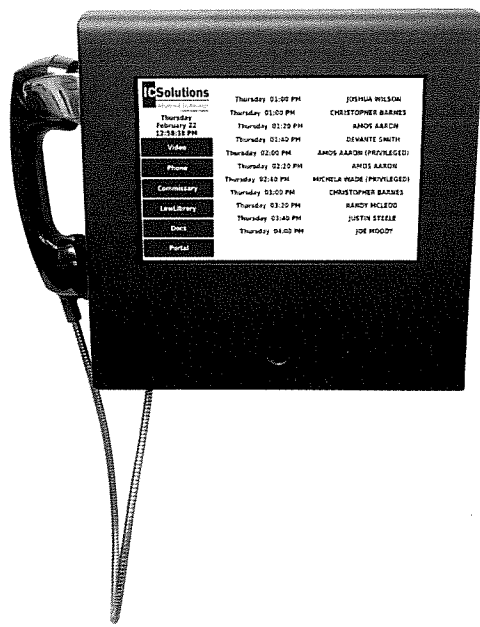
Showing 1 to 10 of 51 entries

+	Action	Visit ID	Scheduled Start	Scheduled End	Participants	Confirmation Code	Station Group	Additional Visitors	Visitation Type	End Status
<input type="checkbox"/>		42414	02/07/2018 15:30	02/07/2018 16:55	Inmate: HOLLOWAY, AMBER (3916) Visitor: SMITH, JUSTIN (08/28/1976)	39161978 125664012181121	D Block Onsite at Jail Lobby		Video Visit	Visit Scheduled
<input type="checkbox"/>		42438	02/07/2018 15:30	02/07/2018 16:55	Inmate: COUCH, BRANDON (81372) Visitor: MARTIN, BRITTANY (01/17/1991)	813721985 125674673317541	A Block Onsite at Jail Lobby		Video Visit	Visit Scheduled
<input type="checkbox"/>		42444	02/07/2018 15:30	02/07/2018 16:55	Inmate: HAINES, BOBBY (4519) Visitor: TODD, AMANDA BOBBY (02/07/1958)	45191988 12563388021227	G Block Onsite at Jail Lobby		Video Visit	Visit Scheduled
<input type="checkbox"/>		42450	02/07/2018 16:00	02/07/2018 16:25	Inmate: JONES, DARRIN (47634) Visitor: BRYANT, JERRY (04/26/1982)	476341986 125659032734956	A Block Onsite at Jail Lobby		Video Visit	Visit Scheduled

Visitation Schedule

Inmates have three ways to receive notification of upcoming visits:

- 1) Upcoming schedule for the entire housing unit on inmate stations not in use – For the 17" screen, The Visitor™ stations show the next twelve visits as a default:



Schedule of Upcoming Visits – Terminal View

- 2) Voicemail through **The Communicator** - The Visitor™ will send a voicemail to inmates notifying them that visitations have been scheduled. Inmates can access the voicemail from any phone using their PIN.
 - 3) Logging into the **Resident Portal** - Inmates will be able to use the Resident Portal to view and manage their visits through the inmate video visitation stations, including canceling visits or allocating free visits to the visitor(s) of their preference.
7. Video visitation system must be able to provide a web-based scheduling system that is easy to operate. This web-based platform will require the support of Internet Explorer 11, at a minimum with the ability to upgrade, if necessary.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will provide the County with electronic web-based visitation registration and scheduling through The Visitor™, a module of The ENFORCER®. Unlike many of the electronic scheduling systems on the market today that are only available when a facility agrees to utilize the entire video visitation system, **the County will be able to use The Visitor™ for scheduling, as well as visitation rules and visitor approval regardless if the visit is through video.** Even better, The Visitor™'s web-based visitor registration and visitation scheduling is available to the County at **no cost**.

The Visitor™'s web-based scheduling features provide the Facility with the ability to **automate controls** that are currently time-consuming manual controls, as well as to streamline those controls across all types of visitations, such as **contact, non-contact, and any video visits.**

The Scheduling module is entirely web-based and can be accessed using all modern web browsers, including Internet Explorer. Visitors may also schedule visits using an internet enabled mobile device.

To schedule a visit, visitors must be registered. Visitors need only register once, and can do so remotely at www.icsolutions.com or the Visitor Registration and Scheduling Terminal provided by ICSolutions for the lobby of the facility. Registration consists of:

- 1) Selecting "Register for Video" after logging in to the customer account
- 2) Reading and agreeing to the County's Visitation Rules
- 3) Fill in all the fields on the Registration Screen, such as the visitor's date of birth, ID information, and any other information required by the facility

If the County opts to require visitor approval of personal visitors, then the registrant will need to wait for the County to approve the visitor prior to allowing him/her to schedule a visit. Any registrant seeking to register as a privileged visitor must have their credentials (such as bar number) verified and approved prior to the visitor being allowed to have privileged, unrecorded visits.

Visitors will enjoy the convenience of **scheduling any visits remotely** from any internet-connected device. Scheduling visits occurs in three simple steps:

INMATE CALLING SOLUTIONS

- 1) After logging in, registered visitors click on "Schedule Video Visit" from the drop down box asking "What would you like to do?"

End User – Schedule Visitation

- 2) Visitors read and agree to the County's Video Visitation Rules by clicking "Agree" and then "Confirm":

Video Visitation Rules

Please read all of the rules completely prior to moving forward. Not knowing the rules will not be accepted as an excuse for not following them. Disobeying any rule may result in the visitor being banned from visiting inmates and/or criminal charges being pursued when applicable.

- All video visitation sessions are subject to monitoring and recording.
- All video visitation sessions must be scheduled 24 hours prior to the appointment or up to 1 week in advance.
- Onsite visitors should arrive at the facility 15 minutes prior to the scheduled video visitation session to check in.
- Remote visitors must test their connection prior to scheduling a video visitation session. Please go to www.icsvideovisit.com for instructions.
- To schedule a remote visit you will need to have at least \$X in your ICSolutions prepaid account. If you need to add funds, please go to www.icsolutions.com or call 888-508-8407.
- Please be advised if an inmate is in ANY program (at court, on trustee assignments, CRP programs, attorney visits, etc.), they are NOT eligible to receive the video visitation session at that time. Video visitation sessions must be scheduled around inmate programs.
- Remote visitors should connect a few minutes prior to the scheduled video visitation.
- If a remote visitor does not show up for a scheduled video visitation session, no refund will be issued.
- All visitors must possess a valid government issued photo ID, such as a driver's license, state ID card, or military issued ID.
- All visitors are expected to be fully dressed in appropriate conventional clothing. The following types of clothing are prohibited:
 - Clothing made of sheer transparent, net or mesh materials;
 - Clothing that unduly exposes the stomach, back, shoulders, chest, midriff or underarms;
 - Clothing designed/intended to be worn tightly to accent the body (for example spandex leggings, tank tops, bodysuits, etc.);
 - Dresses, skirts, jumpers or culottes no more than four (4) inches above the knee;
 - Shorts must be worn at mid-thigh or below;
 - Hats or head gear-except religiously recognized and approved;
 - Clothing with gang, obscene or distracting messages, shapes or designs;
 - Clothing resembling security uniforms or inmate clothing.
- All visitors and inmates must remain seated at all times during the video visitation session.
- Any inappropriate activity will result in termination of the video visitation session.
- Visitors involved in the following may be placed on permanent visiting restrictions:
 - Visitors that create a disturbance or disruption of the visiting process
 - Visitors under the influence of drugs or alcohol.
 - Visitors that refuse to show sufficient identification.
- The visitation schedule may be cancelled or altered on the facility's appointed holidays or for safety / security reasons.
- Staff can deny, change, or cancel a video visitation session at any time at their discretion.
- After the video visitation session has ended, the connection will be terminated.

Agree Decline

End User – Facility's Visitation Rules

- 3) Visitors then complete all fields (identify inmate, location, date, time, and any additional visitors) for on the Schedule Visitation screen, which is configured to allow visit scheduling only on those dates and times available based on the visitation rules and availability of the visitation terminal and inmate:

Time >

Please note that times displayed are in America/Chicago timezone.

12:00 AM - 12:25 AM	12:30 AM - 12:55 AM
1:00 AM - 1:25 AM	1:30 AM - 1:55 AM
2:00 AM - 2:25 AM	2:30 AM - 2:55 AM
3:00 AM - 3:25 AM	3:30 AM - 3:55 AM
4:00 AM - 4:25 AM	4:30 AM - 4:55 AM
5:00 AM - 5:25 AM	5:30 AM - 5:55 AM
6:00 AM - 6:25 AM	6:30 AM - 6:55 AM

Available Visitation Timeslots

Visitors will have the opportunity to review and edit the visitation details prior to confirming the visit:

Schedule a visit >

Agency: Test Facility (TESTTX) >

End User License Agreement >

Inmate: Austin Trafford (201200026884) >

Location: Visitor Center (Main) @ Test Facility, TX >

Date: Sat 4/9 >

Time: 9:00 AM-9:25 AM >

Additional visitors >

Confirm >

Agency	Test Facility (TESTTX)	Inmate	Austin Trafford (201200026884)
Location	Visitor Center (Main) @ Test Facility, TX	Date/Time	Sat 4/9 9:00 AM-9:25 AM
Yes		Agreed to End User License Agreement	

Edit


Confirm

End User - Schedule Visitation Screen

INMATE CALLING SOLUTIONS

After pressing "Confirm", the confirmation screen is displayed.

Schedule a visit

Receipt: 


Your appointment has been scheduled. Your reservation code(s) appear below.
Please keep this information safe, as it will be required at the time you reserved in order to place the call. Thank you.

DEMO VISITOR -- **KVCMJ6**

Agency	Test Facility (TESTTX)	Inmate	Austin Trafford (201200026884)
Location	Visitor Center (Main) @ Test Facility.	Date/Time	Sat 4/9 9:00 AM-9:25 AM
Yes	TX	Agreed to End User License Agreement	

Receipt Sent

An email has been sent to demovisitor16@gmail.com with your visit details. Please retain for your records.

Done 

End User - Visit Confirmation

Remote visitations can be scheduled when the visitor has sufficient funds in his or her prepaid account, which is a single account used to fund all inmate communications provided by ICSolutions.

Once a session is scheduled, The Visitor will **automatically email** the scheduled visitation details to each visitor with an email address provided. In addition, The Visitor™'s Visitation Schedule will list all scheduled visits with inmate name, visitor name, additional attendees, and the date and time of the visit. This scheduling report is available to authorized users from control workstation provided by ICSolutions or remotely via a browser.

Should a scheduled session be cancelled for any reason, The Visitor™ will **automatically email** the visitor notifying him or her of the cancellation with the reason for the cancellation and prompt the visitor to reschedule their session.

8. Visitors must be able to pay for video visitation by debit or credit card.

ICSolutions Response:

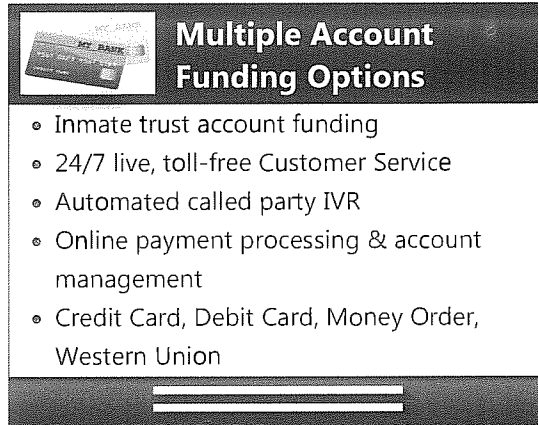
ICSolutions has read, agrees, and will comply with the requirements as stated. Visitors may pay for video visits using the same prepaid account used to fund phone calls. Credit and Debit Card payments can be made 24/7/365 and will be posted in real time using our Toll Free Customer Service Line or our **user-friendly Website**.

Payments may be made, real time via:

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

Payment Methods Accepted:

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



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

INMATE CALLING SOLUTIONS

Customers can log in to our secure website at any time to add funds to their prepaid collect account, check their balance information, and view their prepaid account information, such as billing and payment information and history. Once logged in, users can easily make payments *and* view their entire payment history, as seen below:

Prepaid Collect

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

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

Available Balance: \$0.00

What would you like to do? ▾

Rate Detail

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

Rate Calculator

Payment History

Show payments from ▾ From To

Date	Type	Status	Amount
Apr 7, 2016	Credit/Debit Card	Declined	\$6.95
Apr 16, 2014	Western Union	Pending Sent	\$58.47

9. Video visitation scheduling system must be able to conduct conflict resolution and only display times that are available for visitation.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The Visitor Scheduling feature is configured to allow visit scheduling only on those dates and times available based on the visitation rules and availability of the visitation terminal and inmate:

Please note that times displayed are in America/Chicago timezone.

12:00 AM - 12:25 AM	12:30 AM - 12:55 AM
1:00 AM - 1:25 AM	1:30 AM - 1:55 AM
2:00 AM - 2:25 AM	2:30 AM - 2:55 AM
3:00 AM - 3:25 AM	3:30 AM - 3:55 AM
4:00 AM - 4:25 AM	4:30 AM - 4:55 AM
5:00 AM - 5:25 AM	5:30 AM - 5:55 AM
6:00 AM - 6:25 AM	6:30 AM - 6:55 AM

Available Visitation Timeslots

Once a session is scheduled, The Visitor will **automatically email** the scheduled visitation details to each visitor with an email address provided. In addition, The Visitor™'s Visitation Schedule will list all scheduled visits with inmate name, visitor name, additional attendees, and the date and time of the visit. This scheduling report is available to authorized users from control workstation provided by ICSolutions or remotely via a browser.

Should a scheduled session be cancelled for any reason, The Visitor™ will **automatically email** the visitor notifying him or her of the cancellation with the reason for the cancellation and prompt the visitor to reschedule their session.

10. Video visitation system must be able to customize duration times for visitations, for example: personal visits are to be a maximum of thirty (30) minutes, one (1) hour for inmate workers.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Authorized users can establish restrictions by visitor or inmate, with an unspecified or a pre-determined, customized duration. Restrictions will automatically stop at the end of the pre-determined duration. In addition, there is a countdown clock visible to the inmate and the visitor at all times, which reflects the remaining duration of the call. . . The Visitor has a highly flexible visitation schedule that can support visitation at small and large facilities alike. The Visitor allows the County to set different rules for any classification of visits, such as

- **Duration of visits**
- Type of visit (on-site or remote)
- Type of visitor (personal or professional visitor)
- Housing unit
- Inmate classification and restrictions
- Availability of video visitation station
- Day of the week
- Times during the day

11. Video visitation system must provide different levels of administrative functionality to Jail facility staff based on user type.

IC Solutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. With the single sign-on feature offered with The ENFORCER® inmate communications system, security clearance to gain access to video visitation data, recordings, video monitoring and reporting is managed through **one log in ID and password** 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 "login" 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.

Role / Access Definitions

Edit Roles | Cancel Changes | Save Changes | Show API Roles | Edit Column Visibility | Export to CSV

	Visitor Admin	Visitor Monitor	Visitor User	Visitor Invest.
video_call_search	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
video_messages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
video_monitor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
video_playback	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
video_stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
video_verify_visitor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
visit_cancel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
visit_location_schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
visitor_account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
visitor_account_class	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
visitor_cas_admin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
visitor_inmate_restrict	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
visitor_locations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
visitor_merge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
visitor_pans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
visitor_password	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
visitor_register	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
visitor_relationships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
visitor_scheduler	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
visitor_scheduler_force	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
visitor_scheduler_free	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
visit_station_groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Disabled: ☐ Read Only: ☐ Read/Write: ☐

The Visitor™ Roles

INMATE CALLING SOLUTIONS

12. Video visitation system must have security features, such as cancellation and interruption of visitations that may be controlled remotely by County.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The Visitor™ video visitation allows for facilities to provide ultimate security while keeping inmates connected to their loved ones. The Visitor™ permits authorized staff to live monitor video visitations, send messages to inmates and visitors failing to comply with the policy, and disconnect visitations, when necessary. The Visitor™ records all visits with visitors set for recording, with easy access to view recordings once the visitation is complete.

Visitor Account Management: Approval, Denial, & Suspensions

If the County opts to require visitor approval of personal visitors, then the registrant will need to wait for the County to approve the visitor prior to allowing him/her to schedule a visit. Any registrant seeking to register as a privileged visitor must have their credentials (such as bar number) verified and approved prior to the visitor being allowed to have privileged, unrecorded visits.

The Visitor™ will have a Visitor Accounts screen that shows all visitors who are approved, denied, or otherwise suspended from visitations. Authorized users will be able to view all registrants or a subset of the Approved Accounts, the Accounts Awaiting Approval, or the Rejected Accounts.

There is 1 account awaiting approval (1 Requesting Privileged Status)

Visitor Accounts

Lastname, Firstname, Phone or Email

Account Status:

Showing 1 to 50 of 54 entries Previous 1 2 Next

Action	Name	Email	Organization	Class	Do Not Record	Privileged	Account Status
	MUELLER, ZACH	zmuellet@icsolutions.com		Default			Approved
	ABBOT, WILLIAM	wabbot@mailinator.com		Default			Approved
	SMITH, JOHN	visitor@hotmail.com		Default			Approved
	A, VICENTE	vandrada@icsolutions.com		Default		<input checked="" type="checkbox"/>	Approved
	ANDREA, VINCENTO	vandrada1248@gmail.com		Default			Approved
	ANWENDER, TWO	two.anwender@mailinator.com		Default			Approved
	KRIEGER, TODD	tkrieger@icsolutions.com		Default			Approved
	SKERHUT, NIKKI	sskerhut@icsolutions.com		Default			Approved

Visitor Accounts Screen – Approval Status

The Visitor™ will provide a message when there are visitors who are pending approval, with the visitors who require approval displaying on the Visitor Accounts screen with a status of “Pending Approval”, as shown in the following picture:























There is 1 account awaiting approval (1 Requesting Privileged Status)

Visitor Accounts

Last Name, First Name, Phone or Email

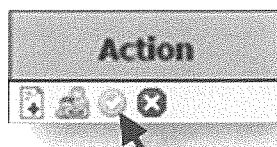
Account Status:

Showing 1 to 50 of 54 entries Previous 1 2 Next

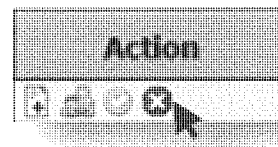
Action	Name	Email	Organization	Class	Do Not Record	Privileged	Account Status
  	DAVIES, JONATHAN	B@icsolutions.com		Default	<input checked="" type="checkbox"/>		Approved
  	DUSINBERRE, BEN	bdusinberre@icsolutions.com		Default			Approved
  	DUSINBERRE, BEN	bdusinberre2@icsolutions.com		Default			Approved
   	DUSINBERRE285, BEN	bdusinberre285@icsolutions.com		Default		<input checked="" type="checkbox"/>	Pending Approval
  	DUSINBERRE277, BEN	bdusinberre277@icsolutions.com		Default			Approved
  	DUSINBERRE, BEN	bdusinberre259@icsolutions.com		Default			Approved
  	DUSINBERRE220, BEN	bdusinberre221@icsolutions.com		Default			Approved

Visitor Accounts Screen – Accounts Pending Approval

Authorized users can approve the visitor by clicking on the symbol of the green check mark or deny the visitor by clicking on the symbol of the red X:



Approve Visitor



Deny Visitor

INMATE CALLING SOLUTIONS

Live Monitoring

The Monitor visitation monitoring module enables real-time monitoring of visitation sessions, allowing users to:

- Observe all active visitation sessions for the entire facility
- **Terminate (cut off) a session due to inappropriate conversation or activity**
- Join visitation at session initiation to perform Visitor Verification to visually preapprove or deny a visitor
- Monitor video and audio for a specific visitation session
- "Rotate through" visitation sessions sequentially, in order to monitor video and audio via the carousel feature
- Transmit customized warning message(s) to display on participant's screens and become part of the recording

Visitation List

- select the check box of a visit to add the visit to the monitoring window panes

Visits Pane

- monitor video (no audio)
- disconnect individual visits
- move a visit to the larger, Expanded View

Expanded View

- monitor video with audio
- send warning messages
- enable Carousel view

Monitoring Screen

1-Click Instant Disconnection of Non-Compliant Visits

If a visitation is commencing that is non-compliant with the rules, whether it is on-site or remote, the staff can instantly disconnect the visit to avoid further non-compliance. Authorized users can interrupt and disconnect visits in progress directly from the live monitoring screen from the workstations that will be supplied by ICSolutions.



Disconnect from Live Monitoring Screen

After canceling the visit from the live monitoring screen, The Visitor™ will require the authorized user to provide a reason for the disconnection and, if the Monitoring Officer has the appropriate access, the Monitoring Officer will be able to temporarily or indefinitely ban the visitor. All cancellations and disconnections are provided on the Video Records or the Visitation Schedule screens.

INMATE CALLING SOLUTIONS

Officer Messaging During Video Visitation Sessions

The Visitor™ has the ability to display messages to both inmates and visitors during video visitation sessions. Authorized users will be able to push messages visible to both the inmate and the visitor that will cover the screen, which effectively warns the visitor and the inmate of improper, non-compliant behavior without having to take up visitation time for stopping and reconnecting the visit, which can increase the number of complaints. These messages can be displayed in English or Spanish and can provide warnings for behavior in violation of the facility's visitation policies and rules. All messages are recorded in the visitation recording. Authorized users can manage the available messages through the Live Monitor Warning Messages link:

THE ENFORCER®

Boone County Sheriffs Office
User: caumiller (V 6.2.137-n)
Copyright 2005-2017

Live Monitor Warning Messages

New Message

Save Changes

ID	Message Text	Remove
11005	Last Warning. Will terminate on next infraction	
11001	Please refrain from using offensive language	
11004	Profanity is not acceptable and continued use will result in visit termination	
11002	Visitor should remain seated at all times	
11003	Warning. Inappropriate behavior will cause your visit to be terminated	

Users
Roles
Phone Schedule
Phone Shutdown
Phone Disable
Station Edit
Change Inmate ID
Merge Inmate Records
MOTD Admin
The Visitor™ Ad
Video Settings
Visitor Account Classes
Relationship Types
Video Stations
Visitation Station Groups
Visitation Locations
Visitation Location Schedule
Visitor Registration Fields
Live Monitor Warning Messages

Message Feature – Administrator's Screen

The monitoring officer can push messages to the video by selecting the message below the visit being watched:



Message Feature – Live Monitoring Screen

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. If the remote user is using a static IP address, and that IP address is already registered on the firewall, the user will be granted a secure connection to The Visitor™ network and prompted to enter the approved username and password to access The Visitor. If the originating IP address is not registered on the perimeter firewall, the user will be re-directed to a hardened server that will register the IP address and provide temporary access to The Visitor™ network.

Additionally, users have the option to install a VPN client on their workstation / laptop that will launch a secure tunnel through the public internet to The Visitor™ network, regardless of the originating IP address. Once connected to The Visitor™, users can access all functionality, including downloading and burning call recordings to one or multiple disks.

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

The Visitor™ system is configured to be accessible remotely over WAN or VPN to ensure availability of recording and call record data from any point or location.

PC Specs for Remote Access

Should the County wish to access The ENFORCER® using a remote PC, ICSolutions recommends the following specifications:

- Operating System:** Windows 7 (32 and 64 bit) or Windows 8 (32 and 64 bit)
- CPU:** 2 GHz minimum, 3GHz+ recommended
- RAM:** 1GB minimum, 2GB+ recommended
- Hard disk:** 300MB minimum free for ICS software, 1GB free recommended
- Display:** 1024x768 minimum, 1280x1024+ recommended
- Browser:** IE 9.0+, Chrome 4.0+, Firefox 3.5+

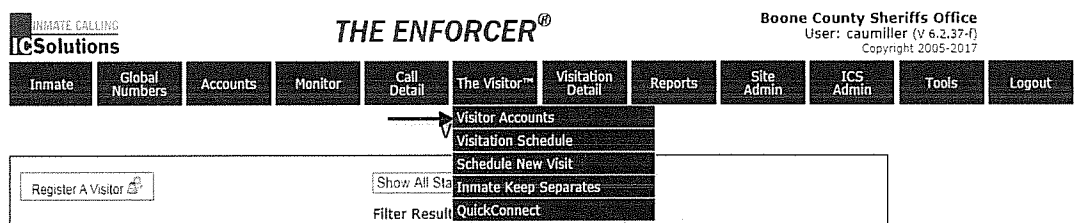
13. Video visitation system must allow for video visitation recording. Video visitation recordings will be stored at a length of time determined by state law.

ICSolutions Response:

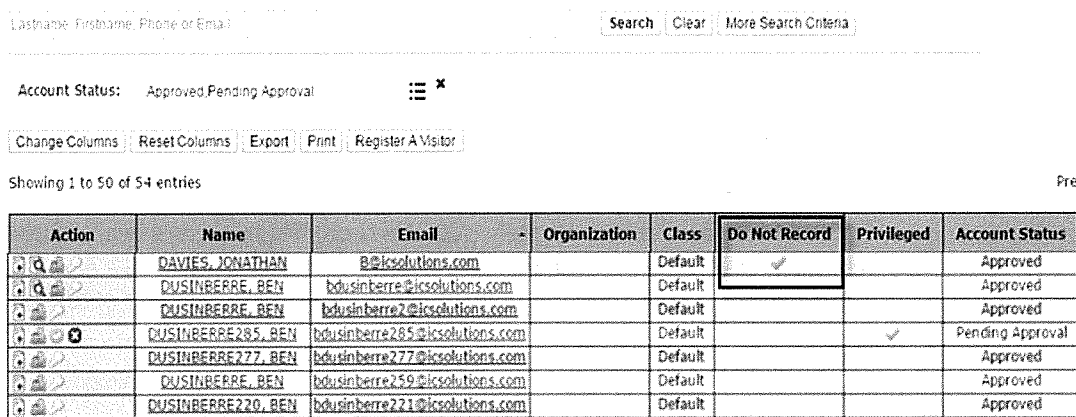
ICSolutions has read, agrees, and will comply with the requirements as stated. The Visitor™ includes a recording feature, allowing investigators to view visitations after they occur. With the storage server provided in ICSolutions' proposal, authorized users can access recorded visits on-site or remotely via secure web connection.

Recording Settings

The Visitor™ will record all video visitations with visitors who are not marked as "DNR" (Do Not Record). Authorized users can see which visitors are set to have unrecorded visits and which visitors are privileged from the Visitor Accounts screen, which shows as a green check mark under the DNR (Do Not Record) column, as pictured below:






Visitor Accounts



Visitor Accounts Screen

To change the DNR setting, simply click on the visitor's name, and the screen will show the settings for the visitor, as provided in the below picture:

Name / Organization	Email	Description	Class	DNR	Privileged	Status	Note	Controls
ICS - Francis, Olive	ofrancis@icsolutions.com		Default	X	X	Approved	-	  

General Information

Firstname: Olive
Lastname: Francis
Date of Birth: 12/31/1990
Approved By: -
Online ID: 45
Username: ofrancis
E-Mail: ofrancis@icsolutions.com
Contact Phone: 12105557345
Notes: -

Description:
Organization: ICS
Address 1: 2200 Danbury
Address 2:
City: San Antonio
State: TX
Zip: 78213

Class Information & Overrides

Current Class: Default

Privileged: ☐
DNR: ☒
Keep Video: ☒
Charge Type: Free Call

Additional Information

Ethnicity: Caucasian
ID Number: XC1234

ID Type: Passport
ID Expiration Date: 01/01/2010

Recent Visits & Limits

Current Period: Offsite Onsite
0/5 (Week) 0/3 (Week)

Recent Visits: 08/04/2016 12:00 ICS TEST /4278377 Visit OK
(Showing 1 of 1)

Visitor Profile

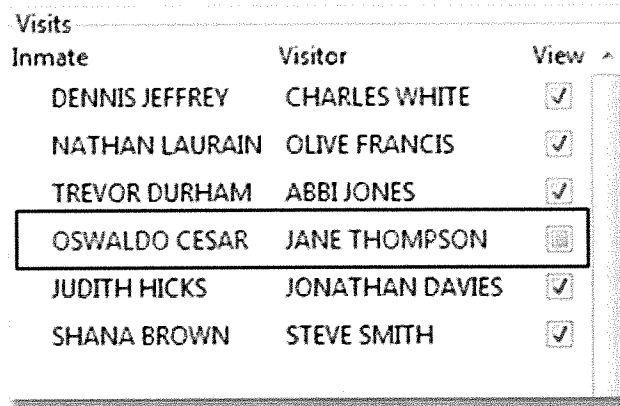
A checkmark in the "DNR" box indicates that the visitor's visitations will go unrecorded for audio and, if the DNR for audio and video option is selected, video as well.

Do Not Record Options

In addition to the traditional *Do Not Record* option where neither the video nor audio is recorded, *The Visitor™ Monitor* offers facilities an additional option for handling the *Do Not Record* classification. The alternative available for privileged visitors with a *Do Not Record* classification is the *Audio not recorded* option, in which the video is recorded but the audio is not recorded.

Do Not Record Audio or Video

The traditional *Do Not Record* option to not record audio or video can be selected as the facilities global setting for handling these visitors. When this setting has been selected, users will not be able to view the visits in the *Visits* pane or in the *Extended View* pane because there is nothing to monitor. The *Visitation List* will include this visit; however, the visit will be listed in red and the check box will not be assessable.



Visits		
Inmate	Visitor	View
DENNIS JEFFREY	CHARLES WHITE	<input checked="" type="checkbox"/>
NATHAN LAURAIN	OLIVE FRANCIS	<input checked="" type="checkbox"/>
TREVOR DURHAM	ABBI JONES	<input checked="" type="checkbox"/>
OSWALDO CESAR	JANE THOMPSON	<input type="checkbox"/>
JUDITH HICKS	JONATHAN DAVIES	<input checked="" type="checkbox"/>
SHANA BROWN	STEVE SMITH	<input checked="" type="checkbox"/>

Monitoring Screen – Do Not Record Audio or Video

Audio Not Recorded

If the alternative option of *Audio not recorded* is selected as the facility's global setting for recording visits of visitors who have the *Do Not Record* classification, all of these visits will have only the video portion of the session recorded. There will be no audio recording.

Audio not recorded visits will be included in the *Visitation List*, and will be selectable to view the *video only* from the *Visits* pane as well as the *Expanded View* pane. These visits will be marked to identify the audio is not recorded with a red band and "Audio not recorded." The following examples illustrate how these visits are marked in the *Visits* pane and the *Expanded View* pane.



Audio Not Recorded Option – Expanded View on Monitoring Screen

INMATE CALLING SOLUTIONS

Visitor Requests for Confidential Visits

To request privileged visits, professionals check the box requesting privileged visits during registration and enter their bar number, as shown in the following picture:

The screenshot shows a web form titled "Register to Agency" with a close button (X) in the top right corner. The form contains three dropdown menus: "Select an Agency" with the value "Rhode Island - Video County Project", "Select an Inmate" with the value "Test Inmate (999999)", and "Your relationship with inmate" with the value "Attorney". Below these fields is a checkbox labeled "Check this box if you wish to request a privileged account. This will require your account to be approved by the facility before visits can be scheduled." At the bottom right of the form are two buttons: "Register" and "Cancel".

Attorney Registration

After the Visitor clicks "Register", authorized users will be able to see the visitor on the Visitor Accounts screen. The Visitor™ is configurable to require approval for all visitors, or only those who are requesting privileged status.

Search & Download Recordings

Authorized users will be able to search visitation data and download and export recorded files in MP4 format from the Visitation Records screen.

THE ENFORCER® Boone County Sheriff's Office
User: camiller (7/6/2017) Copyright 2007-2017

Home | Inmate | Global Numbers | Accounts | Monitor | Call Detail | The Visitor™ | Visitation Detail | Reports | Site Admin | ICS Admin | Tools | Logout

Visitation Records

Home > Last Visits > Visitation Records

Date Range: 05/11/2017 00:00:00 - 05/10/2017 23:59:59
Quick Searches: LEAD | Save | Delete | Show All

End Type: Visitation stopped by time limit | Visitation stopped by visitor

Save Changes | Download | View Video | Change Columns | Reset Columns | Export | Print

Showing 1 to 100 of 218 entries

Action	CSN	Visit ID	Scheduled Start	Actual Start	Duration	Scheduled End	Actual End	Visitor ID	Visitor	Visitor Station	Inmate ID	Inmate	Inmate Station	Additional Visitors	End Status	Visitation End Type
[Icon]	114200222	34179	05/18/2017 10:30	05/18/2017 10:30	24:12	05/18/2017 10:55	05/18/2017 10:55	14852	COFFINBERGER, JAMES	V04	148072021	McNabb, James	A		Visit completed	Visit stopped by time limit
[Icon]	114200226	34147	05/18/2017 10:30	05/18/2017 10:30		05/18/2017 10:55	05/18/2017 10:55	11540	CLOUSER, CHAD		148071057	Butterford, Brandon	E		Visit missed	Visit stopped by inmate
[Icon]	114200230	33756	05/18/2017 10:00	05/18/2017 10:00	25:02	05/18/2017 10:25	05/18/2017 10:25	14571	WILKINS, JEREMY	V04	148072156	McNabb, James	D		Visit completed	Visit stopped by time limit
[Icon]	114200219	34137	05/18/2017 10:00	05/18/2017 10:00	25:02	05/18/2017 10:25	05/18/2017 10:25	14672	GARCIA, HENRY	V01	14807007460	Lee, Jonathan	A		Visit completed	Visit stopped by time limit
[Icon]	114200225	34162	05/18/2017 09:30	05/18/2017 09:30	16:52	05/18/2017 09:45	05/18/2017 09:45	14670	STEWART, DAVID	V01	148070028	McNabb, James	F		Visit completed	Visit stopped by time limit
[Icon]	114200220	34186	05/18/2017 09:00	05/18/2017 09:00	19:22	05/18/2017 09:15	05/18/2017 09:15	14642	BROWN, JASON	V03	148072062	Brown, Jason	C		Visit completed	Visit stopped by time limit
[Icon]	114200218	34163	05/18/2017 08:30	05/18/2017 08:30	14:58	05/18/2017 08:55	05/18/2017 08:55	14870	STEWART, DAVID	V04	148072456	Salazar, Luis	C		Visit completed	Visit stopped by time limit
[Icon]	114200200	34149	05/17/2017 21:00	05/17/2017 21:00	25:02	05/17/2017 21:25	05/17/2017 21:25	11284	CLOUSER, CHAD	V01	148071083	Grady, William	E		Visit completed	Visit stopped by time limit
[Icon]	114200215	34150	05/17/2017 21:00	05/17/2017 21:00		05/17/2017 21:25	05/17/2017 21:25	11437	WALL, MICHAEL	V04	14807005340	Berry, James			Visit missed	Visit stopped by visitor
[Icon]	114200031	34133	05/17/2017 21:00	05/17/2017 21:00	25:02	05/17/2017 21:25	05/17/2017 21:25	14676	MILLER, DONALD	V03	148072026	Miller, Donald	C		Visit completed	Visit stopped by time limit
[Icon]	114200446	34127	05/17/2017 21:00	05/17/2017 21:00		05/17/2017 21:25	05/17/2017 21:25	14871	MILLER, STACY	V04	148071470	Grady, William			Visit missed	Visit stopped by visitor
[Icon]	114200048	34122	05/17/2017 20:00	05/17/2017 20:00	21:14	05/17/2017 20:25	05/17/2017 20:25	11306	WILLIAMS, KAREN	V03	148071067	Butterford, Brandon	E		Visit completed	Visit stopped by time limit
[Icon]	114200216	34246	05/17/2017 19:00	05/17/2017 19:00		05/17/2017 19:25	05/17/2017 19:25	11075	FREDERICK, CHRISTOPHER	V04	148070006	Butterford, Brandon			Visit missed	Visit stopped by visitor
[Icon]	114200204	34138	05/17/2017 19:00	05/17/2017 19:00	25:02	05/17/2017 19:25	05/17/2017 19:25	11283	WILLIAMS, HILLARY	V04	148070018780	Casper, Brian	A		Visit completed	Visit stopped by time limit

Download Visit Recordings – Visitation Records Screen

INMATE CALLING SOLUTIONS

Searching Records and Recordings

Visitation records are searchable by any factor of the visit, such as:

- Inmate ID
- Inmate or Visitor Last Name
- Visit ID
- Visitor's Email
- Date ranges
- End Status
- End Type
- DNR settings
- Privileged settings
- High Profile settings
- Duration
- Visitation location
- Visit Type
- Station Group
- Station Name
- Visitor Location

Exporting Recordings

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."

Visitation Records









Inmate ID Last Name Visit ID or Email OR

Date Ranges

Quick Searches

End Type: Visit stopped by time limit Visit stopped by visitor

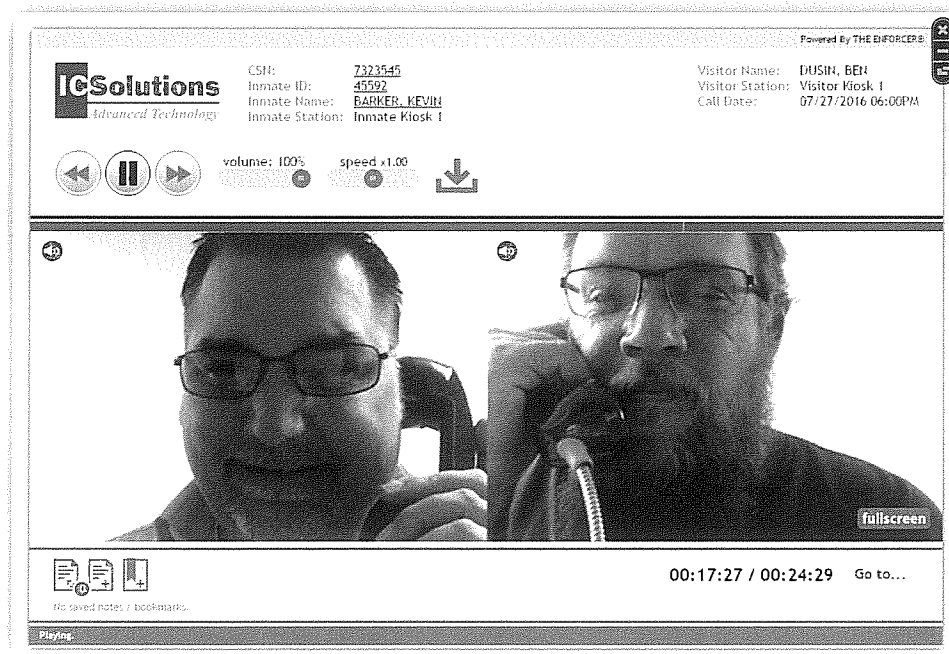
Showing 1 to 100 of 240 entries Previous 1 2 3 Next

+	Action	CSN	Visit ID	Scheduled Start	Actual Start	Duration	Scheduled End	Actual End	Visitor ID	Visitor	Visitor Station	Inmate ID	Inmate	Inmate Station	Addit
<input checked="" type="checkbox"/>	 	61561178	38558	07/24/2017 21:00	07/24/2017 21:06	18:48	07/24/2017 21:25	07/24/2017 21:25	11407	BIRGE, ASHLEY	V04	000000017183	Black, Travis	E	
<input type="checkbox"/>	 	61561070	38527	07/24/2017 20:30	07/24/2017 20:30	25:02	07/24/2017 20:55	07/24/2017 20:55	12103	SMITH, LISA	V04	208700021812	Smith, Brandy	B	
<input type="checkbox"/>	 	61561071	38525	07/24/2017 20:30	07/24/2017 20:30	25:02	07/24/2017 20:55	07/24/2017 20:55	15133	HENDRY, KYLEE	V02	140032708	Tharp, Justin	E	
<input type="checkbox"/>	 	61560000	38520	07/24/2017 20:30	07/24/2017 20:30	25:02	07/24/2017 20:55	07/24/2017 20:55	14033	HARPER, JAMES	V04	000000017183	Williams, James	E	

Visitation Records – Download Recordings

After being downloaded, the authorized user can burn it to a DVD. The workstations provided by ICSolutions will have the ability to burn recordings to DVD.

The below picture shows a recorded visitation during playback in The Visitor™ module, with the ability to download the video:



Recorded Video Visitation – Playback

Keeping Recordings

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 would like 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.

Class Information & Overrides

Current Class: Visitor

Privileged: ☒ DNR: ☐

Keep Video: ☐

Charge Type: Visitor-Paid Video Visit

Visitor Account Detail – Keep Video by Visitor

INMATE CALLING SOLUTIONS

Inmate ID: (type name for suggestion)
140031227 Find/New

Status: Active Location: R7 Last Name: Abston First Name: Donald Middle Name: Edward

PIN: High Profile: ☐ TOD ☐
ID: 140031227 Passcode: Edit Pin / Passcode Pin Reset ☐
Recorded Name: Play Erase
Class: Normal Billing ID: 84425
Restrict: ☐ Calls Every: ☐ Cycle: ☐
Always Keep Video: ☐

ALERTS
Email Address(es): Attach ☐
Pager Number(s):
Monitor Number(s):
Payment Email(s):
General ☐
Max PANs Allowed: Default: 20 PANs enabled ☐
Free Calls: Allowed: Remaining: Disabled ☐ Last Reset: 2016-07-07

Cancel Changes Save Changes

Last Activation: 2016-07-07 08:48 Last Release:
Balances: Debit Acct: \$ 0.00

Click here to skip down to: [Notes](#) [Suspensions](#) [Station Groups](#) [PANs](#)
Other helpful links: (no cards) [Show Debit Acct](#) [Show Call Records](#)

Visitor Account Detail – Keep Video by Inmate

Authorized users can also designate a specific recording to "Keep Video" indefinitely from the Visitation Records screen.

INMATE CALLING THE ENFORCER[®] Boone County Sheriffs Office
User: caumiller (V 7.0.20-1) Copyright 2005-2017

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

Visitation Records

Inmate ID, Last Name, Visit ID or Email: Search Clear
Date Ranges: 05/11/2017 00:00:00 05/18/2017 23:59:59 More Search Criteria
Quick Searches: Load Save Delete Show All

End Type: Visit stopped by time limit, Visit stopped by visit ☒ ☐

Save Changes Download Keep Video Change Columns Reset Columns

Showing 1 to 100 of 268 entries Previous 1 2

+	Action	CSN	Visit ID	Scheduled Start	Actual Start	Duration
<input checked="" type="checkbox"/>		61430375	34179	05/18/2017 10:30	05/18/2017 10:30	24:12
<input type="checkbox"/>		61430376	34147	05/18/2017 10:30		

More Search Criteria

General

End Status	End Type	CSN Range
Visit ID Range	DNR	Privileged
Duration	High Profile only	

Origin

Site	Visit Type	Station Group
Station Name	Visitor Location	
05/18/2017 10:55	05/18/2017 10:55	KAYLA
05/18/2017 10:55	05/18/2017 10:39	11860 CLOUSER, CHAD
		140031067
		Rutherford, Brandon

Visitation Records Screen – Keep Video

Recording Storage

Video recordings will be stored on fault-tolerant Enterprise-grade Dell servers using RAID 5 configuration. The proposed storage server is a rack-mountable Dell PowerEdge R410, or equivalent server. The storage solution 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.

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.

14. Video visitation system must have a provision for hosted video visitation. Terminal specifics are outlines in Exhibit B.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. 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 will deploy a private, dedicated network that is totally isolated from and will never traverse the County's network. Because The Visitor™ is a module embedded in The ENFORCER®, less hardware is necessary to support video visitation.

Equipment

Video processing and recording is handled on 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 database servers are configured with enterprise grade SAS drives capable of handling high-volume deployments and redundant gigabit network ports to deliver **99.999% system uptime**. Video recordings are stored in the onsite servers comprising of two replication servers, with each server configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard for maximum redundancy.

The video visitation equipment will include the following:

- Video Processing & Recording servers
- Firewall
- Video Visitation Stations
- Visitor Registration & Scheduling Terminal
- Workstations

Multi-functional Video Processing & Recording Servers

The Visitor™ combines state-of-the-art hardware, a Linux-based operating system and a PostgreSQL enterprise-class database capable of handling high-volume deployments. Video processing and recording will be 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 that process the video visitation sessions will also store the video recordings. Once the inmate and the visitor log in, the visitation processing server will verify a connection is proper by checking whether the visit is consistent with the video visitation rules, such as it was properly scheduled and the visitor and the inmate have no restrictions that would bar the visit. Once the server confirms all of the visit complies with all the rules, the server will connect the visit at the scheduled start time.

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 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.

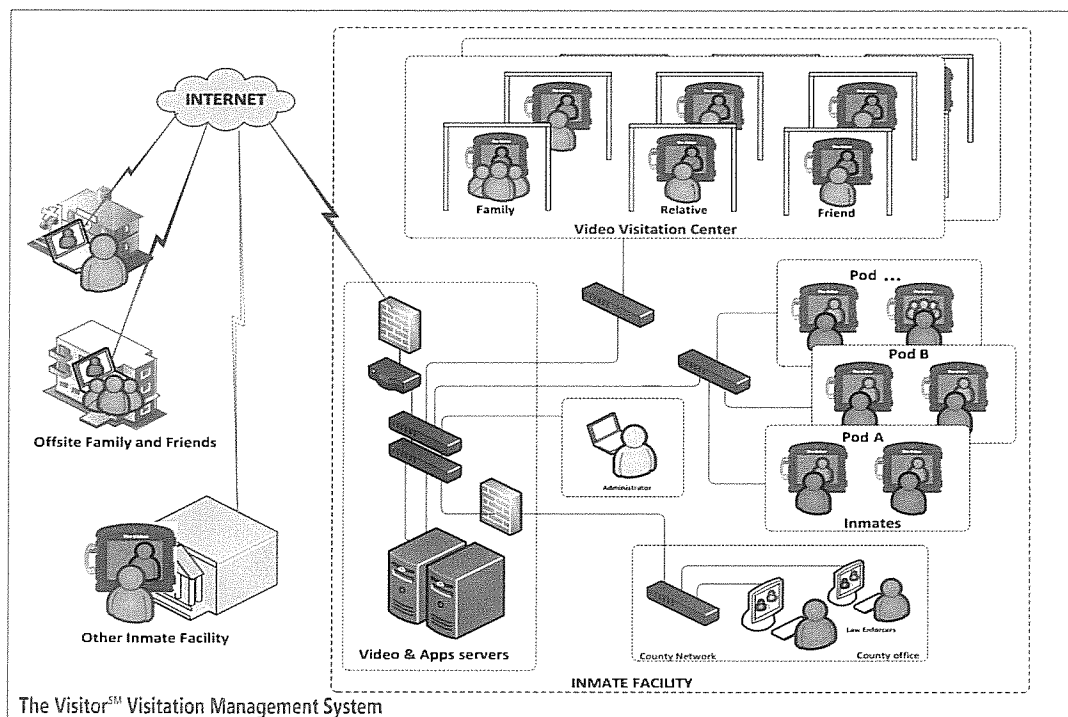
The servers proposed by ICSolutions comprise the same storage solution that already provides storage to large statewide Departments of Corrections in the United States. This system is in use, performs flawlessly, is easy to maintain and repair, and is easily scalable and expandable without having to be taken offline.

Firewall

ICSolutions will provide 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 will deploy a private, dedicated network that is totally isolated from and will never traverse the County's network. Because The Visitor™ is a module embedded in The ENFORCER®, less hardware is necessary to support video visitation. The typical network design (including hardware) supporting The Visitor™ Video Visitation System is pictured below.



State-of-the-Art IP-Based Video Visitation Stations

ICSolutions will provide the video visitation system stations for inmates and visitors. The VVS stations offer high-quality stereo audio and broadcast-quality video that meets industry standards.

The V10 Inmate Stations: A Touchscreen, Video Visitation-Capable Inmate Calling Station

ICSolutions can provide the V10, an all-in-one video visitation/inmate calling solution that provides both inmate calling and video visitation on one 10-inch, wall-mounted device. When deployed, the V10 video phones can replace about 25% of the phones in each housing unit and offer traditional inmate calling in addition to touchscreen-accessible inmate self-service features and optional video visitation.

The V10 runs The Visitor video visitation and visitation management module, along with inmate calling processed through The ENFORCER today. Because this solution is built right in to The ENFORCER®, all video and call controls, administrative tools, investigative features, rules, data, and recordings will be administered through the same system, with a **single sign-on** for ultimate convenience.

The V10 supports not only video visitation and inmate calling, but can also interface with any third party system to allow streamlined processes for inmate information, sick request, commissary ordering, inmate email, media content delivery systems, etc. In addition, the device's **multi-tasking feature** enables inmates to access touchscreen services like law library research, account balance inquiry, information lookup, and commissary ordering **even while they are talking on the phone**.



- Full-featured video visitation system
- Inmate calling capabilities
- Document storage system
- Attorney consultation
- IP addressable
- Commissary ordering
- Inmate Communications Portal
- Send & receive e-mails
- Power-Over-Ethernet
- 10" color monitor
- Touchscreen Volume Control
- Secure-touch surface wave technology
- Hi-resolution camera w/ VGA capability
- 512Kbps streaming speeds

The V10 stations are corrections grade, IP-based and equipped with a 10" hardened touch screen monitor, high definition IP camera, and Linux-based operating system. Made of high-impact armored housing materials, a steel lanyard and security-grade handset, the V10 is manufactured to withstand abuse and designed to provide a safe and secure device for inmate pods and cellblocks. Once deployed, the V10 immediately provides value and security to the facility – inmate movement is limited, human resource costs decreased and security improves for facility personnel and the public.

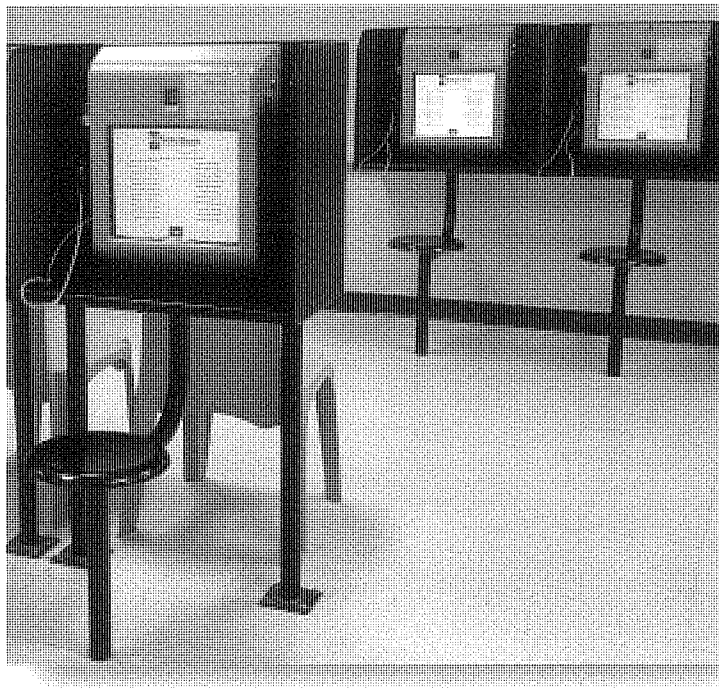
The V17 Stations for Visitors

ICSolutions can provide video visitation system (VVS) V17 stations for visitors, as needed. The V17 VVS stations are corrections grade, IP-based, and consist of a high-impact armored housing, steel lanyard and security grade handset, 17" hardened touch screen monitor, high definition IP camera, and Linux-based operating system.

- 17" color monitor
- IP addressable
- Power-over-Ethernet
- Touchscreen volume control
- Secure-touch surface wave technology
- Hi-resolution camera w/ VGA capability
- 512Kbps streaming speeds



Made of high-impact armored housing materials, a steel lanyard and security-grade handset, the VVS station is manufactured to withstand abuse and designed to provide a safe and secure device for inmate pods and cellblocks. The sturdy construction and resistance to tampering offered by the VVS stations are critical characteristics for inmate-accessible units. Once deployed, The Visitor™ immediately begins to provide value and security to the facility – inmate movement is limited, human resource costs decreased and security improves for facility personnel and the public.



Visitor Registration & Scheduling Terminals

The Visitor™ video visitation solution comes with a Visitor Registration & Scheduling Terminal for the 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.

Workstations

Monitoring Workstation

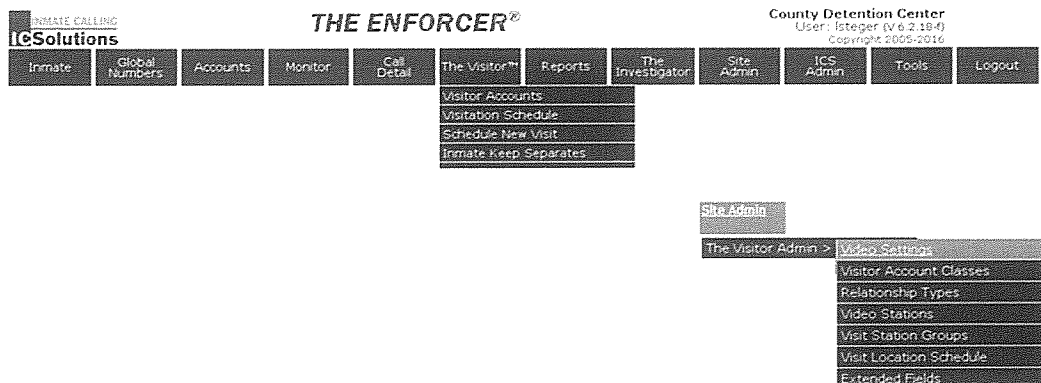
Authorized users can monitor visits live on the 24" panel of the Monitoring Workstation. In addition, authorized users can disconnect a visit with 1 click, instantly disconnecting visits that are violating jail policy.

Up to sixteen visits are viewable simultaneously. To select a particular visit for larger viewing area or to send Officer messages to inmates and visitors, the user simply selects that visitation for "Watching".

Administrative Functions: Control Workstation or Remote Access

For ultimate convenience, The Visitor™ is accessible to authorized users from any web-connected computer. Authorized staff users can choose to use the Control Workstations provided for The ENFORCER® their administration functions on a daily basis. Alternatively, as a module of the entirely web-based The ENFORCER®, authorized users may access The Visitor™ remotely at any time to view recordings, run reports, review historical recorded visits, and more! Any approved remote users can access the platform from any internet-capable computer by launching a secure session (https) to the applicable system URL. From either the Control Workstation or a remote, web-connected computer, authorized users can perform a multitude of video visitation tasks, including but not limited to:

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



System Requirement – Other


1. Vendor will provide a pre-recorded answering system/phone tree for public callers to obtain inmate information, such as: charges, bail, visitation schedule and first court appearance.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. At no cost to the County, ICSolutions can implement our Interactive Voice Response (IVR) system, The AttendantSM, 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 is available if the County JMS will support the data exchange necessary. The AttendantSM is an in-house IVR solution, developed by ICSolutions specifically for the correctional environment, and it is deployed and operating in dozens of sites.

When integrated with the jail's database, the IVR directs callers to an automated voice response system that provides up-to-date information on bond inquiries, inmate location and other disposition questions via touchtone phone. Inmates will also have access to the system by dialing a speed dial.

The AttendantSM is delivered with pre-recorded instructional voice prompts in both English and Spanish and allows touchtone or speech recognition selection. Language is selected by the inmate as part of the call setup process. "For English, press or say 1; for Spanish, press or say 2."



Client Testimonial

Summit County, OH

"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

INMATE CALLING SOLUTIONS

Call prompts are **fully customizable** according to County requirements. Call prompt options and associated text provided by the County 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.)
- Inmate Information such as Court Dates, Release Dates, etc.
- How to Send Mail to an Inmate
- Inmate Property Policies
- Inmate Phone Call Types and Funding Options
- Commissary Balances and Trust Account Deposit Methods
- Medication/Prescription Information

Public and inmate access will be available through a single phone number provided by the facility. After The AttendantSM 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 inmate and facility information; however, inmates will never have access to outside numbers to maintain security and prevent harassment.

The AttendantSM is designed for detention center staff members who often find themselves overwhelmed by phone calls from individuals looking for information about the jail and specific detainees. Freed from the task of answering multiple inquiries from inmates and public callers, Jail staff can be more productive.

Installation, Maintenance and Repair

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

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. All equipment will be compliant with applicable regulations. Inmate telephones will be securely wall-mounted with hardware that requires a special security device to remove upon approval by the County.

2. Installing contractor(s) shall possess all necessary licensing for the work performed, and shall be responsible for any necessary permits and inspections. Contractor shall comply with all codes, ordinances, rules, regulations, orders and other legal requirements of public authorities which bear on the performance of the work.

ICSolutions Response:

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

3. All materials and workmanship performed by the Contractor or his Subcontractor shall be in accordance with standard industry products and practices.

ICSolutions Response:

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

4. Vendor will be responsible for all costs associated with installation, maintenance, support and repair of all software and equipment. Vendor will obtain County's written permission before proceeding with any work that requires cutting into or through girders, beams, concrete, tile floors, partitions or ceilings, or any work that may impair fire proofing or moisture proofing, or potentially cause any structural damage.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions' proposal includes installation, full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of your The ENFORCER® telephone system. Our commitment extends to all systems, telephones, software, and peripheral hardware. This level of support is part of our turn-key proposal to each customer. As such, there will be no cost whatsoever to the County for this service.

5. Install, operate and maintain Jail inmate telephones and related equipment. Provide all inside wiring for the inmate and visitation telephones, install inmate and visitation telephones, install all related hardware, software, firmware or anything otherwise required to enable inmates at the Jail facility to make free, speed dial, collect, pre-paid, and debit local, long distance and international calls from the Jail facility as well as the completion of visitation sessions.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will provide complete installation with all wiring and fastening of the Telephones, including cabling, wiring, conduit, cross-connect jacks, plates, and related hardware, at no cost to the County. Our solution is completely turnkey and offers all hardware, software, multiple calling options (including free, speed dial, collect, pre-paid, and debit local, long distance and international calls, the completion of visitation sessions and more.

INMATE CALLING SOLUTIONS

6. Vendor will be responsible for all associated costs with ITS, including purchase of equipment, installations, service, maintenance, voice network and transmission, data network, and day-to-day operation. This will include but may not be limited to all wiring, new electrical circuit installations, cables, parts, software, and physical installation at the Tehama County Jail.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will develop and maintain the software, and obtain, develop, and implement the interface requirements to implement the ITS and associated services at absolutely **no cost to the County**. All wiring will become property of the County, and ICSolutions will remove wiring if requested by the County.

7. Use of existing or in-place conduit; raceways, cableways, cable, inside wiring, telephone set mountings, switches, terminal boxes and terminals within the facility are at the risk of the Vendor and shall be approved by the County prior to use. No exposed wiring will be permitted. Ownership of any wiring or conduit placement under the agreement by the Vendor becomes the County's property upon termination and or expiration of the agreement. If cabling work is required, new cable or fiber will be used. Preference may be given to Vendors who utilize fiber due to its greater strength, flexibility, durability, higher pulling tension, and greater efficiency in confined conduit. CAT 6 cable minimum.

ICSolutions Response:

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

8. Vendor shall provide an uninterrupted power supply source to ensure that there is no loss of recordings or real time call data in the event of a power failure.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® is delivered with a 2.2 KVA rated uninterruptible power supply (UPS) unit. In the event of a commercial power outage, the inmate phones and The ENFORCER® system will continue to operate for up to 1 hour in the absence of commercial power. ICSolutions also deploys line protection to further shield the system, phones and lines from lightning and power surges.

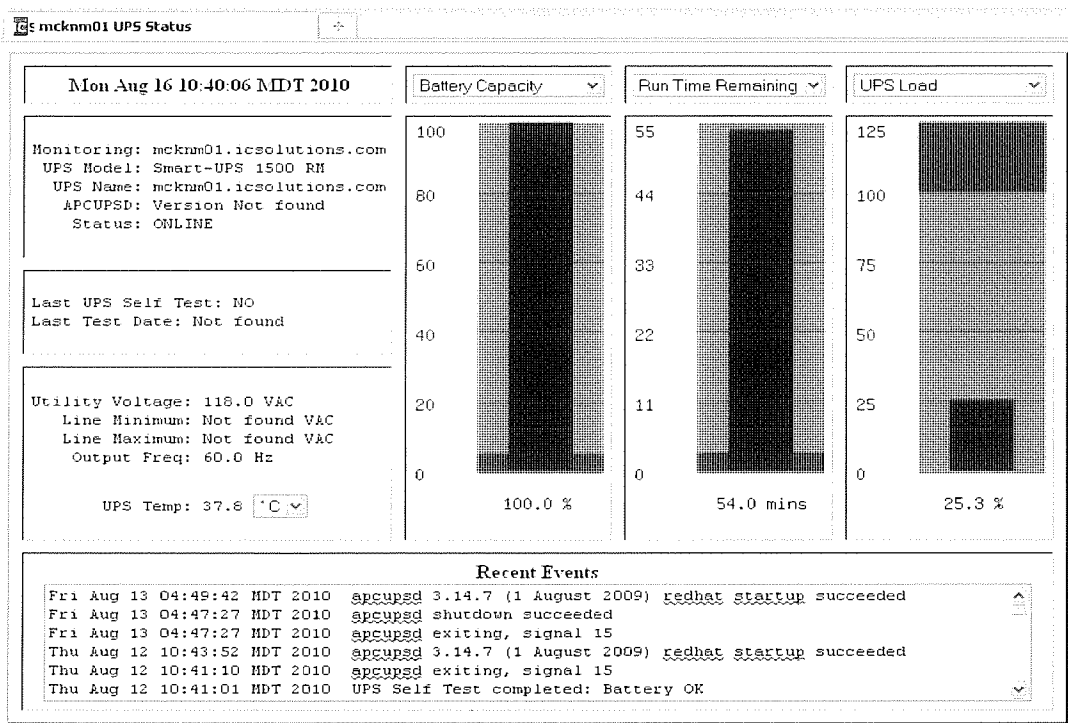
ICSolutions' network monitoring software is in constant communication with each ENFORCER® UPS. Our UPS Monitor (UPSMon) software continually monitors the status, utility voltage, battery capacity, remaining run-time and UPS Load of every ENFORCER® installed nationwide. The software runs 24/7/365 and automatically sends an email alert to ICSolutions' 24 hour technical support team anytime there is a loss of utility power of any duration, to any ENFORCER® unit. Most utility power interruptions are very brief. The UPS controlling software also **performs a data-save and graceful shut-down** of the affected system one minute before primary battery power is exhausted.

In addition to running continuous, automated analyses; ICSolutions technicians can view the status of all UPS units in service at any time from our NOC.

APCUPSD UPS Network Monitor							
Mon Aug 16 15:52:39 CDT 2010							
System	Model	Status	Battery Chg	Utility	UPS Load	UPS Temp	Batt Run Time
mcknm01	Smart-UPS 1500 RM	ONLINE	100.0%	118.0 VAC	25.3%	37.8°C	54.0 mins
mcknm02	Smart-UPS 1500 RM	ONLINE	100.0%	118.0 VAC	40.2%	37.8°C	21.0 mins
mcknm03	Smart-UPS 1500 RM	ONLINE	100.0%	118.0 VAC	40.2%	37.8°C	19.0 mins

UPSMON - All Systems Status

They can also pull up details including histories of all power fluctuations and disturbances to drill down and diagnose oddities in network usage and performance:



UPSMon Detail - View System Details

In the unlikely event of a power failure at the primary data center, failover call processing will automatically occur at the secondary data center. Because of this call processing redundancy in geographically separate data centers, ICSolutions can **guarantee 99.999% system uptime** for the County's ENFORCER® calling system.

INMATE CALLING SOLUTIONS

Critical system data and call recordings are also stored in both the primary and secondary data center – providing an additional layer of redundancy to protect the County from any possibility of data loss.

9. Vendor shall install adequate surge and lightning protection equipment on all equipment used for the ITS. The Vendor shall be responsible for maintaining, replacing or upgrading the surge and lightning protection at no cost to County.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions deploys line protection to shield the system, phones, and lines from lightning and power surges. The ENFORCER® is delivered with a 2.2 KVA rated uninterruptible power supply (UPS) unit. In the event of a commercial power outage, the inmate phones and The ENFORCER® system will continue to operate for up to 1 hour in the absence of commercial power. ICSolutions will maintain, replace, and upgrade the surge and lightning protection at no cost to County.

10. Vendor shall ensure that, if county property is damaged, Vendor will restore to original condition. Including repairs to walls, ceilings, etc.

ICSolutions Response:

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

11. Vendor shall exhibit a best effort approach to the completion of repairs or replacement during the first twenty-four (24) hours following notification of a problem. The County will be notified of progress or delays with progress until there is a resolution to the problem.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ICSolutions' Technical Services Center (TSC) operates 24 hours a day, 365 days a year in support of our customer sites. When **calling our toll free number (866-228-4031)** you will be connected with a live Level 1 TSC technician. TSC personnel are professionally trained and experienced in the operations of the inmate telephone system and can provide technical support, perform remote diagnostics, or dispatch a technician to the facility if the problem cannot be fixed remotely.

The ICSolutions' Mantis trouble ticketing system will be used to enter ticket-specific data by Technical Services, which automatically updates the facility on repair progress via email or fax. Anytime a service event occurs, or action is taken on the event, the County is notified and the trouble ticket is automatically updated with a status event change.

The following Priority Schedule defines our service commitment offered each one of our clients. Response and resolution time are defined by the severity of the problem. Specific terms can be customized to meet special needs of the County.

Priority Level 1	<ul style="list-style-type: none"> • Multiple Housing Units not operational • Multiple intake phones out of service • Entire System Failure 	Remote diagnostics and repair will begin within 1 hour
Priority Level 2	<ul style="list-style-type: none"> • One entire Housing Unit not Operational • One intake phone not working • Technical or Recording Failure • Recording Access Failure • Server Capacity Warning • Commissary Interface Failure 	Remote diagnostics will begin within 1 hour Repair will begin within 8 hours
Priority Level 3	<ul style="list-style-type: none"> • One of multiple phones in a Housing Unit Not Operational 	Repair will begin by the end of the 2nd Business Day

12. Vendor shall have protocols in place for reporting any misuse, destruction, damage, vandalism, liability, etc. to the ITS.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. In the event repairs to the inmate telephone system are necessary, ICSolutions Technical Services Center will open a ticket in Mantis, our web-based trouble ticketing system.

13. The ITS shall provide for continuous on-line diagnostics and supervision, as well as remote access for advanced programming and diagnostics. Access to the built in advanced diagnostics and program control shall be accessible via modem by service center personnel and shall provide failure reports, service history and other diagnostics.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® deploys remote monitoring 24 hours a day, 7 days a week 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.

The Nagios network monitoring application shows different colors depending on the service event or component status. Green indicates normal operation, while red indicates a critical issue, and yellow indicates that there may be a potential problem.

Showing 1-39 of 39 total records

Search Go

Host	Service	Status	Duration	Attempt	Last Check	Status Information
	Aurora Activity	Warning	13m 35s	3/3	2013-05-02 22:07:02	Aurora Warning: Activity level is 8
	Current Load	OK	2d 7h 51m 31s	1/4	2013-05-02 22:12:50	OK - load average: 0.43, 1.15, 1.72
	Current Users	OK	1177d 19h 1m 43s	1/4	2013-05-02 22:13:21	USERS OK - 0 users currently logged in
	DNS IP Match	OK	252d 4h 54m 19s	1/5	2013-05-02 22:12:03	DNS OK: 1.159 second response time.
	DNS IP Match	OK	252d 4h 51m 51s	1/5	2013-05-02 22:13:39	DNS OK: 0.006 seconds response time.
	DNS IP Match	Critical	13m 35s	5/5	2013-05-02 22:13:54	DNS CRITICAL - expected '199.59.148.10,199.59.150.39,199.59.150.7' but got '199.59.148.82,199.59.149.230,199.59.150.7'

Nagios Monitoring

When an alarm is triggered with the ITS that requires attention, the ICSolutions' Mantis trouble ticketing system will be used to enter ticket-specific data and to automatically update the facility with repair progress via email or fax. Mantis maintains a thorough account of all trouble tickets issued by the ICSolutions' Technical Services Center (TSC) for the life of the contract. Upon request, historical trouble reporting data can be provided in report format for facility review.

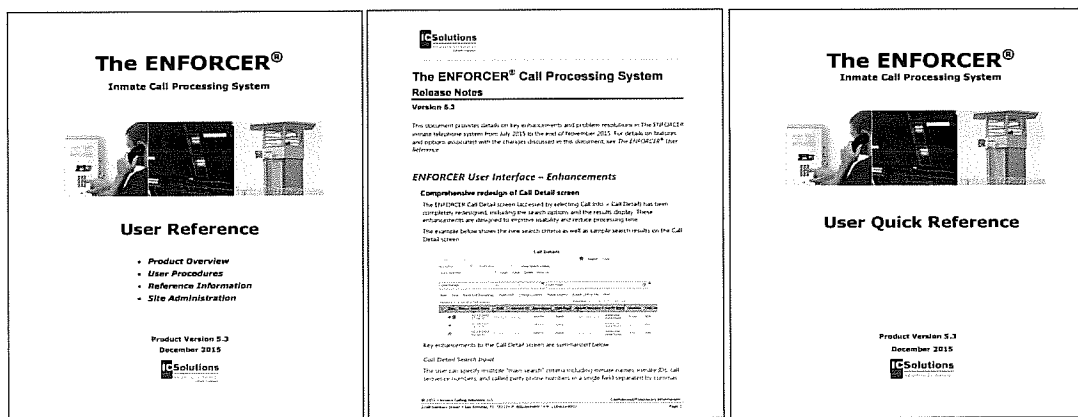
Easy, real-time, online
Trouble Ticket Tracking
With Mantis

14. Prior to all ITS software upgrades, Vendor must provide the County with written notice and receive written permission from County before scheduling or proceeding with any functionality changes to the ITS. After the introduction of any new software or new features the County must be given written documentation of new upgrades or new features available.

ICSolutions is recognized as a leader in technology innovation. System feature upgrades are released monthly to ensure the system is always state-of-the-art. Many features that are currently available on the ENFORCER® are the result of specific suggestions and requests from our clients. Regardless of which client requests the new feature, the functionality is automatically made available to all clients at no cost.

INMATE CALLING SOLUTIONS

Whenever an upgrade or enhancement to The ENFORCER® finishes testing and is ready for wide release, the County will be notified of the new release updates and provided documentation of the features and functions of the new software. New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption.



Documentation is accessible online within The ENFORCER® user interface. This online documentation, as well as Release Notes, are updated and published to all facilities every time The ENFORCER® system is updated or enhanced. In addition, ICSolutions has developed a dashboard that will reflect upgrades available to facilities in the future. Each new feature will also include links to training videos to familiarize users with the feature and how to use it.

What's New

ICSolutions® 2018
It is time for something NEW!
Introducing
The ENFORCER® DASHBOARD!

Starting today, the DASHBOARD is where you will be notified of any updates or changes to The ENFORCER with direct links to view changes and to product documentation detailing the changes.

To request training, please email Training@ICSolutions.com

Download	Date	Message
➤	02/01/2018	The ENFORCER Enhancements - February 2018
➤	02/01/2018	The Visitor Enhancements - February 2018
➤	02/01/2018	The ENFORCER Investigative Suite

Upgrades Dashboard

Enhancements and upgrades to the ENFORCER® are predominantly driven by market demand and specific client requests. Examples of enhancements to the ENFORCER® include:

- **The Visitor™ Video Visitation & Visitation Management System** – 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. This multi-functional tool that supports not only video visitation, but can also serve as a **comprehensive visitation management tool to streamline all visitations**, including the County's traditional visitation needs, such as contact, face-to-face or across-the-glass visits that continue after the implementation of video visitation. ICSolutions also updates the Visitor on a quarterly basis.
- **Report Scheduler** - The ENFORCER® now allows authorized users to run reports on a pre-defined schedule that are emailed automatically to multiple email addresses. Pre-configured reports can be run on a periodic basis, such as monthly, weekly, or daily, and within specified date ranges.
- **Message of the Day Administration** - Users with System Administrator access can now dynamically create "Message of The Day" announcements to be played to the inmate, the called party, or both. Prior to this enhancement, all requests for the creation and cancellation of a message of the day required the creation and work-through of a ticket by ICS Technical support.
- **Email Call Recordings** - This new feature allows users to email recordings directly from the Call Detail Results screen. After the user clicks a Send button, the selected call recordings are emailed to the recipient in mp3 format. The list of files that are requested will be sent in multiple emails, with each attachment totaling no more than the user-defined maximum attachment size.
- **Firecracker Investigative Tool** - Firecracker streamlines and simplifies the process of burning and saving inmate call recordings. Firecracker enables the user to burn a higher volume of recordings on DVDs, perform burns to multiple discs, retry downloads on a per-file basis, and view user access of call recordings.
- **Word Detector** - The new Word Detector query function has been integrated directly into The ENFORCER®, enabling the user to perform a search of call recordings for a specific word or phrase that was spoken during an inmate call. Word Detector utilizes an advanced speech recognition process to search for and locate all instances of a text string specified by the user. The Word Detector Thesaurus feature enables users to define and save one or more synonyms for a word or phrase, and then perform a single search that detects the original word/phrase and all its synonyms.
- **Listening to Call Recordings** - Users can now add selected call recordings to a Listen Queue for listening at a later time. After the user adds call recordings, the selected call recordings appear under the Listen Queue option. After the user listens to each call, he/she can click the Remove button next to the call details to delete the recording from the queue list.

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- **“The Communicator” Paperless Inmate Communication portal** - This feature enables inmates to place a call to The ENFORCER IVR using any standard inmate phone, and then leave a voice message to submit a request for review and approval by an administrative resource at the facility. The Communicator can be used by the inmate to request medical/dental appointments or facility-related information such as an inmate’s scheduled court date. Inmates can file grievances related to the Jail or the phone system. Facility staff or ICSolutions personnel can respond to each grievance by typing a response into the ENFORCER®. Responses are converted to speech and delivered to the inmate for retrieval in a secure, PIN-accessible voice mailbox. This process is 100% paperless and completely eliminates paper kites. Additionally, the Communicator can accommodate future categories to meet specific client requirements.
- **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 Collect accounts, Inmate Voice Messaging to broadcast notification messages to one or more inmates at a facility. Authorized users can view a detailed historical record and listen to all voice mail messages left for an inmate. When the user creates a message using Inmate Voice Messaging, The ENFORCER® utilizes a special text-to-speech conversion process that converts the entered text into a synthesized voice message. This message is then posted to the voice mailbox for all inmates who have been specified to receive the message.

The ENFORCER® has been designed and consistently maintained to deliver all of the investigative and administrative tools our clients need. As demonstrated consistently over our company’s sixteen-year history, ICSolutions will continue to expand our system’s capabilities throughout the life of a contract with the County, and we would welcome your input as a valued technology partner.

15. Vendor’s Installation Site Security Responsibilities:

- a. Protect work, stored materials, tools and vehicles from loss, theft and unauthorized entry.
- b. Storage of materials onsite and inside the security perimeter will be coordinated with the County.
- c. Keep existing driveways, entrances and exits serving the premises clear and available for use at all times. Do not use these areas for parking or storage of materials.
- d. Devise and initiate a security program in coordination with the County’s existing security program for review at the pre-installation conference. Security program must include an all-inclusive personnel list for Contractor and his employees, all subcontractors and their employees, and any other individuals that will be entering the Jail building for work on the project. This personnel list shall be submitted to the County at the pre-installation conference. Any Contractor’s employees or subcontractor’s employees or other persons not included on this list shall not gain entry to the facility.
- e. Devise and initiate a program, in coordination with the County, to protect the confidentiality of any information pertaining to inmates that Contractor or its employees or subcontractors may incidentally acquire in the performance of the work.

- f. Working hours shall be coordinated with the County.
- g. Jail staff will give installation personnel and installation deliveries top priority with regard to ingress and egress. However, delays, regardless of their nature, frequency or duration, shall not be cause for extra compensation or an extension of time for the work.
- h. Passenger cars, trucks and motorized construction equipment, when parked and unattended, shall be locked and the ignition key removed. Do not leave any such vehicle with the motor running.

ICSolutions Response:

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

16. Project Site Entry Control

- i. All installation personnel may be subject to search each time they enter or leave the existing perimeter and buildings, and shall carry a driver's license or other government issued picture identification
- j. Officers of the Tehama County Jail may deny entry to any personnel not previously cleared by security or for any suspicious behavior.
- k. Upon entry into the secure perimeter, all installation personnel must follow security procedures as directed by the Jail staff.

ICSolutions Response:

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

Payment, Charges & Billing

- 1. Proposals must include a proposed Payment Platform with a discussion of what it will include and how it will interface with the systems utilized by County. The proposal should explain how the inmates will access the Payment Platform, and how funds in and out of the Payment Platform will be tracked for the inmate.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will offer Tehama County inmates more ways to stay in touch with their friends and family during their incarceration. With our easy-to-use prepaid calling options, we anticipate a significant increase in inmate calling, which translates directly into more revenue generated for the County!

ICSolutions Calling Options

ICSolutions would like to propose Point-of-Sale Prepaid Collect (PSPCSM), Call Center Debit, Integrated Cardless Debit (Inmate Prepaid), and DirectLink Cardless Debit. These programs allow payment alternatives, call expense budgeting, and calling options for numbers that may not accept traditional collect calls, such as cell phones. More information about these calling options is provided below:

❖ Integrated Cardless Debit

Integrated Cardless Debit is a fully integrated debit platform that allows inmates to place calls using the funds established and maintained in their individual PIN-based accounts. To enable this calling option, ICSolutions will interface with the facility's inmate/records management system or commissary software package to share information between systems and automate the process.

❖ Direct Link Cardless Debit

ICSolutions is a Keefe company; therefore, because **your commissary provider is Keefe**, ICSolutions can guarantee a **unique integration between your inmate phones and commissary systems**. The ENFORCER[®] is equipped with a web-service interface to the Keefe (KCN) commissary 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 place 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.

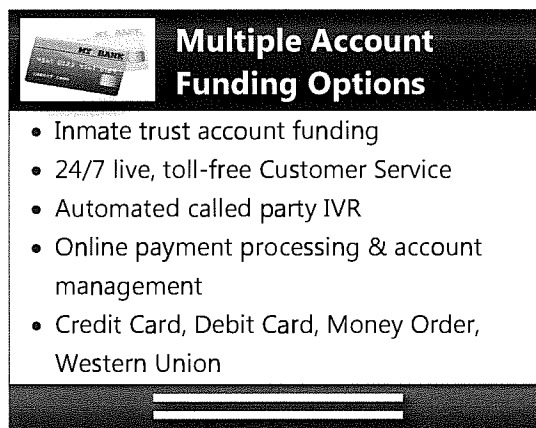
This interface eliminates the delay caused by needing to transfer funds to the inmate phone account for Debit calling, thereby ensuring an enhanced user experience. From an administrative perspective, this seamless interface streamlines the release and refund process, as all unused funds are tracked and managed by the banking system.

Over-the-Phone Commissary Ordering

From any standard inmate phone, inmates can enter their phone PIN and press a speed-dial digit to access the automated commissary ordering system. From here, inmates can follow the automated operator prompts to make commissary purchases. This service benefits the County by **reducing staff involvement** in processing commissary orders. And inmates can place commissary orders more often – any time they have access to the inmate phones.

Over-the-Phone Balance Inquiry

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



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

Automated Funding Alerts

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

Reporting

In addition, authorized facility personnel may run reports on-demand in The ENFORCER® that outline many options for accessing debit transaction information:

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

ICSolutions also offers the following calling options funded by the called party:

❖ Point of Sale Prepaid Collect (PSPCSM)

ICSolutions' Prepaid Collect 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, **PSPCSM** 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.

PSPCSM results in higher revenues and fewer complaints by allowing calls to telephone numbers that are most likely 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.

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Only ICSolutions' Prepaid program includes **proactive outreach and account set-up** efforts and **live Customer Care call center professionals available 24 x 7 x 365**. 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 the County 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.

❖ Direct Billing

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

2. Vendor shall pay County a commission rate for the ITS applied on gross revenue. The County Revenue Share, which is a percentage of the Vendor's Total Gross Revenue, defined as the sum of all charges for use (including fees), whether collected or uncollected, less any applicable federal, state or local taxes and legitimate refunds.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions calculates commissions by multiplying the stated commission percentage by the **Gross Revenue** generated from all completed calls of every kind. **No deductions** of any kind are made for bad debt, unbillable calls, line charges, or any other costs. ICSolutions has described our commission offer in **Tab 2**.

3. Gross revenues, generated by and through the proposed ITS and through additional contracted ITS services, consists of all compensation, earnings, gain, income, generated revenues, payment, proceeds or receipts paid to or received by the Vendor that are in any ways connected to the provision of service pursuant to this agreement. Gross Revenues include, by way of example and not limitation, all the following: all surcharges, per minutes 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, 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 the Vendor.

ICSolutions Response:

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

4. Vendor is responsible for the billing and collection of all inmate calls in accordance with FCC and CPUC recorded and approved tariff rates and the contract. Vendor is responsible for revising and updating billing and collection practices to comply with changes in law, including regulations, and with court orders and decisions.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions maintains full responsibility for the billing and collection of all inmate calls in accordance with FCC and CPUC recorded and approved tariff rates and the contract. ICSolutions will revise and update billing and collections practices to maintain compliance

5. A call is deemed complete, and considered part of gross revenues when a connection is made between inmate and the called party, whether such a connection is established by positive acceptance or by live automated machine pick-up (e.g.: when the ITS considers a tone from an answering machine, voicemail, etc. as acceptance). The call shall be deemed complete and commissionable regardless if the Vendor can bill or collect revenues on the call. Pre-paid calls include, but are not limited to, those calls completed by using a pre-paid card as well as all calls which have been pre-paid by any person or entity and by any method of payment.

ICSolutions Response:

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

6. Vendor shall provide, without limitation, the following combination of bill types: collect, pre-paid collect, debit and free. In no event shall Vendor remove the provision of any bill type without prior written approval of the County.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Calling options typically offered are Point-of-Sale Prepaid Collect (PSPCSM), Call Center Debit, Direct Billing, Integrated Cardless Debit (Inmate Prepaid), and DirectLink Cardless Debit (Inmate Prepaid). More information about these calling options is provided in **Requirement 1, Payment, Charges & Billing**. The system can also be configured to allow free calls. No calling options will be removed without the County's approval.

7. Vendor shall not reduce total gross revenues for any deductions associated with unbillable calls, bad debt, uncollectible calls, fraudulent calls, LEC adjustments or any other Vendor expense.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions calculates the commissions as the stated percentage of Gross Revenue – regardless of whether that revenue is ever collected. To calculate the Gross Revenue generated by each call, we multiply the per-minute rate by the number of minutes used. To this total, we multiply the stated commission rate to calculate your

INMATE CALLING SOLUTIONS

commission dollars – it's that simple. We apply this equation to each and every completed call, and we never make any deductions for unbillable calls, uncollectible revenue, line costs, or any other cost of providing inmate telephone services.

At ICSolutions, we offer honest, competitive commissions **paid on gross revenue for all call types and with real-time accountability**. In addition, ICSolutions always provides its clients with the tools to accurately verify commissions. At any time, Tehama County can print a revenue report that exhibits all call types, and how they are rated. ICSolutions believes in servicing the County to the highest possible standard; this is why we are upfront with our policies and procedures, and avoid using misleading terminology or revenue reporting tactics.

Complete transparency in revenue reporting leads to greater client satisfaction. We invite the County to contact anyone on our client list to hear about our outstanding reputation for clear, accurate, and on-time commission payments.

8. Any additional fees or charges in the approved 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 the inmate telephone calls from the facility must be approved by the County prior to implementation.

IC Solutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will obtain approval from the County for all fees and/or changes before implementation.

9. County shall not be liable for any of the Vendor's costs including, but not limited to, taxes, shipping charges, network charges, insurance, interest, penalties, termination payments, attorney fees, liquidated damages or any other Vendor costs.

IC Solutions Response:

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

10. Vendor shall pay commission on the total gross revenues before any deductions are made for unbillable calls, bad debt, uncollectible calls, fraudulent calls, LEC adjustments, or any other Vendor expense. Commission for debit calls shall be based upon the total gross revenues generated from debit call usage and is payable to the County. Commission for pre-paid cards shall be based on the face value of the pre-paid cards. Any calls from the free call list supplied by the County shall not generate revenues for the Vendor and shall not be commissionable to the County.

IC Solutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions calculates commissions by multiplying the stated commission percentage by the **Gross Revenue** generated from all completed calls of every kind. **No deductions** of any kind are made for bad debt, unbillable calls, line charges, or any other costs.

ICSolutions calculates the commissions as the stated percentage of Gross Revenue – regardless of whether that revenue is ever collected. To calculate the Gross Revenue generated by each call type, we multiply the per-minute rate by the number of minutes used. To this total, we multiply the stated commission rate to calculate your commission dollars – it's that simple. We apply this equation to each and every completed call, and we never make any deductions for unbillable calls, uncollectible revenue, line costs, or any other cost of providing inmate telephone services.

At ICSolutions, we offer honest, competitive commissions **paid on gross revenue for all call types and with real-time accountability**. In addition, ICSolutions always provides its clients with the tools to accurately verify commissions. At any time, the County can print a revenue report that exhibits all call types, and how they are rated. ICSolutions believes in servicing the County to the highest possible standard; this is why we are upfront with our policies and procedures, and avoid using misleading terminology or revenue reporting tactics.

Complete transparency in revenue reporting leads to greater client satisfaction. We invite the County to contact anyone on our client list to hear about our outstanding reputation for clear, accurate, and on-time commission payments.

11. Vendor will submit a request in writing to the county and receive the County's written approval before any new calling rate increases or decreases are implemented. The County will respond in writing to the Vendor's request. If Vendor decreases the calling rates without the express written approval of the County, the Vendor shall be responsible for paying commissions on the gross revenues as determined by applying the calling rates prior to the unapproved change (see section 14 for FCC regulatory changes). The County will not be responsible for paying any commission refund for any unapproved rate changes. Any rate change without approval from the County shall be grounds for termination of contract.

ICSolutions Response:

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

12. Vendor shall provide refunds at no cost to end-users for any pre-paid funds remaining in any prepaid account upon the end user's request whether the account is active or inactive.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions routinely processes refunds to the account for remaining PrePaid Collect account balances and/or debit account balances at the time of account closure. Prepaid collect 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 collect accounts to the account holder. Remaining debit account balances for which ICSolutions has been paid will also be refunded in full upon termination of the agreement.

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

Alternatively, if card-free Debit calling and the Secure Release Debit Release Cards are in place, unused Debit account balances can be transferred to the Debit Release Card upon inmate release. This card is a MasterCard-branded debit card that can be used at merchants and ATMs to make purchases to withdraw cash. With this solution, released inmates can use their money as they see fit and are not restricted to spending the funds only on telephone calls.

13. Vendor shall submit detailed call traffic reports each month with the monthly commission check from the prior months call traffic. The report and invoice will consist 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, commission rate and commission total.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Each commission check will be accompanied by a Commission Report which summarizes the total collect, prepaid collect and debit call activity for the applicable month. The monthly commission report covers the number of days for that month. For example, August has 31 days, so the commission report for August would cover the 1st through the 31st, whereas September has only 30 days, so the commission report for September would cover the 1st through the 30th. Additional monthly reports can be provided upon request, or authorized facility users may generate reports at any time by logging into The ENFORCER® on the system workstation provided. A sample ICSolutions' Commission Report is provided as **Exhibit E**.

14. Should material change in the rules or policies of the FCC, or other regulatory body applicable to ITS, occur following the execution of the agreement, which change effects of either: ITS rates permitted to be charged by the Vendor to inmates under the agreement or the ability of the Vendor to pay to County site commissions, fees or other ITS cost recovery mechanisms, then at the Vendor request, the Vendor and county will negotiate in good faith an amendment to the agreement reasonably acceptable to County that enables County to fully recover its ITS costs in a manner compliant with the change in the regulatory body's or the FCC's ITS rules or policies. If the County and or Vendor are unable to mutually agree on such an agreement amendment, then County may terminate the agreement at its sole discretion and without penalty or liability to County, and County may select another ITS provider.

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 Technologies Management Inc. (TMI), the industry leader in regulatory consulting and compliance reporting.

TMI 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 TMI and local, state, and national agencies in maintaining full compliance with all legislative and regulatory requirements.

15. The pre-paid and/or debit application shall work with the ITS provided:

- a. The ITS shall provide the inmate with the balance of their debit and/or pre-paid account at the time of the call.
- b. The ITS shall allow international calls using the pre-paid and/or debit application.
- c. The prepaid and/or debit application shall have the capability to terminate a debit account and refund monies to the inmate or end user.
- d. The ITS will interface with the County's commissary and/or banking software to process real-time Debit calling time purchases. This interface must allow inmates to place Debit calls using funds in their inmate trust account, without the need to establish a separate Debit calling account. Sufficient funds to place a phone call must be verified and placed on hold before each call is connected, and then transferred from the trust account to the ITS in real time, immediately upon completion of each call, and in the exact amount of the call. Rounding or transferring funds in whole-dollar increments will not be permitted, except in the event that the actual cost of an completed call is a whole dollar amount. In no case will funds be transferred before the conclusion of the phone call, and there must never be a need to issue a refund from the ITS to the inmate trust account for unused funds.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Once the number is dialed the inmate is given their debit account information:

- *"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 limit or the minutes until the debit account is depleted, whichever is shorter)"*

International Calls

The proposed ENFORCER® provides international calling to **more than 145 countries** using our debit calling option. International calls are processed through an automated operator in the same manner as domestic calls, with no access to a live operator allowed. The call will be processed with all call controls in place. After the inmate selects a language and enters their PIN, the inmate selects the debit calling option. The inmate is then prompted:

- *"For calls within the United States, Canada or the Caribbean, please dial the area code, prefix and number."*
- *To make an international call, please enter the country code and city code followed by the number."*

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After the number is dialed, the inmate is given their debit account information:

- *"Your account balance is (dollars and cents).*
- *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 limit or the minutes until the debit account is depleted, whichever is shorter)."*

The inmate is then prompted to:

- *"Please stand by."*

The called party must positively accept the call before it is connected in the same way as a domestic call.

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

- *"Hello. You have a call at no expense to you from (inmate's name), an inmate at (facility name)*
- *To accept this call, press or say 5.*
- *To refuse this call, hang up now.*
- *To block this call and all future calls from this facility, press or say 9."*

If the call is accepted they hear:

- *"This call will be recorded and subject to monitoring at any time.*
- *Thank you for using ICSolutions.*
- *You may begin speaking now."*

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 Collect account balances and/or debit account balances at the time of account closure. Prepaid collect 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 collect accounts to the account holder. Remaining debit account balances for which ICSolutions has been paid will also be refunded in full upon termination of the agreement.

Refunds for inmates are processed in real time as soon as the inmate is released. When a separate Debit calling account is used (whereby inmates purchase calling time through the commissary), any remaining funds are returned in real time to the Trust Account that was used to make the commissary purchase. This funds transfer is made possible by the same interface that allows for Debit time purchase. physical card.

Keefe Integrations

The ENFORCER® features an open 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. Interfacing with JMS, Commissary, Inmate Banking, and other Jail systems reduces the data entry burden on Jail staff, ensures data consistency across disparate information sets, and allows vendors to work together to provide the broadest range of products and services to Jail staff and constituents.

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 Cardless Debit Calling
- ✓ Over-the-Phone Commissary Ordering
- ✓ Over-the-Phone Balance Inquiry
- ✓ Automated Funding Alerts

DirectLink Cardless Debit calling

DirectLink card-free Debit calling solution allows inmates to place calls using funds *directly* from their inmate trust account, without having to open a separate Debit phone account or transfer funds back and forth between accounts. ICSolutions can offer this service because we have equipped The ENFORCER® with a web services interface to the Keefe (KCN) commissary banking system for real-time secure access to the inmate trust funds. **No other Inmate Phone Service vendor can offer this level of integration.**

The interface allows the inmate to directly access funds in their trust account to place Debit calls. Once the inmate passes the PIN verification step, if the inmate initiates a Debit call, the system will then prompt the inmate to enter the destination number. If this destination number is allowed to be called by the inmate, The ENFORCER® will calculate the maximum cost of this call and immediately query the KCN banking system to determine if the inmate has sufficient funds to complete the call. If the inmate has sufficient funds to allow the call (minimum of 1 minute), the system will then place a temporary lien on these funds and, once the call is complete, the ENFORCER® will compute the actual cost of the call and communicate this cost to the KCN banking system. The KCN system will decrement the inmate trust account, release the lien, and confirm the financial transaction to The ENFORCER® platform.

This interface eliminates the need for, and potential delay in, transferring 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.

Over-the-Phone Commissary Ordering

From any standard inmate phone, inmates can enter their phone PIN and press a speed-dial digit to access the automated commissary ordering system. From here, inmates can follow the automated operator prompts to make commissary purchases. This service benefits the County by **reducing staff involvement** in processing commissary orders. And inmates can place commissary orders more often – any time they have access to the inmate phones.

Over-the-Phone Balance Inquiry

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

Automated Funding Alerts

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

Security and Control

1. The ITS shall provide as a minimum the following security and control features:

ICSolutions Response:

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

- a. Prohibit direct-dialed or incoming calls of any type.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. No incoming calls are ever allowed with The ENFORCER® call processing system. The ENFORCER® is hosted at the ICSolutions primary data center at our headquarters in San Antonio, Texas. All inmate calls are processed by this centralized system and terminated over outbound-dial only trunks. Additionally, the on-premise IP Gateways that provide talk battery to the inmate telephones are incapable of processing an inbound call, and, as such, ICSolutions can warrant that no inmate telephone shall be capable of receiving an incoming call.

- b. Deny access to any 800, 888, 877, 411, 55-1212, 900, 911, 950+1, 976 or 10-10xxx numbers/services. Allow the blocking of specific telephone numbers such as victims, witnesses, judges and county staff.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER offers extensive blocking capabilities as a standard feature. Blocking can be performed on multiple levels, in various scenarios, including:

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

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

Important Block Features include:

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

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

Back Delete Add Note Cancel Changes Save Changes

General Information

Number: 1-202-321-0221

Speed Dial:

Dial Pattern:

Site: All

Category:

Inmates w/PAN: 0

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

Name: Gadey, Roscoe

Description: ICS Block

Address:

Line 2:

City:

State: ZIP:

Access Control

Call Type: All

Block Type: Not Blocked

Block Voicemail: ☐

Features

None

Edit Features

Edit Alerts

Not Blocked

Facility

Security

Agent

Keypad

Soft Blk

One Call

Accounting

OTMS Block

ICS Block

Global Number Edit - Add blocked Number

INMATE CALLING SOLUTIONS

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

Inmate-Specific Blocked Numbers

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

Inmate ID: 5447 TAUREAN DWAYNE FLOWERS
[Save Changes](#) [Back to Inmate Editor](#) [PAN History](#)

(3 digit speed dials must start with a '1' for PANS)

Active Non-Blocked PANS: 0 | Active Blocked PANS: 4 | Total Active PANS: 4 | Total Inactive PANS: 0

PAN Num	Active	Phone Number	Speed Dial	First Name	Last Name	Relationship	Description	Block	In use	Call Type	Approved
		Address 1		Address 2	City	State	Zip		Alt Phone		
1	<input checked="" type="checkbox"/>	1-269-425-6771		stacey	barker	protected		Facility	1	Alt	01/11/2015
											jworden
2	<input checked="" type="checkbox"/>	1-269-589-2252		stacey	barker	protected		Facility	2	Alt	01/23/2015
											jworden
3	<input checked="" type="checkbox"/>	1-269-753-8371		dontey	west	protected		Facility	1	Alt	01/23/2015
											jworden
4	<input checked="" type="checkbox"/>	1-269-993-2743						Facility	2	Alt	02/22/2015
											cp

Edit PAN - Add Inmate-Specific Call Block

- c. Prohibit access to a live operator for any type of call.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The proposed ENFORCER® provides fully automated collect, prepaid collect and optional debit calling. Access to live operators is neither required nor permitted at any time.

- d. Prohibit access to "411" information services.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Standard blocks are established for each system at the time of installation. These include 411, 911, emergency, pay-per-call services, 1010XXX access codes, toll free numbers, and live operators.

- e. Be able to shut down quickly and selectively. The County must be able to shut down the ITS by cut-off switches at several locations. Locations shall be subject to approval by the County.

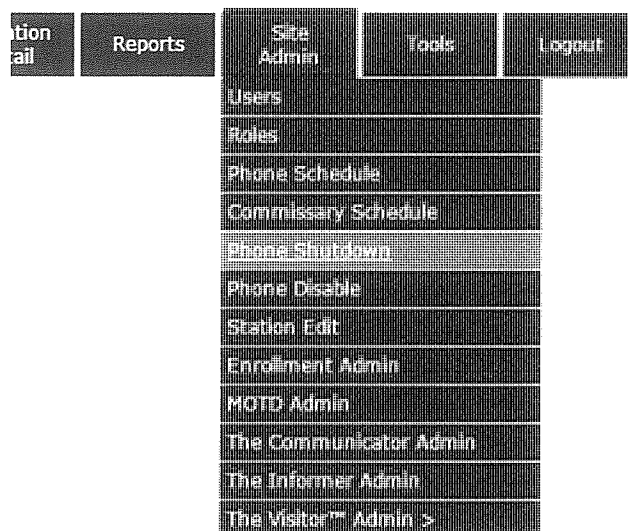
ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® system is configured to support the automatic and manual cut-off of the inmate phone system by individual phone or housing unit configurations based on a pre-defined schedule or in the event of an emergency that requires immediate shutdown of the inmate telephone system. Authorized users can shut down phones from a facility workstation, from a remote location, or with the use of mechanical cutoff switches.

Phone Shut-Down: The ENFORCER® User Interface

The ENFORCER® calling platform enables users to shut-down the phones according to a schedule, or shut off phones in real time.

To schedule a phone shut-down, the user logs in to the ENFORCER and navigates to the **Site Admin** tab of the ENFORCER and selects **Phone Shutdown**.



Site Admin Tab – Phone Shutdown

INMATE CALLING SOLUTIONS

Scheduled Station Shutdown

(e.g. for maintenance)

Station Group	Stations Off	Stations On	Delete Schedule
All Stations ▼	<input type="text"/>	<input type="text"/>	

Save Changes
Cancel Changes

Scheduled Station Shutdown

To shut-down phones immediately and in real-time, the user selects the **Phone Disable** tab. This will display a screen from which a single station, multiple stations, or individual calls may be quickly switched on/off through the workstation **Call Status** display.

Emergency/Temporary Phone Disable.

Select one or more sites, one or more station groups, or one or more stations and then click an action button to do that action to those stations. It is okay to select from multiple columns. Hold down Ctrl key and click on items to un-select. Ctrl key also can be used to select multiple items. (Red indicates stations that are inactive.)

Disable Enable Cutoff and Disable

Choose Sites: Choose Station Groups: Choose Stations:

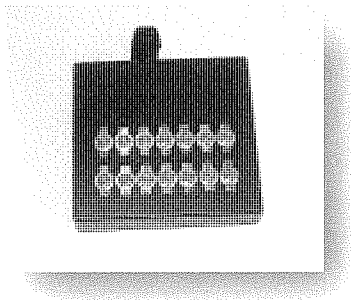
ICS Demo	A	ADSEG LL
	B	ADSEG SUPERMAX
	C	ALL
	D	AULL
	E	AULR
	F	AURL
	G	AURR
	H	ELL
	I	EULL
	Intake	EULR
	J	EURL
	K	BURR
	L	CLASS LL
	M	CLASS ULL
	N	CLASS ULR
	P	CLASS URL
	R	CLASS URR
	S	CLL

Call Status – Emergency/Temporary Phone Disable

To take a station offline, an investigator or operator would select the desired station port, and then click either the **Disable** button, or the **Cutoff and Disable** button. The difference between these buttons are significant as the **Disable** button will allow a station/phone in-use to complete the call it is processing before termination; whereas the **Cutoff and Disable** button immediately terminates the station/phone regardless whether it is in use or not.

It is important to note that all administrative changes made in The ENFORCER® system occur instantaneously and in real time, so the time required for this action depends only upon the speed of the operator.

Phone Shut-Down: Mechanical Cutoff Switches



**Telcom Marketing Group
KS-6100 Kill Switch Box**

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.

- f. Prevent three-way or conference calls.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER[®] automatically detects attempts by destination parties to connect, or forward, calls to a 3rd party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation. When a three-way call attempt is detected, the system can either

- A) flag the call for investigation;
- B) flag the call for investigation, and play a warning message to the inmate and called party;

or

- C) flag the call for investigation, play a notification to the inmate and called party, and terminate the call.

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

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

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

INMATE CALLING SOLUTIONS

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

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

Standard three-way activity reports from The ENFORCER® system can facilitate investigations into suspected three-way call attempts. The **3-Way Attempts** report lists all three-way call attempts detected, along with all associated call detail information. The **Top 25 3-Way Destination Numbers** shows the top 25 called numbers that triggered three-way call detection.

g. Prevent “chain-dialing,” and “hook-switch dialing”

IC Solutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The system continuously monitors each call connection for any inmate attempts to bypass the system controls. 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.

Inmates are not permitted to obtain secondary dial tone or to “chain dial” at any time. Any attempts to manipulate the inmate phone or hookswitch 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.

The ENFORCER® detects and prevents fraudulent dialing attempts and patterns in several ways.

- The ENFORCER® is configured to only accept a specific number of digits based on the options selected during the call prompt process. If an inmate selects the option to make a domestic call, the system allows the inmate to dial only 10 digits. After 10 digits are dialed, the keypad is disabled.
- If there are repetitive attempts to dial a PIN that are denied, The ENFORCER® will temporarily disable PIN in suspicion of PIN fraud.
- Repetitive calling to the same number by multiple inmates could trigger three-way call detection thresholds.

- h. Allow investigators to be alerted to calls, and allow real time listening.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® provides an Alert feature to aid investigators in up-to-the-minute inmate telephone activity. The ENFORCER® alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation or to indicate that a Prepaid or Debit account has been funded.

General Information

Number: 1-202-526-7486

Speed Dial:

Dial Pattern:

Site: All

Category:

Inmates w/PAN: 0

Last Updated: 12/21/2016 00:51 By: hqdata

Access Control

Call Type: All

Block Type: ICS Block

Block Voicemail: ☐

Features

None

Alerts

General Alert: ☐

No Contacts: ☐

Edit Alerts

Name:

Description:

Address:

Line 2:

City:

State:

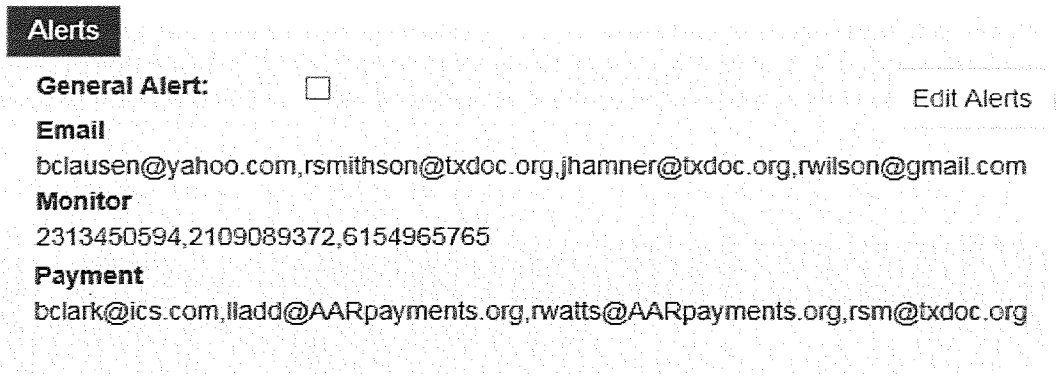
ZIP:

Close

Edit Alerts for a Specific Phone Number

INMATE CALLING SOLUTIONS

Alerts can be sent to any investigator cell phone, land line, email, and/or pager. The alerts available with The ENFORCER® are described in detail below.



The screenshot shows a software interface for setting alerts. It has a title bar 'Alerts' and an 'Edit Alerts' button. There are four sections: 'General Alert' with an unchecked checkbox, 'Email' with a list of email addresses, 'Monitor' with a list of phone numbers, and 'Payment' with a list of email addresses.

General Alert:	
<input type="checkbox"/>	

Edit Alerts

Email
bclausen@yahoo.com, rsmithson@txdoc.org, jhamner@txdoc.org, rwilson@gmail.com

Monitor
2313450594, 2109089372, 6154965765

Payment
bclark@ics.com, lladd@AARpayments.org, rwatts@AARpayments.org, rsm@txdoc.org

Alerts dialog box

Monitoring Alerts

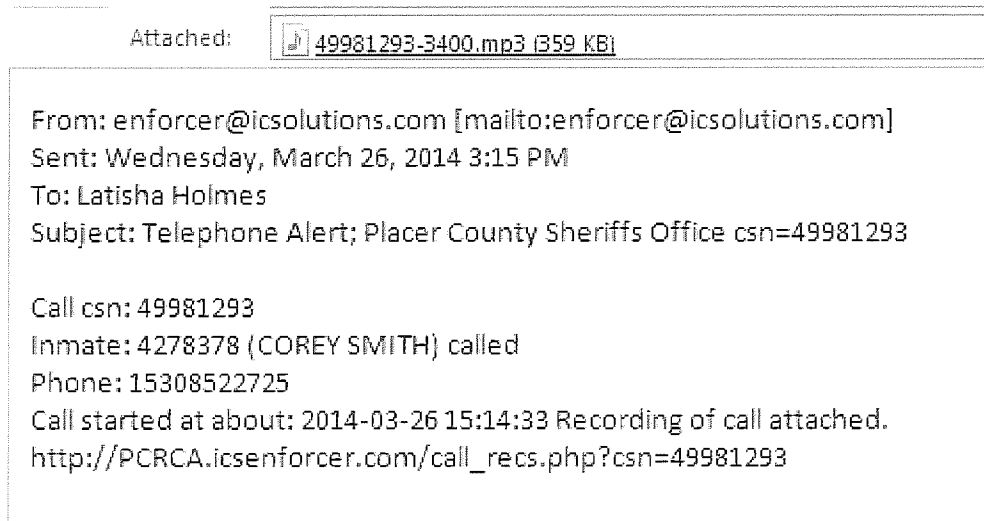
The ENFORCER® can call an investigator on his or her telephone (or cell phone), and once provided with an approved pass code, can immediately patch the investigator into an ENFORCER® monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party.

Once an investigator is patched into an ENFORCER® monitoring session from an alert, the investigator can monitor, "barge in," or terminate a call between an inmate and a called party by pressing the appropriate digit on the keypad.

Investigators can set The ENFORCER® to automatically transfer calls to them for monitoring wherever they may be by using ICSolutions unique "Find Me, Follow Me" service. "Find Me, Follow Me" – allows call alerts to phone multiple investigator telephone numbers (such as an office number, cell number, and home number), trying each number in succession until the investigator answers and enters the correct access code; this feature dramatically increases the probability that an investigator will be located and can monitor a call of interest while it is still in progress.

Email/SMS Alerts

The ENFORCER® can send email or SMS messages to an administrative workstation or any public email address when an alert is triggered. The email alert will contain the called phone number, the inmate name and ID, the start date and time, a link to the call record, and the call recording.



Information Contained in an Email Alert

Pager Alerts

The ENFORCER® can issue numeric messages to paging services to alert an investigator that a call is in progress.

- i. Not allow the inmate to hear the recipient, or the recipient to hear the inmate, until the call is accepted

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Whenever an inmate places a call to a called party, the inmate is muted to prevent communication with the called party until the call is connected. The ENFORCER® system offers several options for call delivery:

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

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

- j. Disable the telephone keypad during a call.

ICSolutions Response:

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

The ENFORCER® is configured to only accept a specific number of digits based on the options selected during the call prompt process. If an inmate selects the option to make a domestic call, the system allows the inmate to dial only 10 digits. After 10 digits are dialed, the keypad is disabled.

k. Permit a called party to block all future calls from the Tehama County Jail.

ICSolutions Response:

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

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

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

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

Back Delete Add Note Cancel Changes Save Changes

General Information

Number: 1-202-321-0221

Speed Dial:

Dial Pattern:

Site: All

Category:

Inmates w/PAN: 0

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

Name: Bailey, Roscoe

Description: ICS Block

Address:

Line 2:

City:

State:

ZIP:

Access Control

Call Type: All

Block Type: Not Blocked

Block Voicemail: ☐

Features

None

Edit Features

Edit Alerts

Keypad

One Call

Accounting

OMS Block

ICS Block

Global Number Edit – Keypad Block

INMATE CALLING SOLUTIONS

1. Flag, archive, and generate alert reports for unauthorized call attempts, including attempts to Restricted Numbers.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Unauthorized call attempts such as attempts to call restricted numbers are typically terminated before the call is connected and marked in the call detail record with the appropriate termination reason, such as Blocked number, Telco Block, Facility Block, etc. 3-way call attempts may be terminated upon detection or allowed to continue for investigative purposes. In all cases, the call detail record will be flagged with the termination reason, and reports can be generated by authorized facility users based on any termination reasons. For example, authorized users can run reports to display only three-way calls in the Call Detail screen in The ENFORCER®. All detected three-way calls are flagged as such in the call detail report. By selecting "Show 3-way only" in the expanded search criteria, users may run reports that specifically show calls where a three-way event was detected. These reports can be expanded to include any call termination reason the County desires.

The screenshot displays the 'THE ENFORCER®' software interface. At the top, there's a navigation bar with tabs: Inmate, Global Numbers, Accounts, Monitor, Call Detail, The Visitor™, Validation Detail, and Reports. Below this is a search bar with fields for 'Inmate ID, Last Name, CSN or Phone Number' and a 'Search' button. A date range is set from 12/31/2014 to 01/01/2015. A 'More Search Criteria' button is also present. On the right, a 'More Search Criteria' panel is open, showing various filters like 'General', 'Call Origin', 'Validation', 'Billing', and 'Called Party'. A 'Show 3-Way only' checkbox is checked in the 'Called Party' section. Below the search bar, a table of call details is shown, with columns for Play, Notes, Start Time, CSN, Inmate ID, Last Name, Phone Number, and Call Type. The table lists several calls, including one from PIPER, LEBEVRE, and BALDRIDGE.

Play	Notes	Start Time	CSN	Inmate ID	Last Name	Phone Number	Call Type
01/01/2015 04:30:07		52751113	38567	PIPER	1-260-369-7002	Collect	
01/01/2015 06:10:24		52751150	38566	LEBEVRE	1-260-369-7002	Debit	
01/01/2015 08:31:21		52751217	38566	LEBEVRE	1-260-369-7002	Debit	
01/01/2015 08:37:56		52751222	38566	LEBEVRE	1-260-369-7002	Debit	
01/01/2015 00:46:00		52751230	38746	BALDRIDGE	1-510-369-7002	Prepaid	

Limit Search Parameters to Display 3-Way Calls Only

Upon detection of a fraud attempt (extra dialed digits, silence on the line, etc.), a voice prompt can be played to serve as a warning only – meaning, the call is flagged for investigation and both parties on the phone are warned that potential fraudulent activity has been detected. Or the prompt can precede automatic disconnection of the call (these calls are flagged for investigation, as well).

The ENFORCER® will be configured to take whichever action the County prefers. ICSolutions recommends allowing the call to proceed, because value investigative data can be gained in reviewing these potentially fraudulent calls. Following is the list of pre-recorded announcements that are available, depending upon which action the County prefers:

- "Three way call detected. This will be reported." The call is allowed to proceed.
- "A three way call attempt has been detected. This call is now being terminated." The call is then terminated.

Live Call Monitoring Alerts

The ENFORCER® also provides an Alert feature to aid investigators in up-to-the-minute inmate telephone activity. The ENFORCER® alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation. Live calls can be forwarded to any investigator's cell phone, land line. The ENFORCER® can call an investigator on his or her telephone (or cell phone), and once provided with an approved pass code, can immediately patch the investigator into an ENFORCER® monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party.

Alert reports can include the following:

Inmate Alerts	Lists all alerts that have been activated for each inmate. The report lists site name, inmate ID, inmate name (last, first, middle), phone number, name associated with the called number, and phone number/email address for each alert type that has been set up.
Number Alerts	Lists all alerts that have been activated for a called phone number. The report lists site name, phone number, name associated with the called number, and phone number/email address for each alert type that has been set up.

Add Listener

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

The Observer

Offhook:55 Talking:40 Alert:0 DNR:3

Action	Status	Station	Number	Min	Cost	Inmate	Name	Host	Alert
	Greeting	STATION 7107	1-208	26	0:00	\$4.20	HULPH	ctlat05	none
	Talking	REC ROOM PH 8	1-417	47	5:36	\$0.98	NEV	ctlat01	none
	Talking	LAUNDRY PH 1	1-208	20	14:21	\$2.10	HARRDI	ctlat06	none
	Talking	J BLOCK TIER 2 CORDLESS PHONE 2	1-208	23	5:22	\$0.98	CHAC	ctlat04	none
	Talking	J BLOCK TIER 2 CORDLESS PHONE 3	1-208	12	19:40				none
	Talking	A TIER 3 CORDLESS PHONE 2	1-208	03	5:33				none
	Talking	A TIER 2 CORDLESS PHONE 1	1-385	06	18:13				none
	Talking	G BLOCK DAYROOM CORDLESS PHONE 1	1-208	75	21:30				none
	Talking	STATION 13101	1-208	46	22:19				none
	Dialing	UNIT 1 - PH 1			0:00				none
	Talking	UNIT 1 - PH 9	1-208	04	-1:07	\$0.14	WET	ctlat05	none
	Talking	CLASS ROOM A - PH 4	1-208	90	5:10	\$0.98		ctlat03	none
	Talking	STATION 14117	1-208	2:53	\$0.56			ctlat05	none

Add Listener

Phone Number:

INMATE CALLING SOLUTIONS

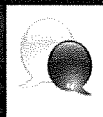
- m. Provide the ability for authorized County staff to selectively monitor call activity in real time and to immediately terminate any call.

Live Call Monitoring

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

Authorized County personnel can monitor live calls in progress with a high level of audio quality **from any location, whether remote or on-site**. The ENFORCER® is operated through an easy-to-use browser-based GUI (graphical User Interface). Anyone with a password and log-in ID granted by County administrators can access the system from any computer with an internet connection as if they were opening a web-site.

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



Client Testimonial Osceola County, FL

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

- Captain Yuberke Almonte, Internal Affairs Unit

The Observer

Pause Comment Cut off Disable Add Listener Show Map Carousel

All Active All Facilities All Stations Agency time Change Columns

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

Action	Status	Station	Number	Min	Cost	Inmate	Name	Alert
Ⓢ Ⓜ	Greeting	B-4	1-480-920-4069	0:00	\$3.45	247122	ALVES, CORAN	none
Ⓢ Ⓜ	Talking	E-2	1-775-287-7127	8:24	\$3.15	410655	WILLIAMS, NIKI	none
Ⓢ Ⓜ	Talking	C-4	1-316-218-5613	13:41	\$2.38	094183	OSIL, ROBERT	Inmate
Ⓢ Ⓜ	Dialing	F-1	1-230-230-5330	0:00	\$0.00	067122	LANG, MARK	none
Ⓢ Ⓜ	Greeting	G-1	1-528-486-9148	0:00	\$3.45	353912	ESTEFAN, ETHAN	none
Ⓢ Ⓜ	Talking	J-4	1-928-230-5335	4:49	\$1.15	067606	BAILEY, EMILY	none
Ⓢ Ⓜ	Talking	K-4	1-480-348-5401	12:59	\$2.99	393912	DUNCAN, WILL	none
Ⓢ Ⓜ	Talking	L-1	1-210-555-9999	2:30	\$5.00	185575	MCKAY, MARK	none

Call details

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

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

When the live monitor screen appears, a default set of columns is pre-selected based on the most frequently used call information. To view additional parameters in the Live Monitor screen, the authorized user can click **Change Columns** to add or delete columns that contain specific parameters in *The Observer*SM.

Critical Call Monitoring Functions include:

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

Terminate Call in Progress

When an investigator is alerted or added as a listener to a particular call in progress, the investigator may barge in on the call in progress to talk to both parties. This feature enables a law enforcement investigator outside of the facility to monitor, "barge in," or terminate a call between an inmate and a called party by pressing the appropriate digit on the keypad when prompted. For example, after the investigator is connected to the call, the call prompts will say something similar to: *Press '2' to barge in. To terminate the call, press '4.'*

The Observer

Pause Comment **Cutoff** Disable Add Listener Show Map

All Active All Stations All Facilities Agency time

Offhook:54 Talking:41 Alert:0 DNR:3

Action Buttons

Customization

Action	Status	Station	Number	Min	Cost	Inmate	Name	Host	Alert
	Dialing	STATION 7107	1-208-3				H, CLAYTON	ctlatl05	none
	Talking	REC ROOM PH 8	1-417-5				VIN, LYLE	ctlatl01	none
	Talking	LAUNDRY PH 1	1-208-3				EN, MICHAEL	ctlatl06	none
	Talking	J BLOCK TIER 2 CORDLESS PHONE 2	1-208-3				ON, JESUS	ctlatl04	none
	Talking	J BLOCK TIER 2 CORDLESS PHONE 3	1-208-3				LLAH, AZAD	ctlatl02	none
	Talking	A TIER 3 CORDLESS PHONE 2	1-208-7				ER, CASEY	ctlatl01	none
	Talking	A TIER 2 CORDLESS PHONE 1	1-385-626-8300	17:24	\$2.52	10723	ORZCO CORNEJO, RICARDO	ctlatl06	none
	Talking	E BLOCK TIER 2 PHONE 2	1-208-785-5781	28:23	\$4.06	107564	RODRIGUEZ, PATRICK	ctlatl02	none
	Talking	G BLOCK DAYROOM CORDLESS PHONE 1	1-208-571-8275	20:41	\$3.08	107803	TORSTEINBO, JOHN	ctlatl02	none
	Talking	STATION 13101	1-208-899-6846	21:30	\$3.22	78515	TRINKAUS, DUSTIN	ctlatl01	none

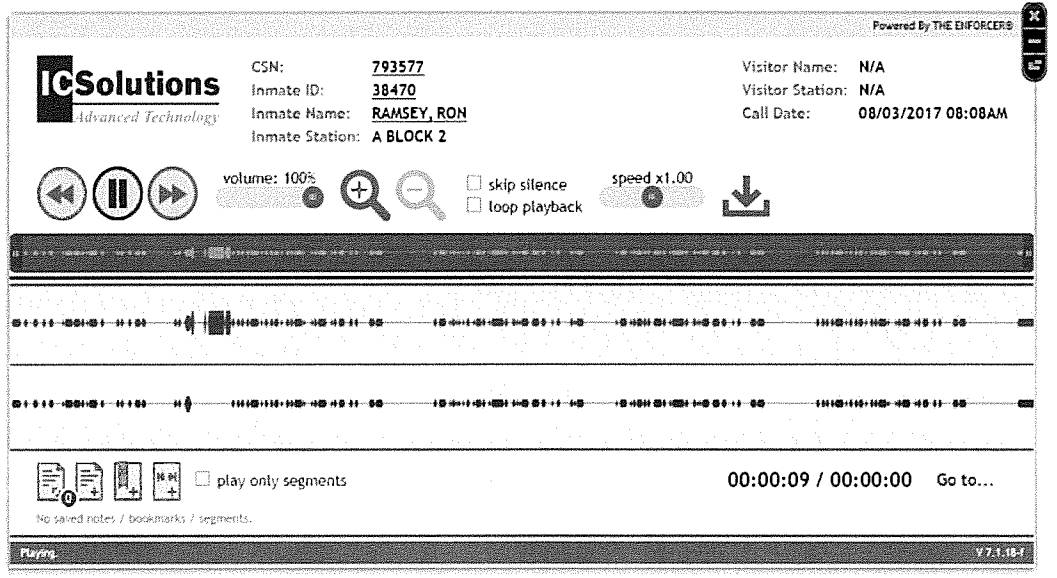
Call Station List

A call in progress may be disconnected by authorized personnel by clicking the **Cutoff** button.

Display of Calls in Progress

INMATE CALLING SOLUTIONS

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



Web Player

Add Listener

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

The Observer

Offhook:55 Talking:40 Alert:0 DNR:3

Action	Status	Station	Number	Min	Cost	Inmate	Name	Host	Alert	
	Greeting	STATION 7107	1-208	26	0:00	\$4.20	80360	NULP	ctlati05	none
	Talking	REC ROOM PH 8	1-417	47	5:36	\$0.98	65531	NEV	ctlati01	none
	Talking	LAUNDRY PH 1	1-208	20	14:21	\$2.10	10572	HARNDI	ctlati06	none
	Talking	J BLOCK TIER 2 CORDLESS PHONE 2	1-208	23	5:22	\$0.98	72862	CHAC	ctlati04	none
	Talking	J BLOCK TIER 2 CORDLESS PHONE 3	1-208	12	19:40					none
	Talking	A TIER 3 CORDLESS PHONE 2	1-208	03	5:33					none
	Talking	A TIER 2 CORDLESS PHONE 1	1-385	06	18:13					none
	Talking	G BLOCK DAYROOM CORDLESS PHONE 1	1-208	75	21:30					none
	Talking	STATION 13101	1-208	46	22:19					none
	Dialing	UNIT 1 - PH 1			0:00					none
	Talking	UNIT 1 - PH 9	1-208	04	-1:07	\$0.14	76958	WEI	ctlati05	none
	Talking	CLASS ROOM A - PH 4	1-208	90	5:10	\$0.98	92919		ctlati03	none
	Talking	STATION 14117	1-208	04	2:53	\$0.56	71811	SKOON	ctlati05	none

Add Listener

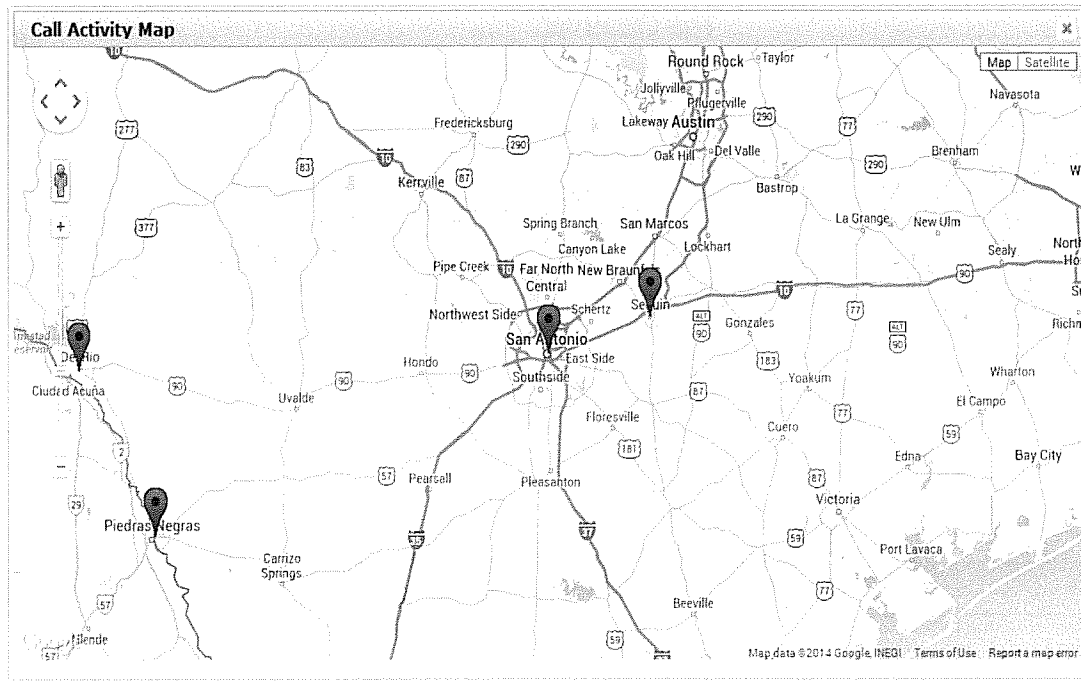
Phone Number:

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

INMATE CALLING SOLUTIONS

Displaying a Geographical Map

By clicking the Show Map action button, The Observer displays a map that shows the location of the site/facility as well as the destination of all calls (both in-progress and completed calls). Users can limit the calls displayed by selecting the call type from the drop down menu (Active, Inactive, Alerts, Visitation, etc.)



Live Monitoring Call Activity Map

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

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® system provides centralized reporting capabilities that enable facility users to generate both standard and custom reports in real-time, with no intervention necessary from ICSolutions.

An authorized ENFORCER® user can generate real-time “ad hoc” reports by defining his/her own query based on data of interest – allowing instant access to any report the Jail could ever need. Custom search parameters can then be saved for use again in the future. The search can be saved for just the individual user who set up the parameters, or globally for use by all authorized users.

To run a report on unauthorized call activity, authorized facility personnel simply enter the parameters they wish to investigate, such as inmate ID, date range, call type, etc.

The screenshot displays the 'THE ENFORCER®' web application interface. At the top, the ICSolutions logo is on the left, and the user information 'User: apetterson (V-4070.231-F)' and 'Copyright 2005-2016' are on the right. A navigation bar contains buttons for Inmate, Global Numbers, Accounts, Monitor, Call Detail, The Visitor™, Visitation Detail, Reports, Site Admin, ICS Admin, Tools, and Logout. The main content area is titled 'Call Records' and features a search form with fields for 'Inmate ID, Last Name, CMI or Phone Number', a date range from '09/01/2016' to '09/09/2016', and a 'Quick Searches' dropdown. Below the search form are buttons for 'Search', 'Clear', 'More Search Criteria', 'Load', 'Save', 'Delete', 'Show All', 'Burn', 'Share CDR', 'Change Columns', 'Reset columns', 'Export CDR to File', 'Print', and 'Add To Listen Queue'.

Call Detail – Search Call Records

INMATE CALLING SOLUTIONS

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

Call Details

Inmate ID, Last Name, CSN or Phone Number

09/01/2015 09/08/2015

Quick Searches ☐

More Search Criteria

General

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

Call Origin

Site	Station Group	Station ID
Station Name	Trunk ID	

Validation

Imposter	Validation
----------	------------

Billing

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

Called Party

Location	Response Digits	Show 3-Way only
State	Supervision Type	

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

Call Details

Inmate ID, Last Name, CSN or Phone Number

09/01/2015 09/08/2015

Quick Searches ☐

Call Type: <input type="text"/>	CSN Range: <input type="text"/> Min <input type="text"/> Max
Duration: <input type="text"/> Min <input type="text"/> Max	End Type: <input type="text"/>
Response Digits: <input type="text"/>	Cost Range: <input type="text"/> Min <input type="text"/> Max

Call Detail Report – Select criteria for custom query

From the Call Detail Results screen, users can also add notes, sort results by column, view the inmate profile, lookup the called party name and address, and more. Selected calls may be quickly and easily exported to CDR media in either MP3 or audio format and emailed, saved to CD, USB, etc. Emailed call recordings are forwarded as an email attachment, and the file size for a compressed 15-minute recording is approximately 2 MB.

Select All Displayed CDRs

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

Showing 1 to 100 of 7,369 entries Previous 1 2 3 4 5 ... 74 Next

	Play	Notes	Inmate ID	Last Name	Phone Number	Call Type	Tariff Band	Station	Talk Secs	Billed Time	Final Cost	Validation	End Type	Alert	DTMF	CSN	Start Time
<input type="checkbox"/>			48229	MINERT	1-916-377-5517	Prepaid	Local	K-2	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	92789	06/23/2014 09:20:15
<input type="checkbox"/>			22342	PERRAULT	1-916-824-6436	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Station Hangup	0	0	92788	06/23/2014 09:26:43
<input type="checkbox"/>			54544	FARMER	1-916-377-4588	Prepaid	Local	K-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	22286	06/23/2014 09:27:24
<input type="checkbox"/>			100141	PERRAULT	1-916-849-6426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Max Accept Time	0	0	92789	06/23/2014 09:27:13
<input type="checkbox"/>			418031	PERRAULT	1-916-849-6426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Refused	0	0	92789	06/23/2014 09:25:27
<input type="checkbox"/>			100141	PERRAULT	1-916-849-6426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	92789	06/23/2014 09:23:43
<input type="checkbox"/>			100141	FULKERSON	1-916-377-5791	Prepaid	Intracell	F-4	688	12:00	\$2.76	OK: call allowed	Normal	0	0	92789	06/23/2014 09:23:55
<input type="checkbox"/>			100141	HAKFS	1-916-377-5791	Prepaid	IntraLata IntraState	K-3	491	0:00	\$0.67	OK: call allowed	Normal	0	0	92789	06/23/2014 09:21:46
<input type="checkbox"/>			100141	FARMER	1-916-377-4588	Prepaid	Local	K-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	92789	06/23/2014 09:19:45
<input type="checkbox"/>			100141	FULKERSON	1-916-377-5791	Prepaid	Intracell	F-4	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	92789	06/23/2014 09:18:43
<input type="checkbox"/>			100141	FASSLER	1-916-377-5791	Prepaid	Local	A-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	92789	06/23/2014 09:06:18
<input type="checkbox"/>			100141	FASSLER	1-916-377-5791	Prepaid	Local	A-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	92789	06/23/2014 09:05:12

Select Calls for Save, Copy, or Share View List of Users Who Have Listened to Call Look Up Called Party Name/Address View Call Log

Call Detail - Search Calls - Standard Results screen

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

ICSolutions Response:

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

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

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

Privileged Calls

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

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

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

Registration

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

Phone: * Inmate: * Find Show Status: Pending ▼

Pending
Approved
Rejected
All

Phone	First Request	Status	Last Update	Note	Inmates Requesting	Resolution
1-388-657-7702	04/19/2011	Pending Approval	04/19/2011	Show Add	Show	Approve Reject
<u>1-435-644-5278</u>	05/01/2011	Pending Approval	05/01/2011	Show Add	Show	Approve Reject
1-480-990-1611	04/28/2011	Pending Approval	04/28/2011	Show Add	Show	Approve Reject
<u>1-509-734-7285</u>	05/07/2011	Pending Approval	05/09/2011	Show Add	Show	Approve Reject
1-541-522-8424	04/06/2011	Pending Approval	04/06/2011	Show Add	Show	Approve Reject
1-541-633-9131	05/05/2011	Pending Approval	05/05/2011	Show Add	Show	Approve Reject
1-602-351-8260	04/07/2011	Pending Approval	04/07/2011	Show Add	Show	Approve Reject

Privileged Registration

Live Monitoring

The ENFORCER offers real-time, live call monitoring of calls in progress. Call monitoring is accessed through the **Monitor** tab of the ENFORCER's GUI. The authorized user selects a station or trunk to monitor with a click of the mouse, and then clicks the **Listen** button. This function is **silent and undetectable by either the inmate or called party**. Multiple monitoring sessions can occur at the same time **without any impact to ongoing call processing or recording**. For more detail about our live monitoring feature, please refer to *Requirement Security and Control, 1.m*.

Export Recordings and Call Detail Records

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. ICSolutions has provided more detail regarding the Export feature in *Requirement 3.c.6 below*.

INMATE CALLING SOLUTIONS

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

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.

- p. Have the capability to record the content of all telephone connections. The recorded call must be stored for retrieval for a period of at least 13 months after the call is placed, and the system must have the capability to transfer the recorded calls to a removable media for archiving, or review. Vendor must have the ability to search and access stored calls and deliver the call at the request of TCSO or pursuant to a court order, which shall be done at no cost to County. In the event, 13 month storage requirement is not met, the vendor must add additional storage at no cost to the County.

IC Solutions Response:

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

Call recordings are digitally stored on an array of secure hard disks and will be available to the facility for immediate access throughout the contract duration. ICSolutions would like to point out that call recordings do not require archival because The ENFORCER® enables immediate, online retrieval of any recording **at any time** with no change of storage media. The ENFORCER® includes two separate, built-in arrays of mirrored hard disks for redundant long-term recording storage. This eliminates the hassles of loading and unloading tapes or optical disks, because **all recordings are stored online for the life of the contract.**

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.


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


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



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



Playback Recordings

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

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






Inmate ID Last Name CSN or Phone Number  Search Clear

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

Quick Searches  Load Save Delete Show All 

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

Showing 1 to 132 of 132 entries Previous 1 Next

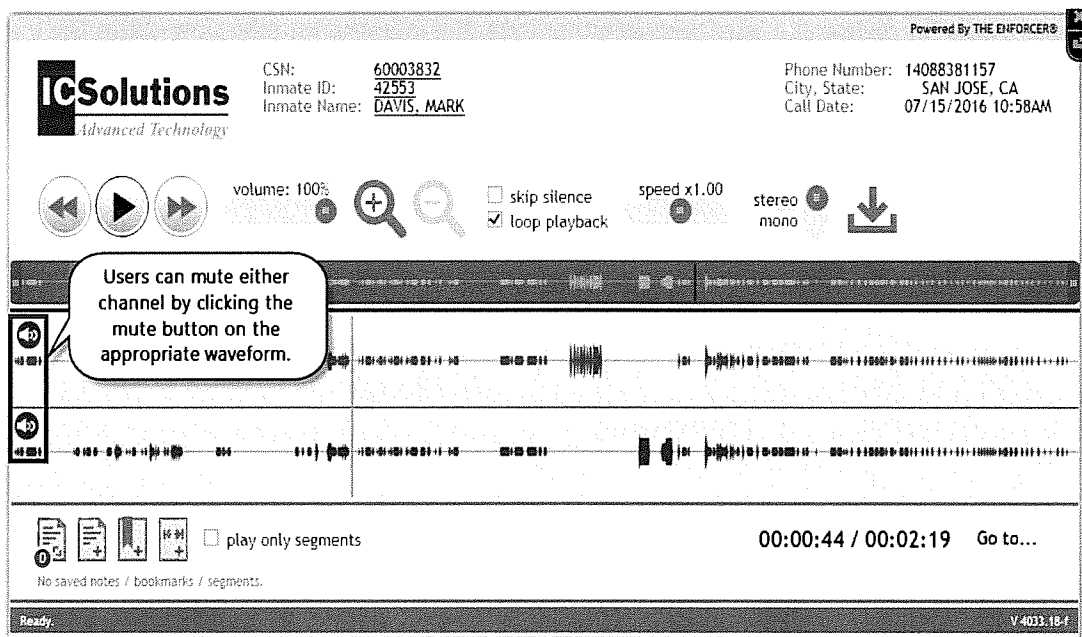
	Play	Notes	Start Time	CSN	Inmate ID	Last Name	Phone Number	Call Type	Tariff Band	Station	Talk Secs
<input checked="" type="checkbox"/>			01/01/2015 04:30:07	52751113	39547	PIPER	1-261-444-4462	Collect	IntraLata Intrastate	INTAKE 1 R	210
<input checked="" type="checkbox"/>			01/01/2015 08:10:24	52751190	9576	LEFEVRE	1-261-444-4462	Debit	Local	C LL	903
<input checked="" type="checkbox"/>			01/01/2015 08:31:21	52751217	9576	LEFEVRE	1-261-444-4462	Debit	IntraLata Intrastate	C LL	323
<input checked="" type="checkbox"/>			01/01/2015 08:37:56	52751222	9576	LEFEVRE	1-261-444-4462	Debit	Local	C LL	903
<input type="checkbox"/>			01/01/2015 08:46:00	52751230	38746	BALDRIDGE	1-505-444-4462	Prepaid	InterLata IntraState	E LL	889

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

INMATE CALLING SOLUTIONS

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

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



ICS Web Player

Export Call Detail and Recordings

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, Speex, etc.) in which to save the recordings.

Showing 1 to 4 of 422 entries

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

Select Call Records to Export

Inmate ID, Last Name, CSN or Phone Number

12/31/2014 01/01/2015

Quick Searches ☐

Export Options – Burn, Save, and Export Calls

INMATE CALLING SOLUTIONS

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 the **Burn** or **Save** button.

Showing 1 to 132 of 132 entries
Previous 1 Next

	Play	Notes	Start Time	CSN	Inmate ID	Last Name	Phone Number	Call Type	Tariff Band	Station	Talk Secs
<input checked="" type="checkbox"/>			01/01/2015 04:30:07	52751113	39547	PIPER	1-204-344-1462	Collect	IntraLata Intrastate	INTAKE 1 R	210
<input checked="" type="checkbox"/>			01/01/2015 08:10:24	52751190	0576	LEFEVRE	1-204-344-1425	Debit	Local	C LL	903
<input checked="" type="checkbox"/>			01/01/2015 08:31:21	52751217	0576	LEFEVRE	1-204-344-1411	Debit	IntraLata Intrastate	C LL	323
<input checked="" type="checkbox"/>			01/01/2015 08:37:56	52751222	0576	LEFEVRE	1-204-344-1428	Debit	Local	C LL	903
<input type="checkbox"/>			01/01/2015 08:46:00	52751230	38746	BALDRIDGE	1-505-344-1436	Prepaid	InterLata IntraState	E LL	889

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

Once selected, The ENFORCER® opens the Firecracker application window. From the application window, personnel have the option to:

- Burn recordings to CDs or DVDs, which provide much larger storage capacity
- Download files in either mp3 or speex (.spx) format, and then move selected files to different discs to perform multiple burns
- Receive notification of any download errors, and then retry the files with errors
- Save mp3 or speex files to your local computer

The screenshot shows the Firecracker application window. The main area displays a list of downloaded files with columns for file name, date, and size. A progress bar is visible below the file list. On the right side, there are controls for burning to disc, including a dropdown for the optical disc drive, a text field for the burner name, and a checkbox for 'Expect when done'. Below this, there are radio buttons for 'mp3' and 'speex' audio file types. At the bottom right, there is a table for disc information with columns for name, size, and percentage full. Buttons for 'Add', 'Rename', and 'Burn' are located below the table. At the bottom left, a message box states 'The disc is not empty. Please insert an empty disc.'

Media-In-Drive Information

Select File Type

Select, Add, Rename or Burn Disc

User Notification Messages

Downloaded Files

- Monitor File Download Progress
- Move/Copy Files to Multiple Discs
- Retry or Skip Failed Downloads

Expert Testimony

ICSolutions will happily provide testimony regarding monitoring equipment, system specifications, and the accuracy and reliability of the system's recorded telephone data.

In addition to providing testimony, ICSolutions takes steps to ensure that all call recordings are admissible in court. The ENFORCER® uses AU Comp (Audio Unit Compression) to create an MD5 checksum of the audio file for every recording. The MD5 checksum is stored in the database's log file for that recording. Each recording and checksum is time-stamped and date-stamped as it is written and is protected thereafter.

To test the integrity and authenticity of any recording, anyone can download the open-source MD5 Sum software, run a recording through it, then compare that checksum with the checksum retrieved from the database. If the checksum are equal, this will confirm that the recording has not been tampered with and is therefore authentic. This technique has been widely accepted by courts and experts across the country.

All subpoenas are handled in accordance with the procedures established by the jurisdictional court. ICSolutions only provides information concerning its contact and any call logs for the subject of a subpoena. Actual call recordings are considered the property of the County and requests there for will be directed accordingly. ICSolutions will notify the County immediately upon receipt of these subpoenas.

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

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Multiple user sessions can occur at the same time **without any impact to security, and ongoing call processing or recording**. The proposed system employs multiple levels of security with the use of data encryption, firewall access, IP-address registration, multi-level password-controlled user access, user tracking and more to maintain a secure and reliable inmate telephone system that meets the goals and expectations of the County.

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

The system operates behind enterprise-grade firewalls, which provide both perimeter and secondary protection; therefore, the IP addressing is not exposed to the public. Netscreen supports a robust security policy whereby it will only allow access to the system from registered domains and, as such, is not susceptible to operating system security issues. This architecture eliminates the need for software or operating system security patches, as the system is protected via a private, encrypted and firewall-protected network.

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

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

Users

Save Cancel
Add/Edit Organizations

User Information

Username:
 Firstname:
 Phone:

Email:
 Lastname:
 Organization:

Password Details

Password:
 Confirm Password:
 Force Password Change ☐ ⓘ

Must contain lowercase letters.
 Must contain uppercase letters.
 Must contain numbers.
 Must be at least 8 characters in length.

Roles and Restrictions

Add / Edit Roles

Role	Description
Sys Admin	System Administrator

Sites

Add / Edit Sites

All Sites

Account Settings

Is API Account ☐ Disable Account ☐

Save Cancel

Account Settings - Assign/Revise User Function Privileges

User Access Reports

The ENFORCER® logs all users and user actions with the date, time, user ID, IP address and action performed. Authorized system administrators may also run reports to view user activity, including a playback history of every user that has listened to a recorded call, PIN changes, additions, etc. A User Access Log Report details system access by user and lists changes made during a defined date range.

An example of the Users showing the username, user level and the last login date is shown below. Additional details by user may be reported by clicking on the user name. Additional reporting options are available upon request and will be customized to meet the County's needs.

User Access Report					
Username		First Name			
<input checked="" type="checkbox"/> Active accounts only					
Username	Name	Organization	Status	Last Login	
abc123	Ellen Angel	ICSolutions	Active	2015-02-27 09:48:08	
accedi	Christina Ali, AI	ICSolutions	Active		
agu123	Christina Alex	ICSolutions	Active	2015-02-10 04:00:47	
amtt	Ellen Ann Mickey	Site Admin	Active	2015-02-26 02:39:33	
ana123	Ellen Aubrey	ICSolutions	Active	2015-02-16 10:02:10	
anin	Ellen Alejandra	ICSolutions	Active		
apen	Ellen Allison	ICS	Active	2015-03-31 11:24:43	

User Accounts – Last Login

A sample of the User Access Report is provided below that shows the username, first and last name, organization, last login and status.

05/02/2013 11:38 - Page 3

INMATE CALLING		ENFORCER User Access			
ICSolutions		Site: [redacted]			
		Choose User Status = All Users			
Username	Last Name	First Name	Organization	Last Login	Status
jswyers	Sywers	Joann	[redacted]	2007-08-16 11:15	Disabled
itapia	Tapia	Jennifer	ICSolutions	2013-04-30 15:14	Active
iturner	Turner	Jackie	ICSolutions	2010-06-28 15:25	Disabled
jvega	Vega	Jose	ICSolutions	2012-01-13 14:02	Active
kcole	Cole	Kelly	ICSolutions	2010-06-24 13:39	Disabled
kcrafts	Crafts	Kimberly	ICSolutions	2013-04-26 14:48	Active
kdawson	Dawson	Ken	ICSolutions	2012-02-29 12:56	Active
kday	Day	Kevin	[redacted]	2013-05-02 09:48	Active
kday	unknown	unknown		2007-06-15 08:10	Active
kdoss	unknown	unknown		2008-04-22 11:24	Disabled
khughes	Hughes	Ken	ICSolutions	2012-10-22 13:56	Active
khunter	Hunter	Kellie	ICSolutions	2010-01-27 10:41	Disabled

User Access Report

INMATE CALLING SOLUTIONS

Below is a sample taken from a user log (User Update Report). For each username in the system, the login date/time is logged, and a record is displayed of the database table(s) each user accessed (for example, call recording, inmate lookup, etc.). The report also displays related information, such as inmate name, phone, and inmate number. Administrators can use the User Update Report to see what actions were taken by each user at what time/date.

In the report sample below, for example, you can see that the user "jkline" logged in at 1:38 p.m. on April 17 and listened to the recording of a call placed by inmate Rodney Lehman.

04/17/2012 19:11 - Page 1

INMATE CALLING ICsolutions		User Update Report Site: Summit County, OH Start Time = 04/17/2012 00:00 End Time = 04/17/2012 23:59			
username	last login	table	Phone or Inmate	Name	Inmate or Number
animchan	2012-04-17 16:08	Recording	13302899184	TORREY SWAIN	0000099483
Subtotal	Number of Items: 1				
jkline	2012-04-17 13:38	Recording	13303096667	RODNEY LEHMAN	0000078734
Subtotal	Number of Items: 1				
jnorman	2012-04-17 13:33	Inmate	0000000848	CHESTER CALLEBS	
		Inmate	0000000990	ERIC HOWELL	
		Inmate	0000002565	GARY NORMAN	
		Inmate	0000074798	Michael Brown	
		Inmate	0000090117	EDMAURICE IVORY	
		Inmate	0000099510	MICHAEL HIGGINS	

User Update Report

The ENFORCER also provides a **Recording Access** report, which provides a listing of all call records that have been listened to during a user-specified date range. The report lists the user ID of the person who listened to the call, the CSN, inmate ID and name of the inmate who made the call, called number, and date the user listened to the call record.

02/02/2011 16:58 - Page 1

INMATE CALLING ICsolutions		Recording Access Site: Newport DOC Pick User = All Start Time = 12/09/2010 00:00 End Time = 02/02/2011 23:59 Inmate ID = ALL Phone Number = ALL csn = ALL			
User Name	CSN	Inmate ID	Inmate Name	Called Number	Listen Date
bphilbin	24402404		MARCEAU, MARK	1-603-455-2156	2011-01-26 17:09
cwilliams	23940738				2010-12-17 13:36
cwilliams	23940767		WOODARD, THOMAS	1-802-342-9817	2010-12-17 13:39
cwilliams	24012325				2010-12-23 16:57
cwilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:01
cwilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:02
cwilliams	24091061		ARABIA, MARK	1-603-509-7175	2010-12-29 16:53

Recording Access Report

- r. Vendors should be prepared to discuss their technology, capabilities and practices related to prevention of fraud and abuse.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. We invite the County to contact your dedicated Regional Account Manager, Mr. Mike Kennedy, at any time with any additional questions or to set up a live demonstration of The ENFORCER® call processing system.

**Mr. Mike Kennedy, Regional Account Manager
& VP of Sales and Marketing**

Office: 866-228-4040

Fax: 210-693-1016

Email: mkennedy@icsolutions.com

CC: RFP@icsolutions.com

Fraud Prevention

The ENFORCER® provides an exhaustive list of features that detect and prevent fraudulent, illicit or unauthorized activity.

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

INMATE CALLING SOLUTIONS

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

- **Continuous System Monitoring:** As an additional fraud prevention tool, ICSolutions proactively monitors system data by looking for fluctuations in call traffic and failed attempts that could indicate fraud.
- **No Incoming Calls:** All inmate calls are processed by this centralized system and terminated over outbound-dial only trunks. Additionally, the on-premise IP Gateways that provide talk battery to the inmate telephones are incapable of processing an inbound call, and, as such, ICSolutions can warrant that no inmate telephone shall be capable of receiving an incoming call.
- **No Chain Dialing or Hook-switch Flashing:** Inmates are not permitted to obtain secondary dial tone or to "chain dial" at any time. Any attempts to manipulate the inmate phone or hook-switch in order to bypass system controls will result in immediate call disconnection, forcing the inmate to begin a new call with all call controls in full effect.
- **No Three-Way Calls:** The ENFORCER® automatically detects attempts by destination parties to connect, or forward, calls to a third party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation. When a three-way call attempt is detected, the system can either
 - flag the call for investigation;
 - flag the call for investigation, and play a warning message to the inmate and called party; or
 - flag the call for investigation, play a notification to the inmate and called party, and terminate the call.

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

Analytical Tools

1. Vendor shall include, at minimum, the following query and analytical tools within the system:
 - a. Analytical and query features for linkages, relationships, associations, and mapping of data points; data mining, data analytics, data visualization; and predictive modeling.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® is equipped with a variety of features offering investigative gathering tools for case management, data mining, data point cross-referencing, and more! In order to bring the latest in intelligence gathering to client facilities using our payment and calling services,

ICSolutions also offers The Analyzer, Investigative Reporting, and Call Analysis. These tools are designed with the investigative nature of the corrections market in mind.

Reporting Features

Reporting has been a standard feature on The ENFORCER® since its inception. With The ENFORCER's reporting function, authorized users can create any number of reports to analyze valuable call data to identify calling patterns that could indicate fraud or illicit activity. Call detail and recordings can be retrieved based on almost any criteria you can think of, allowing for limitless combinations of data analysis that will assist in County investigations.

With just two clicks, the County can access any standard ICSolutions report, including those that analyze calling patterns, such as the Frequently Called Numbers, Frequently Used PANs, and High-Volume Callers reports (described in the table below). And, although it's easy to define your own report parameters in The ENFORCER®, ICSolutions is happy to assist by creating any new, customized reports that are desired. Samples of these reports are provided at the end of this Tab.

Report Name	Description
Call Detail	Provides detailed information pertaining to called numbers including billed start time, dialed number, site called from, whether the call was recorded, cost of call, call type (payment method), tariff type, duration of call, alerts assigned, cost of call, inmate ID, and inmate last name. Searches can be performed by site location, a particular number, inmate id, connected only, completion code, tariff type, 3-way events, call type, alerts, and date range.
Call Record Statistics	Provides a summary of calls by call type, completion code, and call count. The report can be requested by site name or for all sites for a user-specified date range.
Frequently Used PANs Summary	Lists, by called number, all numbers that reside in an inmate PAN list that have been called a high number of times. Beginning with the most frequently-called number, the report lists the called number, called party, number of instances (calls), and the number of sites from which the number has been called.
Frequently Used PANs Detail	Provides a list by called number of all inmates who frequently have called a PAN. The report lists the called number, called party, the inmate ID and name of each inmate who called the number, and the site from which the inmate made the call.
Frequently Called Numbers	Provides the total number of calls and total minutes of talk time to a specific called phone number. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by phone number, called party name, number of calls, and minutes.
Volume Users	Provides a summary of high telephone volume usage by inmates. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by site name, inmate ID, inmate name (last, first, middle), number of calls, and minutes count (total minutes).

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.

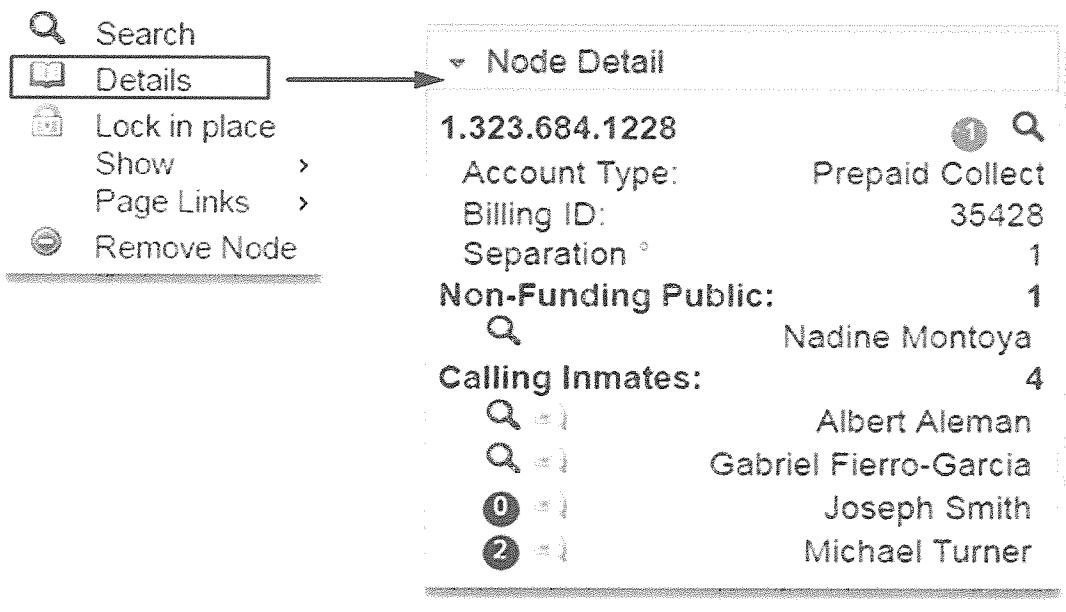
The AnalyzerSM module is a powerful data mapping tool that enables you to graph complex data relationships based on **inmate calling activity** and **account funding activity** in The ENFORCER[®], as well as **visitation activity** in The Visitor[™]. The information displayed using The AnalyzerSM can 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 onsite visitation (when visitation phones are connected to The ENFORCER[®] for monitoring/recording)

The AnalyzerSM builds and displays dynamic visual maps based on user-specified input. These graphs show commonalities in calling, funding, and visitation patterns.

- A specific inmate
- A phone number which could represent a called telephone number, a number associated with an ICSolutions® prepaid collect 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 collect account



The Analyzer – Displaying Detail for a Specific Record

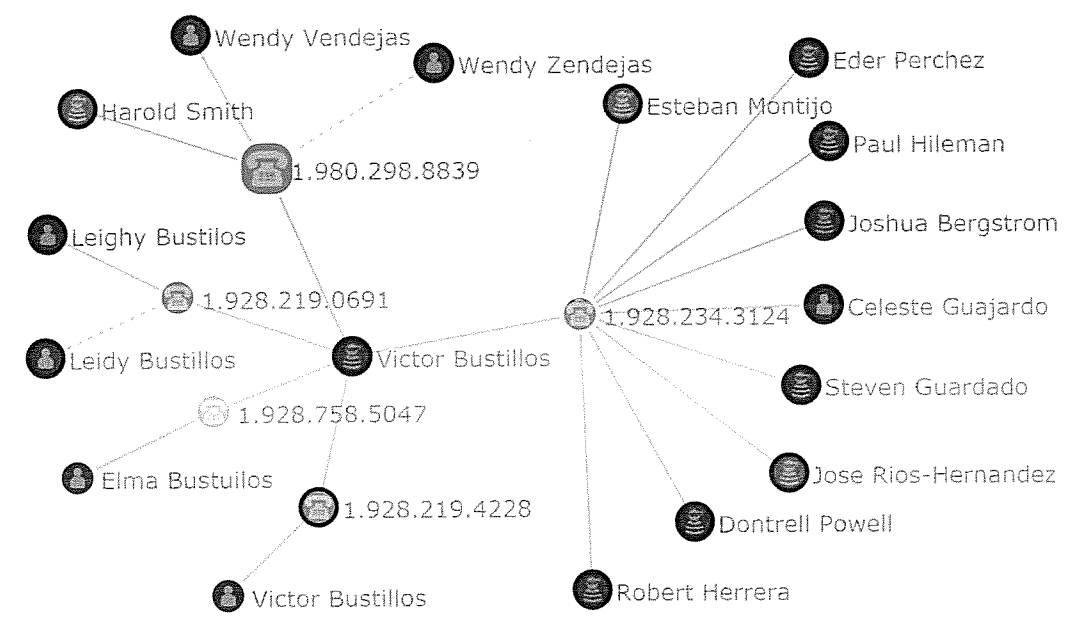
Key Features of The Analyzer

- 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 County 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 (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 AnalyzerSM 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 the 'Search Limits' interface with the following elements and annotations:

- Call Types**: A list box containing 'Debit', 'Debit card', 'Collect', 'Prepaid collect', and 'Free'. An arrow points to this list with the text: "Modifies the search parameters to a specific call type(s)."
- Deg. of Separation Search**: A dropdown menu currently set to '1'. An arrow points to it with the text: "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 currently set to '2'. An arrow points to it with the text: "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 checkbox that is currently checked. An arrow points to it with the text: "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 arrow points to the end date with the text: "Specify the date range to begin and end the search (default time for start is midnight and for the end is 11:59:59)."
- Search**: A button at the bottom of the form.

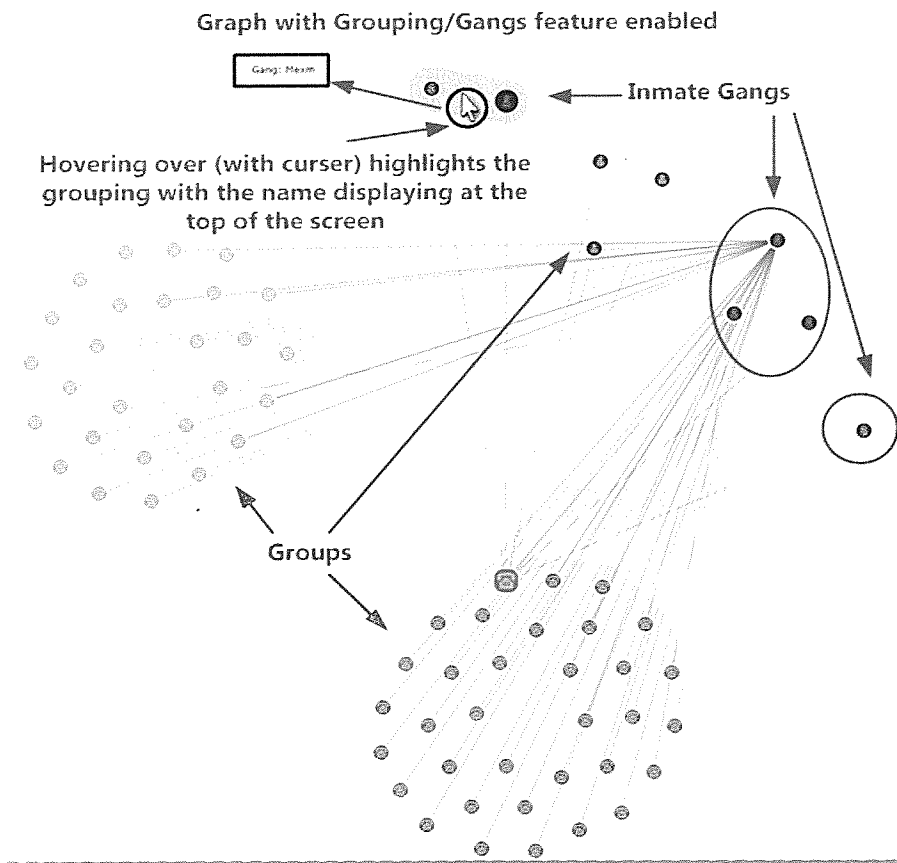
Group/Gang Affiliations

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 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).



Call Analysis

The ENFORCER® is equipped with a unique call analysis feature that allows authorized users to view and analyze call data to establish links between multiple inmates and called parties. Call Analysis has been available on The ENFORCER® since 2011. With the Call Analysis feature, facility users may view the listing of all the numbers a specific inmate has called, the number of calls and attempts, and all other inmates who have called the same numbers. And, as an added convenience, users may now **link directly to The Analyzer**, our state-of-the-art calling pattern analysis tool that allows authorized facility staff to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user.

In the **Call Analysis** tab, users simply enter the inmate name, inmate ID, or phone number they wish to query. The search results appear as shown below:

Inmate:	Phone:	From Date:	To Date:	Limit:
29463		04/06/2014	04/06/2015	50
<input type="button" value="Find"/>	Min. Additional Inmates: 0		Completed Only: <input type="checkbox"/>	Call Type: Any <input type="button" value="v"/>

Click this icon to open The Analyzer. Calling Matrix Click here to view Call Detail and Recordings.

Inmate ID	Inmate Name	Phone Number	Global Number	Calls	Attempts	Other Usage	Show Call Recs
29463	EMMANUEL DAMMON	1-202-311-3113	No	1	6		<input type="button" value="Show CDRs"/>
29463	EMMANUEL DAMMON	1-248-311-3113	No	1	1	1 inmate	<input type="button" value="Show CDRs"/>
29463	EMMANUEL DAMMON	1-248-311-3113	No	0	1		<input type="button" value="Show CDRs"/>
29463	EMMANUEL DAMMON	1-313-311-3113	No	0	5		<input type="button" value="Show CDRs"/>
29463	EMMANUEL DAMMON	1-313-311-3113	No	1	6		<input type="button" value="Show CDRs"/>
29463	EMMANUEL DAMMON	1-313-311-3113	No	0	2	8 inmates	<input type="button" value="Show CDRs"/>

Click this number to view other inmates who have called the same number.

Inmate Calling Analysis feature

The search results display the inmate's name, all phone numbers called (including attempted and completed calls) and a link to display other inmates who have called the same number. Some additional options available to limit the search criteria may include the following:

- Search by a specific inmate (by first name, last name or ID)
- Search by a specific phone number
- Search by a date range
- Display a minimum number of *other* inmates who called a phone number
- Display a minimum number of sites within a facility from which the phone number was called

- Display all complete and/or attempted calls
- Include or omit Global Numbers from the search parameters
- Expand All Usage to display all call details in the search results
- Select specific Call Types to be included such as Debit, Debit card, Collect, Prepaid and Free Calling

The user may click the "Show CDRs" button to display the call records and recordings associated with that specific phone number. To automatically open The Analyzer, the user would simply click on the icon to the right of the inmate or phone number, as shown in the screen above.

- b. Voice biometric identification features that match the caller to the caller's PIN number.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions provides the latest voice biometric technology to cover all aspects of the call and enable investigator case management, including The VerifierSM pre-call biometric identity verification (described here), Imposter real-time continuous voice detection and imposter identification (described in response to #3), and Argus Echo case management and post-call voice analysis of both the inmate and called party (also described in response to #3).

The VerifierSM

At no cost to the County, ICSolutions will install The ENFORCER®'s VerifierSM **real-time inmate voice verification** module. The VerifierSM matches an inmate's "voice print" created during the booking or intake process with his/her voice when initiating a phone call. The VerifierSM 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®.

The VerifierSM 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 VerifierSM.**

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** – provides 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** – provides a listing of the Verification Activity for call attempts and completions. Every call detail record includes a completion code that indicates whether a voiceprint 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** – provides 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 in to The ENFORCER® platform, offering the County a voice biometric tool **that does not require separate software.**

- Continuous voice biometrics to identify the inmate on the call and identify if the call is passed to another inmate or if the end user passes on a call.

IC Solutions Response:

IC Solutions has read, agrees, and will comply with the requirements as stated. IC Solutions provides the latest voice biometric technology to cover all aspects of the call and enable investigator case management.

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The Imposter

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**.

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 marked 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.

The screenshot displays the IcSolutions Web Player interface. At the top, it shows the company logo and contact information: CSN: 59562575, Inmate ID: 123456, Inmate Name: TEST TEST, Phone Number: N/A, City, State: N/A, Call Date: N/A. Below this is a media control bar with buttons for play, volume (100%), zoom, skip silence, loop playback, speed (x1.00), stereo/mono, and a download icon. The main area features a waveform visualization of the call audio. Below the waveform, there are two tabs: 'Imposter' (selected) and 'No Imposter'. The 'Imposter' tab shows a 'Suspected Imposter Locations' table with columns for Score and Offset. The table lists two entries, both with a score of 99 and offsets of 00:08:37 and 00:17:47. To the right of this table is a 'Possible Imposters (by likelihood)' section with a table listing three potential imposters: BRIAN MOORE (67267), JOHNATHON WOODSON (48465), and BRUCE HARPER (23975), each with their respective locations (DORM 6, MALE DETOX, and DORM 3). At the bottom, there are icons for saving notes, bookmarks, and segments, and a status bar indicating 'Ready' and version 'v 6.1.1'.

Severity Scale:	Score	Offset
severe	99	00:08:37
moderate	99	00:17:47

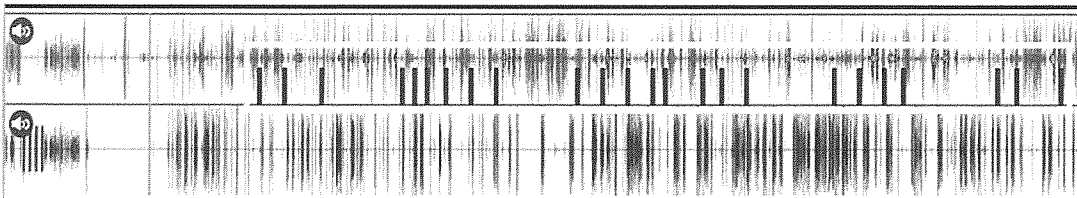
Determination	Location
BRIAN MOORE (67267) is present	DORM 6
JOHNATHON WOODSON (48465) is present	MALE DETOX
BRUCE HARPER (23975) is present	DORM 3

Imposter Identification on the Web Player

A numerical confidence rating, known as the Severity Scale, can be determined using The Imposter Detector through The ENFORCER®. An example of the severity scale is displayed in the screenshot below.

Suspected Imposter Locations:			Possible Imposters (by likelihood):	
Severity Scale: severe moderate			Determination	Location
→	Score	Offset	<input type="checkbox"/> BRIAN MOORE (67287) is present	DORM 6
→	99	00:08:37	<input type="checkbox"/> JOHNATHON WOODSON (48465) is present	MALE DETOX
→	99	00:17:47	<input type="checkbox"/> 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.



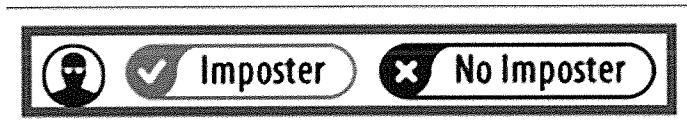
The Imposter Detector displays the Possible Imposters (by likelihood). For each possible imposter, the inmate name and Inmate ID is listed. You can use this list to

- 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 Detector 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*.



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** – provides 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** – provides a listing of the Verification Activity for call attempts and completions. Every call detail record includes a completion code that indicates whether a voiceprint 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** – provides 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	
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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 in to The ENFORCER® platform, offering the County a voice biometric tool **that does not require separate software.**

Argus Echo™ and CRIMES™

As an added bonus, IC Solutions is proud to offer the optional Echo™ and CRIMES™ investigative tools from Argus, the most advanced and tailor-made solutions for Corrections available today. Unlike other solutions which feature technology aggregated from outside Corrections, CRIMES and Echo™ were designed from the ground up, in collaboration with County staff and investigators, to exceed the facility's requirements while delivering a true corrections Investigative package.

Echo™

Echo™ was designed and developed from the ground up by investigators for investigators providing tools and processes that no other biometric processing system can match. Echo™ provides a number of benefits, including:

INMATE CALLING SOLUTIONS

-

CRIMES™

CRIMES™ (Case Reporting, Intelligence Management and Evidence System) offers the first and only solution in corrections designed by investigators for investigators to manage their cases and evidence. **CRIMES 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 CRIMES™ software allows investigators to quickly and efficiently handle their work load, investigate and the close cases, **following the operating procedure for corrections.**

CRIMES™ is also the **first and only solution** to bring together all of the divisions within the County. Users of CRIMES™ 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, CRIMES™ provides users the tools and resources to maximize their resources in conducting investigations. The sharing of information across divisions cuts down previous barriers to communication and ensures the County is working at its maximum potential.

- **Comprehensive and complete Case Management:** Most case management solutions offer basic tracking of cases. CRIMES™ is the only tool to offer a true comprehensive Case Management Solution (CMS). CRIMES™ 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 County 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 CRIMES™. 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:
 - Events of interest: PIN sharing and multi-speaker inmate calls
 - PIN abuse by inmate
 - Results system wide (or specific to a facility or other physical location)
 - Ability to schedule reports to be delivered at a specified time frame

- **Unmatched Security Restrictions:** Control the purging of events. Limit access to information through comprehensive and unmatched administrative privileges.
- **Workflow Management:** CRIMES™ 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 CRIMES™ 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: Select Location PIN Snaring: ☐ Inmate to Inmate: ☐

By PIN Number: ☐ By Inmate Voice: ☐ By Civilian Voice: ☐

Destination Number: Hotlist: ☐ Inmate: David Brown
Inmate: Darius Johnson
(CTRL+Click for multiple selections)

Assign Task

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	

Argus Transcription & Translation

The Argus transcription Engine is a unique proprietary solution utilized by Intelligence Agencies around the world. Users have the ability to select which calls should be transcribed by selecting individual calls or by having calls that meet certain criteria tied to the voice biometric engine/keyword search engine. For example, a user could set up transcription for calls that meet the following criteria:

- 1) Voice of inmate X was identified
- 2) Was speaking to a Female called party
- 3) And said "x" Word (if Keyword Technology is enabled)

The transcription engine is unmatched in its accuracy. Utilizing calls from 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

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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.

Word Flow

The transcription of the call even appears on the player as shown in the image. 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.

- d. Features to trace calls, detail call history, allow for call monitoring without inmate or other party detection while recording, and include other call detail capabilities that can be used to aid investigations related to the detention facilities.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has described these features below. All features described are included at no cost as part of the standard service offering.

Call Tracing

ICSolutions can provide the facility with integrated Reverse Lookup at no cost to the County. From within a call record, the user can easily point, click, and display the reverse directory info for the specified called number. The Reverse Directory feature enables investigators and outside agencies to obtain name/address and aerial location on a called party number.

The Reverse Directory database is accessed via a secure link to the Internet and is constantly updated. ICSolutions will provide this information for the entire contract term and any extension terms at no cost to the facility. More information about these features is also included in response to **Requirement #2 below**.

Call Detail History

The ENFORCER® system provides centralized reporting capabilities that enable facility users to generate both standard and custom reports on call detail in real-time, with no intervention necessary from ICSolutions. The ENFORCER® has extensive search capabilities which can be used by any user with a valid password and the appropriate permissions – whether they log in remotely or from an onsite workstation. **Call detail records are stored on the system hard disks for the entire contract duration to provide the facility with immediate access to historical call information throughout the contract term.**

An authorized ENFORCER® user can generate real-time "ad hoc" reports by defining his/her own query based on data of interest – allowing instant access to any report the Jail could ever need. Custom search parameters can then be saved for use again in the future. The search can be saved for just the individual user who set up the parameters, or globally for use by all authorized users.

The system also comes preconfigured with an extensive list of standard reports. And, although it's easy to define your own report parameters in The ENFORCER®, ICSolutions is happy to assist by creating any new, customized reports that are desired. Samples of standard reports are included in **Exhibit D**.

Live Call Monitoring

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

Authorized County personnel can monitor live calls in progress with a high level of audio quality **from any location, whether remote or on-site**. The ENFORCER is operated through an easy-to-use browser-based GUI (graphical User Interface). Anyone with a password and log-in ID granted by County administrators can access the system from any computer with an internet connection as if they were opening a web-site. For more detail about this feature, please refer to **Requirement Security and Control, 1.m**.

Call Recording

The ENFORCER® system offers fully integrated digital recording capability with the option to record every call or to track only those phone numbers selected for recording. All inmate telephone stations will be connected to The ENFORCER® call processor and will have full recording and monitoring capability, with the exception of privileged attorney calls as required by the facility.


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

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

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

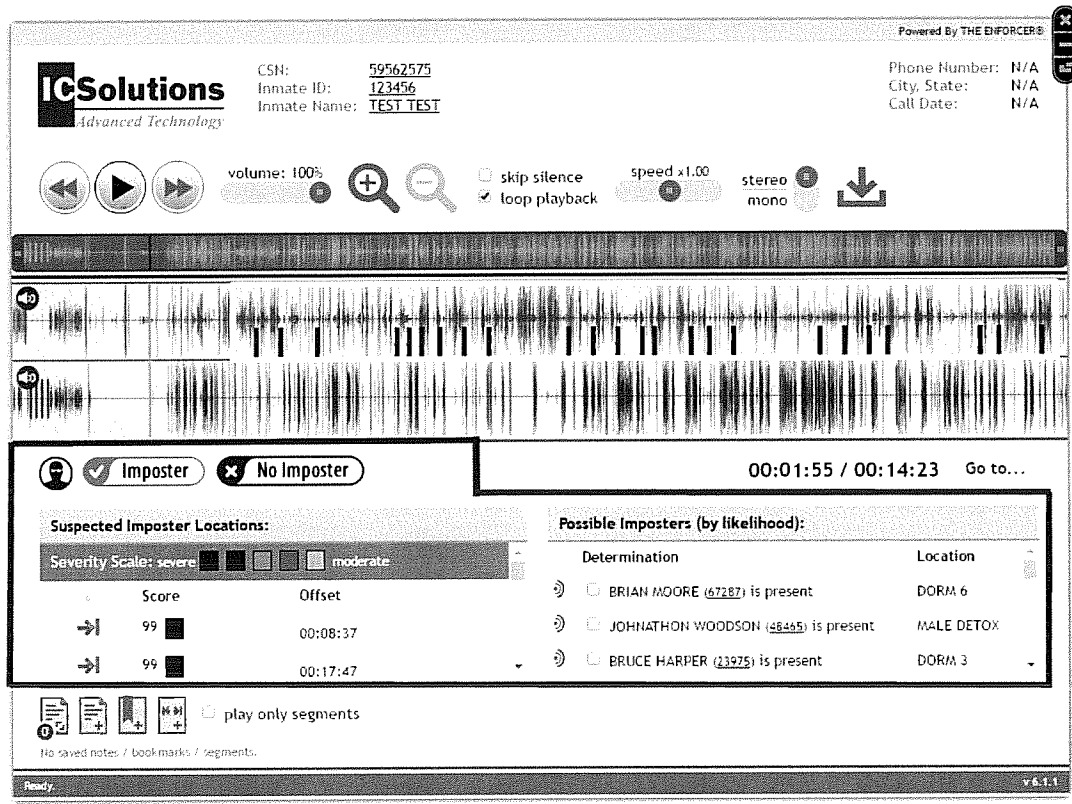
- Inmate PIN/ID
- Date Range
- Called Number
- Facility
- Inmate Station
- Living Unit (building, cell block, etc.)
- Call Completion Type
- Call Bill Type

Playback Recordings

Recordings may be played back directly from the Call Detail screen or downloaded to the hard drive or other external media for review at a later time. All this can be accomplished via the ICSPlayer. The user simply selects the call from the call detail screen or clicks the play  icon to the left of the call detail record and the ICSPlayer will appear.

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In either case, the investigator may slow-down the playback to better understand unclear passages; pause and fast forward as needed; mark significant points within a recording; add text notes that will remain with the recording when it is copied to a CD or other portable medium, and provide the ability to replay a selected segment of a call, once or many times, without having to replay the entire recording.



ICS Web Player

- e. Vendor shall provide a software or other capabilities for County to continue to query, search and access recordings after termination of the contract.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will manage the transition with the incoming vendor so that the County will have continued access to all data and recordings after the contract has ended. At no cost to the County, ICSolutions can provide continued access to online recordings / data stored at our data center, which will remain accessible for the retention period designated by the County. At all times, all recordings and call data are the property of Tehama County.

To allow for easy access to the data and call recordings, ICSolutions will also leave behind a workstation and related components that meet the County's requirements for this contract. From the provided workstation, County personnel can access the ENFORCER® software GUI (using login credentials that will be maintained by ICSolutions). This access will enable authorized County users to use the ENFORCER® GUI to search the call data and call recordings, play back and transfer recordings, run reports, export data, etc. – all using the same familiar ENFORCER® interface they used during the contract period.

Because the call data and recordings are available in non-proprietary formats, the County can also export the files into other formats and systems. If the incoming inmate phone vendor is willing to transfer the data into their own system, for example, they should be able to read the data and play back call recordings.

If the County would prefer to import existing data into the new vendor's platform, ICSolutions will work closely with the County and the incoming vendor to configure a solution at no cost to the County. Prior to the transition, ICSolutions will provide sample data in a universal file format to the incoming vendor. We will also work with the new provider to verify that all data has been exported accurately and completely. Once all quality assurance and testing procedures have been completed, we will export the existing data in the County's ENFORCER® system to your new provider. Types of data that will be exported include archived recordings, call detail records, and information contained within the County's phone list database, such as blocked numbers, etc.

2. Proposals will include a list and description of any additional investigative tools available with the system.

The primary investigative application that ICSolutions will provide is The ENFORCER®'s 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). Investigative tools are provided **at no cost to the County**.

All investigative features are fully integrated with The ENFORCER®, so users can access investigative tools through the same system as the call control features. The system will be configured during installation according to TCSO requirements, so administration of The ENFORCER® will only be necessary whenever the TCSO wants to update the settings. The ENFORCER® is intuitive and easy-to-use. All changes take effect in **real time** and typically **only take a few seconds or minutes** depending on the speed of the facility user.

The ENFORCER® has been designed and consistently maintained to deliver all of the investigative and administrative tools our clients need. ICSolutions will continue to expand our system's capabilities throughout the life of a contract with the Division, and we **welcome your input as a valued technology partner**. In addition to our standard investigative features, ICSolutions has described the investigative tools available in the requirements that follow.

✓ **Investigative Tools:**

- 100% monitoring & recording of all non-confidential phone calls
- Verifiable security encryption on call recordings – supported by free expert testimony
- Free inmate grievance / crime tip / PREA lines – **eliminate paper kites**

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- Officer check-in (optional)
- Link Analysis – analyze varying degrees of separation in order to establish links from inmate to inmate or end user to end user
- Records Seal, High-Profile Inmate, Hide Recording, Share CDR, highly configurable User Roles, User Access Logs, and other features to finely control and monitor who has access to sensitive information – even to allow limited data sharing with other law enforcement agencies
- Call alerts (hot numbers, hot PINs)
- Financial alerts
- Remote call forwarding to authorized investigators, with options to “barge in” and/or disconnect
- Searchable call notes
- **Unlimited Reverse Directory** with satellite mapping
- **More** – if the technology exists, we can make it work with our ENFORCER® calling system!

On the pages that follow, ICSolutions has highlighted additional investigative features that were not otherwise described in this section.

The Communicator Paperless Inmate Communications Portal

The Communicator completely eliminates the need for the County 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: <input type="text"/> Category: <input type="text" value="All"/> Site: <input type="text" value="All Sites"/> Filter by Status <input checked="" type="checkbox"/> Submitted <input checked="" type="checkbox"/> Reviewed <input type="checkbox"/> Responded <input type="checkbox"/> Listened <input type="checkbox"/> Active Inmates Only <input type="checkbox"/> Show Hidden Results Submitted Between From: <input type="text" value="03/02/2017"/> To: <input type="text" value="03/09/2018"/> <input type="button" value="Reset"/> <input type="button" value="Search"/> <input type="button" value="Admin"/>		<table> <tr> <th>Play</th><th>CSN</th><th>Category</th><th>Inmate ID</th><th>Inmate Name</th><th>Submitted</th><th>Reviewed</th><th>Responded</th></tr> <tr> <td><input type="button" value="Play"/></td><td><input type="button" value="Reply"/></td><td>1604430</td><td>Information Request [inactive]</td><td>67301</td><td>COPELAND, CAMERON</td><td>01/20/2016 11:52</td><td></td></tr> <tr> <td><input type="button" value="Play"/></td><td></td><td>1555296</td><td>PREA [inactive]</td><td>Anonymous Message</td><td></td><td>01/29/2016 05:14</td><td></td></tr> <tr> <td><input type="button" value="Play"/></td><td></td><td>1553760</td><td>TIP</td><td>Anonymous Message</td><td></td><td>01/28/2016 20:19</td><td></td></tr> <tr> <td><input type="button" value="Play"/></td><td><input type="button" value="Reply"/></td><td>1580412</td><td>Doctor request [inactive]</td><td>92946</td><td>SMILEY, WILLIAM</td><td>01/27/2016 05:49</td><td></td></tr> <tr> <td><input type="button" value="Play"/></td><td></td><td>1530948</td><td>TIP</td><td>Anonymous Message</td><td></td><td>01/20/2016 05:40</td><td></td></tr> <tr> <td><input type="button" value="Play"/></td><td><input type="button" value="Reply"/></td><td>1426236</td><td>Grievance [inactive]</td><td>67301</td><td>COPELAND, CAMERON</td><td>01/04/2016 19:29</td><td></td></tr> <tr> <td><input type="button" value="Play"/></td><td></td><td>1545506</td><td>TIP</td><td>Anonymous Message</td><td></td><td>01/22/2016 10:15</td><td></td></tr> <tr> <td><input type="button" value="Play"/></td><td></td><td>1545798</td><td>TIP</td><td>Anonymous Message</td><td></td><td>01/22/2016 09:52</td><td></td></tr> <tr> <td><input type="button" value="Play"/></td><td></td><td>1538318</td><td>TIP</td><td>Anonymous Message</td><td></td><td>01/21/2016 08:10</td><td></td></tr> <tr> <td><input type="button" value="Play"/></td><td></td><td>1537380</td><td>TIP</td><td>Anonymous Message</td><td></td><td>01/20/2016 20:35</td><td></td></tr> <tr> <td><input type="button" value="Play"/></td><td></td><td>1532742</td><td>TIP</td><td>Anonymous Message</td><td></td><td>01/20/2016 12:34</td><td></td></tr> </table>						Play	CSN	Category	Inmate ID	Inmate Name	Submitted	Reviewed	Responded	<input type="button" value="Play"/>	<input type="button" value="Reply"/>	1604430	Information Request [inactive]	67301	COPELAND, CAMERON	01/20/2016 11:52		<input type="button" value="Play"/>		1555296	PREA [inactive]	Anonymous Message		01/29/2016 05:14		<input type="button" value="Play"/>		1553760	TIP	Anonymous Message		01/28/2016 20:19		<input type="button" value="Play"/>	<input type="button" value="Reply"/>	1580412	Doctor request [inactive]	92946	SMILEY, WILLIAM	01/27/2016 05:49		<input type="button" value="Play"/>		1530948	TIP	Anonymous Message		01/20/2016 05:40		<input type="button" value="Play"/>	<input type="button" value="Reply"/>	1426236	Grievance [inactive]	67301	COPELAND, CAMERON	01/04/2016 19:29		<input type="button" value="Play"/>		1545506	TIP	Anonymous Message		01/22/2016 10:15		<input type="button" value="Play"/>		1545798	TIP	Anonymous Message		01/22/2016 09:52		<input type="button" value="Play"/>		1538318	TIP	Anonymous Message		01/21/2016 08:10		<input type="button" value="Play"/>		1537380	TIP	Anonymous Message		01/20/2016 20:35		<input type="button" value="Play"/>		1532742	TIP	Anonymous Message		01/20/2016 12:34	
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<input type="button" value="Play"/>	<input type="button" value="Reply"/>	1580412	Doctor request [inactive]	92946	SMILEY, WILLIAM	01/27/2016 05:49																																																																																																	
<input type="button" value="Play"/>		1530948	TIP	Anonymous Message		01/20/2016 05:40																																																																																																	
<input type="button" value="Play"/>	<input type="button" value="Reply"/>	1426236	Grievance [inactive]	67301	COPELAND, CAMERON	01/04/2016 19:29																																																																																																	
<input type="button" value="Play"/>		1545506	TIP	Anonymous Message		01/22/2016 10:15																																																																																																	
<input type="button" value="Play"/>		1545798	TIP	Anonymous Message		01/22/2016 09:52																																																																																																	
<input type="button" value="Play"/>		1538318	TIP	Anonymous Message		01/21/2016 08:10																																																																																																	
<input type="button" value="Play"/>		1537380	TIP	Anonymous Message		01/20/2016 20:35																																																																																																	
<input type="button" value="Play"/>		1532742	TIP	Anonymous Message		01/20/2016 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 County, and with no impact on our financial offer.

Reverse Lookup

ICSolutions can provide integrated Reverse Lookup at no cost to the County. From within a call record, the user can easily point, click, and display the reverse directory info for the specified called number. The Reverse Directory feature enables investigators and outside agencies to obtain name/address and aerial location on a called party number.

The Reverse Directory database is accessed via a secure link to the Internet and is constantly updated. ICSolutions will provide this information for the entire contract term and any extension terms at no cost to the facility.

Reverse Directory information may be looked up from an inmate's Personal Allowed/Blocked Numbers List screen by clicking on the Details link for a selected number or from a Call Detail Record by clicking on the phone number of the called party.

Action	Score	Phrase	Inmate ID	Inmate Name	Station Name	Called Number	CSN	Call Time	Offset	Duration
	86	attorney	55287	SCHWAN, SHERRY	D BLOCK 3	1-256-341-8304	399470	04/27/2017 19:35	23.53	24.37
	87	attorney	62653	COX, JACQUELYN	D BLOCK 2	1-404-510-8577	424188	05/03/2017 22:33	2.58	9.00

General Information

Number: 1-205-216-3316



Speed Dial:

Dial Pattern:

Site: All

Category:

Inmates w/PAN: 0

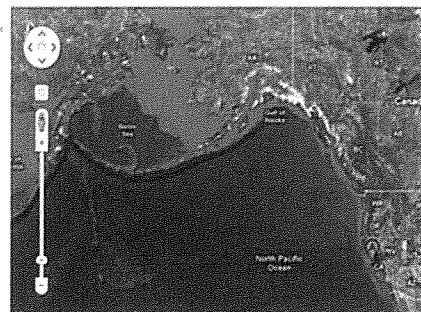
Last Updated: 06/08/2017 16:20 By: bousinberre

Reverse Lookup information can be displayed in the Number Record by clicking the binoculars or from the Call Detail and PAN list by clicking the Called Number hyperlink.

The address can be clicked to reveal a map and recent satellite photo of the location.



Directions, Search nearby, more



Reverse Lookup

Records Seal

ICSolutions has several methods for protecting sensitive inmate information from general access. These methods include finite control over user roles and access privileges; the ability for authorized users to "hide" one or more recordings from general access; and a "high-profile inmate" status – which restricts access to a particular high-profile inmate's records to only selected users.

To these solutions, ICSolutions has also recently introduced our Records Seal function. In a court case related to a criminal charge against an incarcerated inmate, a court judge can order the non-availability or "sealing" of all inmate records or selected inmate call information. To enable a correctional facility to comply with such a court order, The ENFORCER® enables an *authorized user* to perform two different types of record sealing requests:

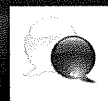
- **Full Records Seal** – Seal *all* records for an inmate, including the Inmate Profile, all Call Detail Records (CDRs), all call recordings, and any inmate data otherwise available to ENFORCER® reporting functions. In other words, *every* piece of inmate information in The ENFORCER® is sealed completely.
- **Partial Records Seal** – Seal *CDRs and call recordings only* for a selected date range. This date range can be mandated by the court for a time window associated with events related to the case. As with other ENFORCER® functions, the authorized user can use calendar icons to select a start date and end date for the call records and recordings to be sealed. (All CDRs and call recordings that do not fall within the date range are still accessible for user queries and ENFORCER® reporting.

Authorization to request either type of record seal must be set up by The ENFORCER® System Administrator for a designated user. Although sealed records are still stored in The ENFORCER®, they cannot be retrieved unless a written request is provided to ICSolutions by an appropriately authorized representative of the customer.

The Word Detector

Keyword Search Powered by Nexidia

With our Word Detector keyword search tool, powered by Nexidia, investigators can quickly scan thousands of call recordings to locate words or phrases of interest. The Word Detector searches for the sounds that make up words, and therefore it is highly accurate, even in a conversation with simultaneous speakers, dialects, and background noise – all typical conditions in a corrections environment. ICSolutions first began offering The Word Detector as an integrated application on The ENFORCER® in 2012, which is currently in use at **nearly three dozen facilities.**



Client Testimonial Spalding County, GA

"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

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	74516583	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.

INMATE CALLING SOLUTIONS

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 the 'Search' interface. At the top, there are radio buttons for 'Latin American Spanish' and 'North American English'. Below this is a 'Search Phrase' field containing the word 'attorney'. To the right of the search phrase field is a small icon that looks like a document with a plus sign, which is the 'Thesaurus' button. Below the search phrase field are two date fields: 'Date Start' with the value '08/23/2016' and 'End' with the value '09/30/2016'. Below the dates are two more fields: 'Use thesaurus:' with a checkbox and 'Start seconds before:' with the value '5'. At the bottom of the search interface are three buttons: 'Add to Watchlist', 'Filter Search', and '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 overlapping windows. The 'Watchlist' window on the left displays a table with columns: 'Watch Title', 'Occur.', 'Recent', and 'Notifies'. The table contains five entries: 'lawyer', 'family members', 'family names', 'family relationships', and 'mention of gun'. The 'family relationships' entry has '21' in both the 'Occur.' and 'Recent' columns. Below the table, it says 'Showing 1 to 5 of 23 entries' and has a pagination bar with 'Previous', '1', '2', '3', '4', '5', and 'Next'. There is also a 'Show all' checkbox. The 'Search' window on the right is partially obscured by the 'Watchlist' window. It shows the same search interface as the first screenshot, but with the 'Filter Search' button highlighted. Below the search interface, there are fields for 'CSN:', 'Called Number:', 'Station ID:', and 'Inmate ID:', along with 'Apply Filter' and 'Cancel' buttons.

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.).

For a complete description of Nexidia, please also refer to **Exhibit H** of this proposal.

Cell Phone Detection & Analysis Tools

The following Cell Phone Control products are offered as optional, value-added services which can be deployed at the County's discretion. ICSolutions has also included more information about the cell phone control options described below in **Exhibit I**.

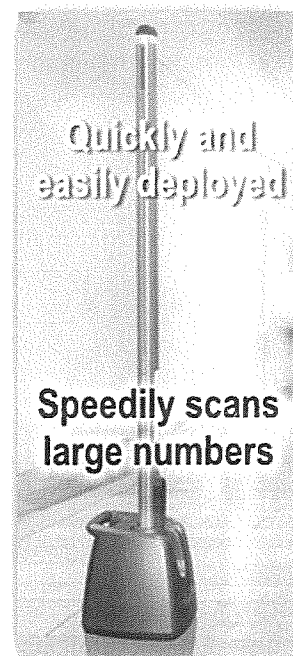


CellSense

CellSense, by MetraSens, is a proven system for detecting the presence of cell phones in or on the body, even if the phone is switched off. Operational prison deployments have demonstrated it to be reliable, accurate and effective. It has the advantage of also detecting other contraband items such as shanks, knives and small blades.

Rapid and un-announced deployment and the ability to scan up to 40 individuals per minute means that it is clearly the most cost effective and flexible cell phone detector available worldwide. It can even be deployed covertly since it has the ability to scan through walls.

CellSense is designed to detect moving items and will not false alarm on static metal items. An officer carrying keys etc. is able to stand close to CellSense and providing they remain still the system will not false alarm.



Mobile Forensic Examiner PLUS

To assist the County in analyzing cell phone data, ICSolutions can offer Mobile Forensic Examiner PLUS® (MPE+) from AccessData. MPE+ is a market leading stand-alone mobile forensics software solution that delivers an intuitive interface, data visualization and smart device support in a single forensic interface. MPE+ supports even the most challenging mobile device profiles and features advanced carving, deleted data recovery, SQLite database browsing, advanced analysis, filtering options, and limitless possibilities with built-in query and script building.

Additional Value Added Features

In addition to the investigative features described above, ICSolutions is offering several product lines to **efficiently manage inmates from booking to release** – including ICSolutions' Inmate Voicemail, Access Corrections' Deposit Services, Enhanced Integration Services with Keefe, and more. These integrated services enhance the investigative abilities of your staff, and can in some cases also reduce the amount of paperwork, cash-handling, and other administrative duties that jail staff must perform to support inmate services.

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 Collect 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 Collect 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 Collect 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 DaySM

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	1661046	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	Message for inmate 4519				
	Notification	27766	1661434	LOYD, HENRY	ICS	Visitation hours will be extended to 8:00PM on Friday, March 10, 2017.				
	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.

Funding Announcements

The ENFORCER® can automatically notify inmates when funds have been added to their Debit calling account, or to a Prepaid calling account that is tied to a telephone number the inmate has called in the past. Announcements are automatically generated by The ENFORCER® system and delivered to a secure voice mailbox that can be accessed only by the designated inmate with the appropriate PIN.

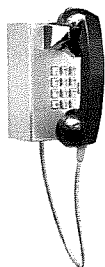
Visitation Phone Recording & Scheduling

The ENFORCER® system also offers the ability to provide recording and monitoring for the facility's visitation booths. Visitation booths will be assigned a station ID to allow access to the conversations and recordings using the same search tools used for locating inmate phone conversations for review. All listening and recording playback is performed using the same workstation used for other administrative and investigative tasks.

The call recording system will operate and interface with the visitation telephone instruments the same as the inmate phones – which includes enabling live monitoring and call recording of all non-confidential visitation calls. Tracking will be accomplished by inmate PIN, as the inmate will be prompted to enter their inmate PIN at the beginning of the call. Each phone will be identified by pod or visitor location in the system, just as it is for the inmate phone system.

INMATE CALLING SOLUTIONS

In addition, all visits that take place using visitation phones can be scheduled through The Visitor, our visitation scheduling module that is built into The ENFORCER®. The Visitor™ visitation management system is a multi-functional tool that **streamlines all visitations**, including the County's **traditional visitation needs, such as contact, face-to-face or across-the-glass visits**. This comprehensive visitation management tool offers the ability to customize facility rules and automate facility visitor registration and visitation scheduling, which ensures consistent administration of all visitations provided at the County facilities.



Wintel 7005SS

The phones typically used will be Wintel 7429VST on the visitor side and the Wintel 7005SS on the inmate side. Both are stainless steel miniphones, but the 7005SS has a keypad for the inmate to enter their PIN during the set-up for the conversation.



Wintel 7429VST

Access Corrections Product Suite

ICSolutions can offer deposit and payment services from our **Access Corrections** line of products (also available from Keefe). Access Corrections is a **provider** for **phone and web trust fund deposit services**, but can also accept cash deposits at walk-in retail providers, such as Family Dollar and Dollar General, or through lobby kiosks. These services will reduce the amount of cash-handling, and other administrative duties that County staff must perform to support inmate services. These Access Corrections services and more are described below:

Intake Kiosks

The Access Secure Intake kiosk provides an efficient, self-service method of collecting arrestees' money during the booking process. Arrestees use a simple touch-screen interface to deposit their cash, which remains safely secured within the kiosk until it's removed. Online tools manage the flow of funds from the kiosk to the arrestee account to the bank. Additionally, the kiosk features a credit / debit card reader to allow arrestees to fund their trust fund accounts or bail themselves out. The kiosk's driver's license reader automatically populates information, providing a more efficient, more accurate ID of the arrestee.

Lobby Deposit Kiosks

Lobby Deposit Kiosks are multi-functional kiosks that allow visitors to add funds to an inmate's commissary/trust account using cash, credit card, or debit card. Multiple accounts can be funded with one transaction. This provides convenience for friends and families, saves time, and increases funding for inmate accounts—and commission revenues for the County. These kiosks are part of the total **Secure Deposits** package which includes deposits via the web and by telephone that ICSolutions provides through our partners at Access Corrections—one of our partners in the Keefe family of companies.

Secure Deposits

With Secure Deposits, inmates' family and friends can deposit funds in many convenient ways, which results in increased trust fund balances that allow inmates to spend more and, ultimately, increases commission revenue to your agency. The best part is, this service is completely FREE to your agency. There are many benefits to Access Secure Deposits:



- All funds deposited to the inmate's account are guaranteed.
- The need for agency staff to handle cash and money orders is eliminated.
- Reconciliation time is reduced.
- Workload of mail room and accounting staff is reduced.
- Exposure to fraud/counterfeit money is eliminated.
- The kiosk takes a photo of each depositor for potential investigative purposes.
- Funds are posted in real-time.
- Optional revenue generation.
- Data Detective software automatically identifies and demonstrates relationships of individuals who have interacted with multiple inmates.
- **The same convenient service can be used for probation, parole, and other court-ordered payments.**

Secure Deposit Payment Options

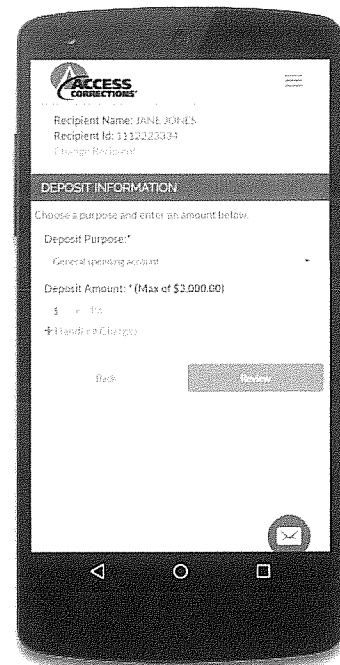
TOLL-FREE NUMBER: Users can call 866.345.1884 to reach a bilingual customer service agent at one of our call centers any time day or night.

ONLINE: Users can visit accesscorrections.com or download our mobile app to set up a personal account, make deposits any time and access deposit history information. Live-chat customer support and program details are also available.

LOBBY KIOSK: Self-service lobby kiosks allow users to make deposits without involving your agency's personnel. Our kiosks accept cash, credit and debit cards, and are equipped with a security camera that photographs all users. We handle all cash management and kiosk maintenance as part of the service. The kiosk is provided at no cost (minimum transaction required).

MONEY ORDER LOCKBOX SERVICE: Using our Lockbox Service, users who do not have a credit or debit card can submit a deposit form and money order via mail. We process and post the deposits within about 48 business hours of receipt.

WALK-IN: Users can make cash deposits at one of our many retail partners. Many customers are likely already using these retailers to make utility, cell phone and cable payments, and now can make deposits.



INMATE CALLING SOLUTIONS

Bail Bonds and Other Payments

Secure Deposit allows inmate's family and friends to make multiple types of deposits through the Lobby Deposit Kiosk or online. The kiosk offers deposits by purpose, allowing payment for bail, fines, medical visit fees and more.

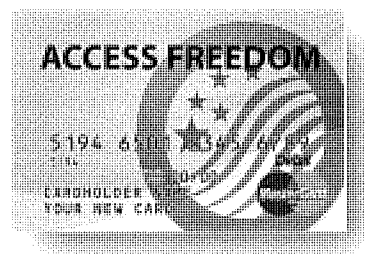
The deposit services system can interface to external party companies, such as government payment services, allowing friends and family access to additional services through a trust single point portal.

This solution reduces paperwork and staff time for deposits. The County has control over how much can be deposited for different purposes. For example, the County can set a higher deposit limit for bail payments than trust fund deposits or other payments. Additionally, because the system posts bail deposits in real-time, detainees can bail out before being processed, saving you time and money.

These services are provided at no cost to the County.

Debit Release Cards

ICSolutions can provide MasterCard-branded release cards for inmates, eliminating the need for facilities to cash on-site at the County for trust and phone account refunds. Our program equips the released inmate with a fully functional and featured bank card helping them get established back in the financial world. ICSolutions will provide all pre-paid, MasterCard branded cards for the program free of charge to the facility. Each program carries the following advantages:



Access Freedom Debit Card Benefits

- Eliminate Checks/Cash
- Worldwide Access to ATM's
- Immediate Funds Availability
- Real Time Transactions Account Info Available Online
- Reduces Lost Checks/Fraud
- Mobile App, coming soon
- Eliminates Check Cashier Fees
- Robust API for system to system integration
- Simplifies Bank Account Reconciliation
- Re-Loadable Card
- Security of PIN Protected Card
- Allows for Direct Deposit to a US Bank Account

The debit release card is provided through our partnership with Rapid Financial Solutions. Our debit card carries the MasterCard logo and can be used worldwide. The card will be immediately activated at the time the funds are loaded on to the card and a PIN code will be provided to the cardholder. There are no extra steps required to activate the card. This provides the cardholder with immediate access to their funds.

Our debit card is also part of a national surcharge free network – Money Pass. This means that the cardholder can get cash via an ATM without paying additional surcharge fees, when using a participating MoneyPass ATM at such convenient locations as Credit Unions, National Banks or Wal-Mart store ATMs. This debit card allows inmates with or without a bank account access to their money 24 hours a day at ATM locations and Point-of-Sale locations worldwide.

In addition to the MoneyPass ATM network, our debit cards also provide the cardholder the ability to remove the total balance of their card for FREE by visiting any financial institution that is a MasterCard principal member and asking for a cash advance for the balance of their card.

Inmates can access their cash for free at Cash Back Point-of-Sale locations anywhere in the world. The facility can load the card with as little as \$0.01 or as much as \$9,700.00. There is no fee to load the card. All funds are on deposit at an FDIC insured bank. Every inmate qualifies for this program and can be issued a debit card regardless of immigration status.

Direct Link Cardless Debit

ICSolutions is a Keefe company; therefore, because your facility is using Keefe's KeepTrak™ Inmate Banking software, ICSolutions can provide your facility with a ***unique integration between your inmate phones and commissary systems***. The ENFORCER® is equipped with a web-service interface to the Keefe KeepTrak 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 place 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.

This 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.

Over-the-Phone Commissary Ordering

ICSolutions' unique integration between our inmate phones and the Keefe Commissary and Banking system also **enables inmates to complete their commissary ordering via the inmate phones**. This will save your staff countless hours of time distributing and collecting order sheets; speed up order processing; and will make tracking and reporting of orders and payments easier and automated. If you implement Inmate Kiosks in the future, Over-the-Phone Commissary Ordering will supplement commissary ordering by kiosk – providing another way for inmates to access their Trust Accounts and Commissary system.

INMATE CALLING SOLUTIONS

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User Applications, Records & Reporting

1. Websites and web applications provided by the vendor are subject to approval of the Sheriff.

ICSolutions Response:

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

2. All records, data, and administration functions for inmate telephones, video visitation, and tablets shall be accessible to Jail staff using a single user interface, with a single set of log-in credentials.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is proposing our single ITS Platform, The ENFORCER® that offers a single interface and single sign-on for inmate telephones video visitation and tablets. Facility staff will use just **one login to The ENFORCER®** to manage and investigate activities on all of the ICSolutions-provided software.

3. Vendor shall be responsible for maintenance support on a twenty-four (24) hours per day, seven (7) days per week basis. All support personnel must be capable of completing a security screening prior to admittance to the facility. The phone support shall be available to accept calls regarding maintenance twenty-four (24) hours a day, seven (7) days a week.

ICSolutions Response:

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

ICSolutions has assembled a seasoned team of account management, technical support and repair personnel to support all of your facility's ongoing service needs. In keeping with the company's mission, the support team is dedicated to customer satisfaction and **our primary goal is to provide continuous, reliable system performance throughout the contract term.**

**Complete Service at
no cost to the County**

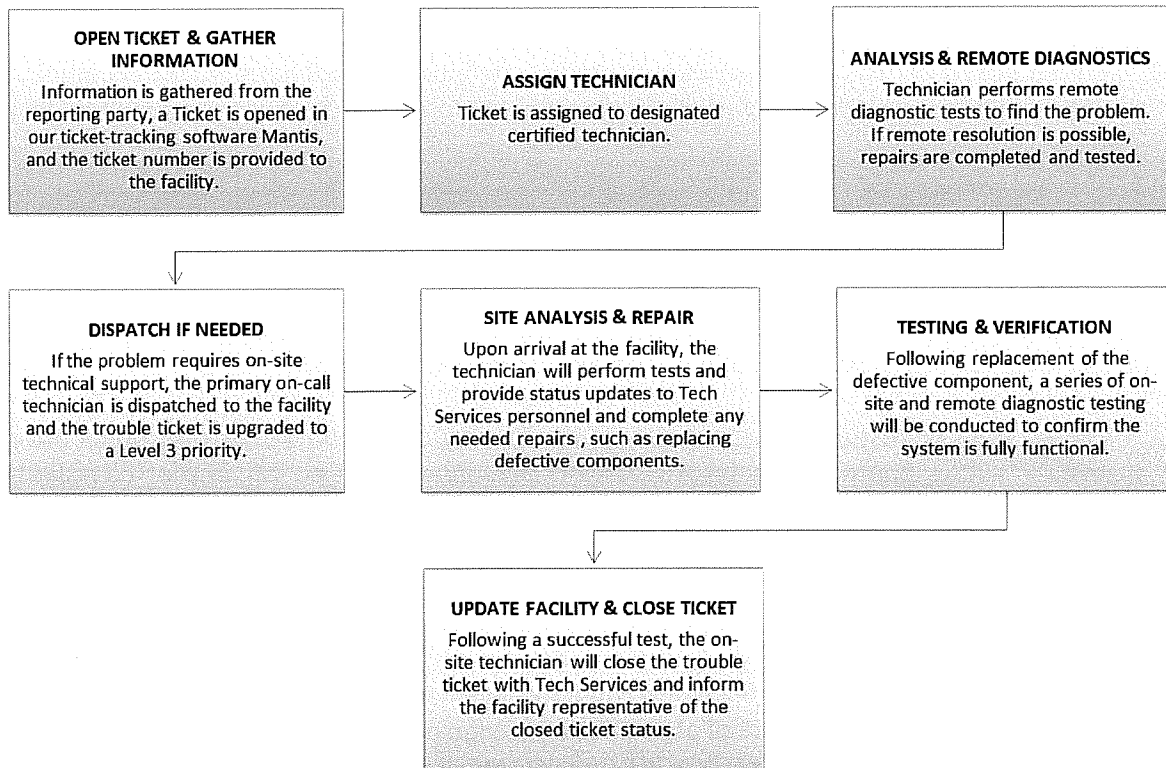
ICSolutions' proposal includes full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of your The ENFORCER® telephone system. Our commitment extends to all systems, telephones, software, and peripheral hardware. This level of support is part of our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

All support personnel will be subject to the security screenings required by the County, in addition to the standard screenings required by ICSolutions.

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 telephone system and can provide technical support, perform remote diagnostics, or dispatch a technician to the facility if the problem cannot be fixed remotely.

Mantis Trouble Ticketing

The ICSolutions' Mantis trouble ticketing system will be used to enter ticket-specific data by Technical Services, which automatically updates the facility on repair progress via phone, email, or fax. Anytime a service event occurs, or action is taken on the event, the trouble ticket is automatically updated with a status event change.

 **Easy, real-time, online**
Trouble Ticket
Tracking
With Mantis

Technicians can also manually log comments or action taken for service events. Upon request, historical trouble reporting data can be provided in report format for facility review. Mantis maintains a thorough account of all trouble tickets issued by the ICSolutions' Technical Services Center (TSC) for the life of the contract. Trouble tickets may also be initiated and viewed remotely by authorized facility personnel via our web-based tracking tools. Facility personnel may print reports from Mantis at any time that show any time a trouble ticket was opened, which would include scenarios such as telephone repairs, inmate telephone system trouble tickets system reboots, system upgrades.

Main | My View | View Issues | Report Issue | Change Log | Roadmap | My Account | Logout

Issue # Jump

Reporter:	Monitored By:	Assigned To:	Category:	Severity:	Resolution:	Profile:
any	any	any	any	any	any	any
Status:	Hide Status:				Priority:	Target Version:
any	closed (And Above)				any	any
Show:	View Status:	Show Sticky Issues:	Changed (first):	Use Date Filters:	Relationships:	
SO	any	Yes	6	No	any	
Platform:	OS:	OS Version:	Tags:			
any	any	any				
Groups:						
any						
RTN	Consumer or Person Reporting Problem	Hold Expires	Investigation Number	Target Date	Vendor Ticket	
any	any	any	any	any	any	
Note Box:	any	Sort by:	Updated Descending			
Search	Apply Filter	Advanced Filters	Create Permission	Reset Filter	Save Current Filter	

Viewing Issues (1 - 6 / 6) [Print Reports] [CSV Export] [Excel Report]

P	ID	#	Category	Severity	Status	Updated	Summary
<input type="checkbox"/>	0020104	6	Enforcer	minor	assigned (scastillo)	2012-10-19	Setup Phone Complaint Line
<input type="checkbox"/>	0022647	2	EHF Interface	minor	assigned (jpoatesch)	2012-06-07	DLT issues on admco91, e: Auth Confirmation was returned blank.
<input type="checkbox"/>	0022510	10	Enforcer	minor	assigned (jpoatesch)	2012-06-05	Adams County: message is "please stand by" and never connects
<input type="checkbox"/>	0019096	17	Network	major	assigned (alanadin)	2012-05-29	EOC message undelivered to other
<input type="checkbox"/>	0020139	5	Enforcer	minor	assigned (jpoatesch)	2012-02-28	admco is occasionally losing EOC messages
<input type="checkbox"/>	0009853	6	Enforcer	minor	on hold (thouston)	2011-12-06	Change File destination from FORNAX to Enforcer server. Strange file format

☐ Select All Move

Priority Schedule

The following Priority Schedule defines our service commitment offered each one of our clients. Specific terms can be customized to meet special needs of the County.

Priority Level 1	<ul style="list-style-type: none"> Multiple Housing Units not operational Multiple intake phones out of service Entire System Failure 	Remote diagnostics and repair will begin within 1 hour
Priority Level 2	<ul style="list-style-type: none"> One entire Housing Unit not Operational One intake phone not working Technical or Recording Failure Recording Access Failure Server Capacity Warning Commissary Interface Failure 	Remote diagnostics will begin within 1 hour Repair will begin within 8 hours
Priority Level 3	<ul style="list-style-type: none"> One of multiple phones in a Housing Unit Not Operational 	Repair will begin by the end of the 2nd Business Day

INMATE CALLING SOLUTIONS

Due to the sophisticated nature of The ENFORCER® system, TSC personnel can conduct an array of non-intrusive remote diagnostic tests that will quickly pinpoint 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.



**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: lc Coleman@icsolutions.com	None
Level Two	George Langdin Technical Services Manager Direct: 210-477-7320 Cell: 210-373-0620 Email: glangdin@icsolutions.com	Mike Kennedy Account Manager/VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkenedy@icsolutions.com
Level Three	Brian Dietert Director of Operations Direct: 210-477-7340 Cell: 832-561-8010 email: bdietert@icsolutions.com	Mike Kennedy Account Manager/VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkenedy@icsolutions.com
Level Four	Brendan Philbin Vice President Product Development Direct: 210-581-8102 Cell: 408-838-1157 email: bphilbin@icsolutions.com	Mike Kennedy Account Manager/VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkenedy@icsolutions.com
Level Five	Tim McAteer President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 email: tmcateer@icsolutions.com	Mike Kennedy Account Manager/VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkenedy@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.

Local Field Service Technicians

Service is further enhanced by the use of certified local and regional technical support personnel. In addition, we maintain a local supply of system components and replacement parts to minimize the time to service restoration. The County will be served by a designated number of local primary field service technicians, and additional local technicians will be assigned as backups upon contract award.



All field service technician employees undergo a **40-hour system and network training certification** based in San Antonio, TX. The training includes but is not limited to administrative interface, system software, preventative maintenance, wiring, and telephone installation.

Regular Account Reviews

Mr. Mike Kennedy will schedule Account Review meetings with the County periodically throughout the contract to receive feedback, discuss ways to improve processes, review ticket histories and service requests to be sure that ICSolutions' service is meeting the County's expectations, demonstrate new applications and more. These regular face-to-face meetings will enable Mr. Kennedy to continuously improve and adapt ICSolutions' service to the County to maximize the County's satisfaction throughout the contract term.

4. Vendor shall provide end-users with multiple channels of communication with Vendor including but not limited to: 24x7x365 customer service via telephone, online account access and email. Vendor's telephone option shall allow the end user to reach a live Vendor representative at any time.

IC Solutions Response:

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

ICSolutions' **live customer service** is available 24 hours a days, 365 days a year. Through our toll-free call center, customers will be connected to our knowledgeable customer service representatives who can help with billing questions, account setup, account status, payments, and more. Our customer service representatives can offer multi-lingual assistance, including both English and Spanish. We invite the County to contact us anytime at the number or website below to compare ICSolutions' service to our competitors.



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

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

Customer service can also be reached by email using the contact form on our user-friendly website.

5. Vendor shall provide end-users with an automated method for blocking their telephone number for calls from the facility during the call acceptance process.

IC Solutions Response:

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

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

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

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

The screenshot displays the 'Global Number Edit' interface for the number 1-202-321-0221. The interface is divided into three main sections: General Information, Access Control, and Features.

- General Information:**
 - Number: 1-202-321-0221
 - Speed Dial: (empty)
 - Dial Pattern: (empty)
 - Site: All
 - Category: (empty)
 - Inmates w/PAN: 0
 - Last Updated: 07/11/2017 13:33 By: bclark
 - Name: Bailey, Roscoe
 - Description: ICS Block
 - Address: (empty)
 - Line 2: (empty)
 - City: (empty)
 - State: (empty)
 - ZIP: (empty)
- Access Control:**
 - Call Type: All
 - Block Type: Not Blocked
 - Block Voicemail: (checkbox)
- Features:**
 - None
 - Edit Features
 - Edit Alerts

A dropdown menu is open under the 'Block Type' field, showing the following options: Facility, Security, Keypad, One Call, Accounting, OMS Block, and ICS Block. The 'Keypad' option is currently selected.

Global Number Edit – Keypad Block

- Vendor will store all call data and records, including all attempted and completed calls for the life of the agreement. The County will have access to all call records from all workstations and remote access computers, based on user access levels. Phone call and video visitation recordings will be stored at a length of time determined by state law.

IC Solutions Response:

IC Solutions has read, agrees, and will comply with the requirements as stated. All visitation and call data and call recordings, including any recordings from non-video visitations, will be stored for the duration of the contract at no cost to the County. Any video visitation recordings will be stored for the duration required by the contract, which will be in compliance with State law.

7. All call records, call and visitation recordings, documentation, reports, data, etc., contained in ITS are property of the County. The Vendor will ensure that workstations shall become the property of the County after expiration, cancellation, or termination of the agreement so that the County will continue to have access to all the call records, visitation recordings, documentation, reports, data, etc. The Vendor shall provide the information (call records, visitation recordings, documentation, reports, data, etc.) to the County in a workable, software compatible format at no cost to the County.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. A transition situation at the end of a contract will be very easy because ***all ICSolutions call recordings and data are available in non-proprietary formats.***

ICSolutions will manage the transition with the incoming vendor so that the County will have continued access to all data and recordings after the contract has ended. At no cost to the County, ICSolutions can provide continued access to online call and visitation call recordings, and all associated call data, stored at our data center, which will remain accessible for the retention period designated by the County. At all times, all call recordings and call data are the property of Tehama County.

To allow for easy access to the data and call recordings, ICSolutions will also leave behind a workstation and related components that meet the County's requirements for this contract. From the provided workstation, County personnel can access the ENFORCER® software GUI (using login credentials that will be maintained by ICSolutions). This access will enable authorized County users to use the ENFORCER® GUI to search the call data and call recordings, play back and transfer recordings, run reports, export data, etc. – all using the same familiar ENFORCER® interface they used during the contract period.

Because the call data and recordings are available in non-proprietary formats, the County can also export the files into other formats and systems. If the incoming inmate phone vendor is willing to transfer the data into their own system, for example, they should be able to read the data and play back call recordings.

If the County would prefer to import existing data into the new vendor's platform, ICSolutions will work closely with the County and the incoming vendor to configure a solution at no cost to the County. Prior to the transition, ICSolutions will provide sample data in a universal file format to the incoming vendor. We will also work with the new provider to verify that all data has been exported accurately and completely. Once all quality assurance and testing procedures have been completed, we will export the existing data in the County's ENFORCER® system to your new provider. Types of data that will be exported include archived recordings, call detail records, and information contained within the County's phone list database, such as blocked numbers, etc.

8. Vendor will work with the county, its designated agent, and the incumbent Vendor to ensure an orderly transition of services and responsibilities under the agreement to ensure the continuity of the services required by the county.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions acknowledges that prior to the expiration of this contract the County may select another Inmate Telephone Service Provider (ITSP) through the competitive bid process. We guarantee that we will cooperate in an orderly transfer of responsibility and services to the incoming vendor, in order to minimize disruptions of service and commissions during the transition.

All call records, recordings, documentation, reports and data of any kind contained within the ENFORCER® will become the property of the County. Any and all workstations, as well as inside wiring, will also become property of the County at the expiration of this contract.

Prior to the transition, ICSolutions will work closely with the County and the incoming vendor to schedule the timely removal of all ICSolutions onsite equipment at each of the County's facilities. This schedule will ensure minimum disruption of service to the facilities. Depending upon the implementation plan and timeline of the new vendor, removal of onsite equipment, such as ADTRAN IP Gateways, network switches, UPS systems and inmate telephones, may be staggered by facility and even by specific areas within a facility.

ICSolutions understands that the County will have the authority to define export data formats, storage media type (if required), locations to where the data will be delivered, and any other special criteria to ensure the success of the data transition.

9. The ITS shall provide the capability to copy the conversations onto a CD/DVD or other storage device in audio or MP3/data format with tamper free capabilities.

ICSolutions Response:

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

Exporting Call Detail Records and Recordings

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.

INMATE CALLING SOLUTIONS

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, Speex, etc.) in which to save the recordings.

Showing 1 to 4 of 4 entries

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

Select Call Records to Export

Inmate ID, Last Name, CSN or Phone Number

12/31/2014 01/01/2015

Quick Searches ☐

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 the **Burn** or **Save** button.

Inmate ID Last Name CSN or Phone Number

12/31/2014 01/01/2015

Quick Searches

Showing 1 to 132 of 132 entries Previous 1 Next

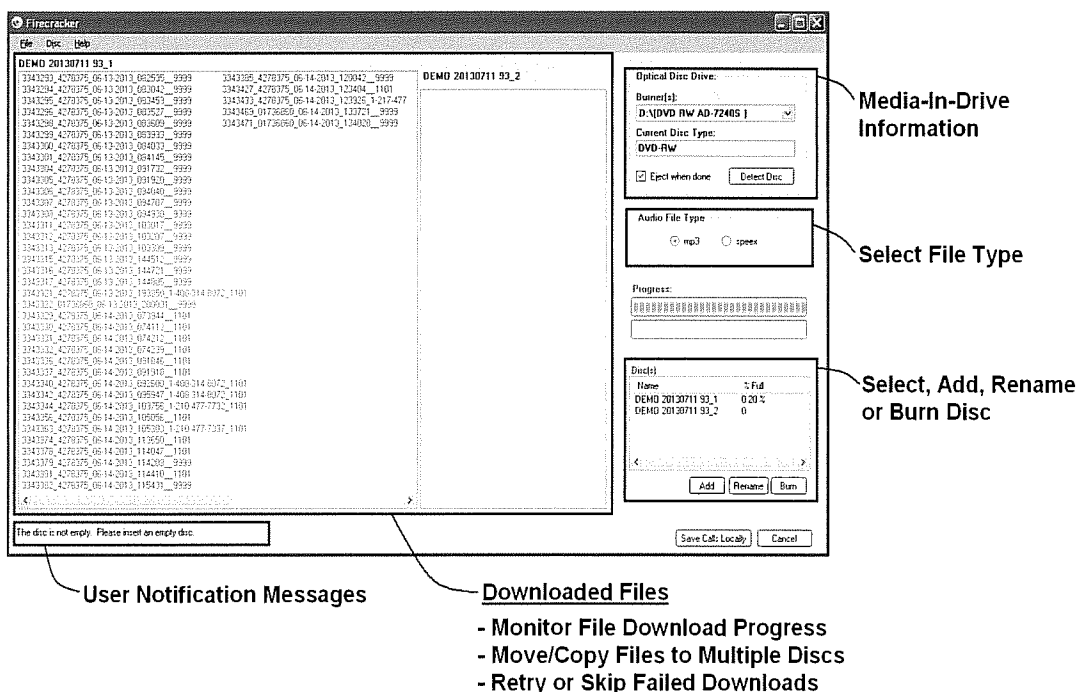
	Play	Notes	Start Time	CSN	Inmate ID	Last Name	Phone Number	Call Type	Tariff Band	Station	Talk Secs
<input checked="" type="checkbox"/>			01/01/2015 04:30:07	52751113	39547	PIPER	1-202-449-4462	Collect	IntraLata Intrastate	INTAKE 1 R	210
<input checked="" type="checkbox"/>			01/01/2015 08:10:24	52751125	2530	LEFEVRE	1-202-449-4462	Debit	Local	C LL	903
<input checked="" type="checkbox"/>			01/01/2015 08:31:21	527511312	2570	LEFEVRE	1-202-449-4462	Debit	IntraLata Intrastate	C LL	323
<input checked="" type="checkbox"/>			01/01/2015 08:37:56	52751132	2570	LEFEVRE	1-202-449-4462	Debit	Local	C LL	903
<input type="checkbox"/>			01/01/2015 08:46:00	52751230	38746	BALDRIDGE	1-505-449-4462	Prepaid	InterLata IntraState	E LL	889

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

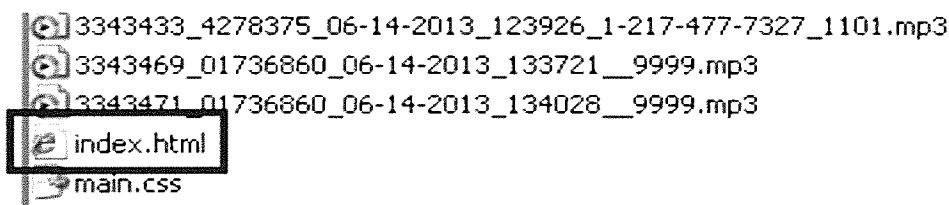
INMATE CALLING SOLUTIONS

Once selected, The ENFORCER® opens the Firecracker application window. From the application window, personnel have the option to:

- Burn recordings to CDs or DVDs, which provide much larger storage capacity
- Download files in either mp3 or speex (.spx) format, and then move selected files to different discs to perform multiple burns
- Receive notification of any download errors, and then retry the files with errors
- Save mp3 or speex files to your local computer



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



Index File Saved with Call Recordings

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

ICS Player Control

Recording Index

CSN	Billing ID	Site	Site Name	Off Hook	End Type	Inmate ID	PIN	Lastname	Firstname	Sup type	Phone number	Card Number	Bill Start Time	Call Type	Bill Secs	Billed Time	Surcharge	Station ID	Station Name
33434710	2851	Demo County	2013-06-14 13:40:28	Normal		01736860		SMITH	ANTHONY	0	1-210-477-7399		2013-06-14 13:40:28	37	0	2.25	9999	TEST STATION	0
33434690	2851	Demo County	2013-06-14 13:37:21	Normal		01736860		SMITH	ANTHONY	0	1-210-477-7399		2013-06-14 13:37:21	37	0	2.25	9999	TEST STATION	0
33434330	2851	Demo County	2013-06-14 12:39:26	Call Disconnected		4278375	1234	TEST	ICS	1	+2174777327		2013-06-14 12:39:41	3	0	3.95	1101	DORM 103 RIGHT	990010
33434270	2851	Demo County	2013-06-14 12:34:04	Preanswer Hangup		4278375	1234	TEST	ICS	1			2013-06-14 12:34:04	36	0	0.00	1101	DORM 103 RIGHT	0
33433850	2851	Demo County	2013-06-14 12:00:42	Normal		4278375		TEST	ICS	0	1-210-477-7399		2013-06-14 12:00:42	37	0	2.25	9999	TEST STATION	0

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

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.

INMATE CALLING SOLUTIONS

Exporting Video Visitation Recordings

Authorized users will be able to search visitation data and download and export recorded files in MP4 format from the Visitation Records screen.

THE ENFORCER® Boone County Sheriff's Office User: claudimier (374207) Copyright 2003-2017

Navigation: Inmate, Global Numbers, Accounts, Monitor, Call Detail, The Visitor™, Visitation Detail, Reports, Site Admin, ICS Admin, Tools, Logout

Visitation Records

Display ID: Last Name, Visit ID, or Email: [Search] [Clear] More Search Criteria

Date Range: 05/11/2017 00:00:00 to 05/18/2017 23:59:59 More Search Criteria

Quick Searches: Load Save Delete Show All

End Type: Visit stopped by time limit Visit stopped by visitor

Buttons: Save Changes Download Keep Video Change Columns Reset Columns Export Print

Showing 1 to 100 of 265 entries Previous 1 2 3 Next

Action	CSN	Visit ID	Scheduled Start	Actual Start	Duration	Scheduled End	Actual End	Visitor ID	Visitor	Visitor Station	Inmate ID	Inmate	Inmate Station	Additional Visitors	End Status	Visitation End Type
[Action]	61420375	24179	05/18/2017 10:52	05/18/2017 10:30	24:12	05/18/2017 10:52	05/18/2017 10:51	14686	COFFEEBERRY, JESSIE	V04	145073113	McClane, Patrick	A		Visit completed	Visit stopped by time limit
[Action]	61420376	24147	05/18/2017 10:30			05/18/2017 10:52	05/18/2017 10:39	14686	CLAYTON, CHAD		145073067	Butherford, Brandon	E		Visit missed	Visit stopped by inmate
[Action]	61420375	23756	05/18/2017 10:00	05/18/2017 10:00	25:02	05/18/2017 10:32	05/18/2017 10:25	14671	TURNER, JEFFREY	V04	145073135	Hammons, Randy	D		Visit completed	Visit stopped by time limit
[Action]	61420313	24127	05/18/2017 10:00	05/18/2017 10:00	25:02	05/18/2017 10:25	05/18/2017 10:25	14671	GARCIA, MIKEY	V01	2000000000000	Lee, Jonathan	A		Visit completed	Visit stopped by time limit
[Action]	61420375	24182	05/18/2017 09:26	05/18/2017 09:26	18:52	05/18/2017 09:55	05/18/2017 09:25	14671	STEINER, DAVID	V01	145073724	Winkle, Jeffrey	F		Visit completed	Visit stopped by time limit
[Action]	61420375	24186	05/18/2017 09:09	05/18/2017 09:09	19:32	05/18/2017 09:25	05/18/2017 09:25	14541	FRANKE, JASON	V03	145073200	Franks, Brian	C		Visit completed	Visit stopped by time limit
[Action]	61420375	24183	05/18/2017 08:20	05/18/2017 08:40	14:50	05/18/2017 08:52	05/18/2017 08:55	14671	STERN, DAVID	V04	145073464	Edwards, Billy	C		Visit completed	Visit stopped by time limit
[Action]	61420375	24149	05/17/2017 21:30	05/17/2017 21:30	25:02	05/17/2017 21:55	05/17/2017 21:55	14284	CRUDIN, MICHAEL	V01	145073165	Crudin, Michael	E		Visit completed	Visit stopped by time limit
[Action]	61420375	24150	05/17/2017 21:30			05/17/2017 21:55	05/17/2017 21:33	14676	WILLIAMS, KAREN	V04	2000000000000	Garcia, James			Visit missed	Visit stopped by visitor
[Action]	61420375	24133	05/17/2017 21:30	05/17/2017 21:30	25:02	05/17/2017 21:55	05/17/2017 21:55	14676	MILLER, DONALD	V02	145073026	Albright, Bonnie	C		Visit completed	Visit stopped by time limit
[Action]	61420375	24127	05/17/2017 21:30			05/17/2017 21:55	05/17/2017 21:33	14676	MILLER, STACEY	V04	145073470	Cox, Andy			Visit missed	Visit stopped by visitor
[Action]	61420375	24122	05/17/2017 20:00	05/17/2017 20:00	21:14	05/17/2017 20:25	05/17/2017 20:25	14280	WILLIAMS, KAREN	V03	145073067	Butherford, Brandon	E		Visit completed	Visit stopped by time limit
[Action]	61420375	24148	05/17/2017 19:30			05/17/2017 19:52	05/17/2017 19:49	14676	FRANKLIN, CHRISTOPHER	V04	145073082	Engelhardt, Jim			Visit missed	Visit stopped by visitor
[Action]	61420375	24138	05/17/2017 19:00	05/17/2017 19:00	25:02	05/17/2017 19:25	05/17/2017 19:25	14280	WILLIAMS, HILLARY	V04	2000000000000	Cox, Brian	A		Visit completed	Visit stopped by time limit

Download Visit Recordings – Visitation Records Screen

Searching Records and Recordings

Visitation records are searchable by any factor of the visit, such as:

- Inmate ID
- Inmate or Visitor Last Name
- Visit ID
- Visitor's Email
- Date ranges
- End Status
- End Type
- DNR settings
- Privileged settings
- High Profile settings
- Duration
- Visitation location
- Visit Type
- Station Group
- Station Name
- Visitor Location

Exporting Recordings

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."

Visitation Records

Inmate ID Last Name Visit ID or Email

Date Ranges

Quick Searches

End Type: Visit stopped by time limit Visit stopped by visitor ☒ *

Showing 1 to 100 of 240 entries Previous 1 2 3 Next

	Action	CSN	Visit ID	Scheduled Start	Actual Start	Duration	Scheduled End	Actual End	Visitor ID	Visitor	Visitor Station	Inmate ID	Inmate	Inmate Station	Addit
<input checked="" type="checkbox"/>		61561128	38558	07/24/2017 21:00	07/24/2017 21:06	16:48	07/24/2017 21:25	07/24/2017 21:25	11467	BIRGE, ASHLEY	V04	000000012383	Black, Travis	E	
<input type="checkbox"/>		61561020	38527	07/24/2017 20:30	07/24/2017 20:30	25:02	07/24/2017 20:55	07/24/2017 20:55	12109	SMITH, LISA	V04	200700021612	Smith, Brandy	B	
<input type="checkbox"/>		61561071	38525	07/24/2017 20:30	07/24/2017 20:30	25:02	07/24/2017 20:55	07/24/2017 20:55	11433	HENNEY, KYLE	V02	140032706	Thompson, Justin	E	

Visitation Records – Download Recordings

After being downloaded, the authorized user can burn it to a DVD. The workstations provided by IC Solutions will have the ability to burn recordings to DVD.

The below picture shows a recorded visitation during playback in The Visitor™ module, with the ability to download the video:

Powered By THE ENFORCER

IC Solutions Advanced Technology

CSN: 7373545
Inmate ID: 45592
Inmate Name: BARKER, KEVIN
Inmate Station: Inmate Kiosk 1

Visitor Name: DUSIN, BEN
Visitor Station: Visitor Kiosk 1
Call Date: 07/27/2016 06:00PM

volume: 100% speed x1.00

00:17:27 / 00:24:29 Go to...

No saved notes / bookmarks.

Playing

Recorded Video Visitation - Playback

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

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® system provides centralized reporting capabilities that enable facility users to generate custom reports in **real-time, with no intervention necessary** from ICSolutions. Users may access these reports on-demand or schedule the reports to be automatically generated on a pre-defined schedule.

A facility user can generate real-time "ad hoc" reports by defining his/her own query based on data of interest – allowing **instant access** to any report you could ever need. Custom search parameters can then be saved for use again in the future. The search can be saved for just the individual user who set up the parameters, or globally for use by all authorized users.

Call detail records are stored on the system hard disks for the entire contract duration to provide the facility **with immediate access to historical call information throughout the contract term**.

Each call attempt results in the creation of a call detail record. The record includes extensive information about the call that can be queried, including the following:

- Date of call
- Start Time of Call
- End Time of Call
- Call Duration
- Called Number (ANI)
- Station & Trunk ID
- PIN (if applicable)
- Disposition of Call (accepted, denied, incomplete etc.)
- Call Termination Reason
- Call Charges (if accepted)
- Recording indicator
- Three-way call detect indicator

The ENFORCER® has extensive search capabilities which can be used by any user with a valid password and the appropriate permissions – whether they log in remotely or from an onsite workstation. Call detail records are stored on the system hard disks for the entire contract duration to provide the facility **with immediate access to historical call information throughout the contract term**.

The system also comes preconfigured with an extensive list of standard reports. And, although it's easy to define your own report parameters in The ENFORCER®, ICSolutions is happy to assist by creating any new, customized reports that are desired.

The following screen details the customization options available for call detail reports. Samples of the most commonly used reports are provided in **Exhibit D** of this proposal.

INMATE CALLING **THE ENFORCER®** **DEMO**
User: apetterson (V 4070.231-f)
Copyright 2005-2016

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

Call Records

Inmate ID Last Name CSN & Phone Number

09/01/2016 09/08/2016

Quick Searches

Call Detail – Search Call Records

Numerous additional fields are stored within each call record and can be used to further customize reports and recording searches as shown below:

Call Details

11/26/2014 12/02/2014

Quick Searches

Showing 1 to 300 of 2,512 entries

Play	Notes	Start Time	CSN	Inmate ID	Last Name	First Name	Phone Number	Sep Type	Alert
<input type="button" value="Play"/>		11/26/2014 08:22:12	52500840	34927	MCML				
<input type="button" value="Play"/>		11/26/2014 08:33:57	52500841	34927	ROCH HUER				
<input type="button" value="Play"/>		11/26/2014 08:35:54	52500842	34927	MANE				
<input type="button" value="Play"/>		11/26/2014 08:47:06	52500843	34927	LUNT				
<input type="button" value="Play"/>		11/26/2014 08:47:29	52500844	34927	KIRKI				
<input type="button" value="Play"/>		11/26/2014 08:54:13	52500845	34927	MICKE				
<input type="button" value="Play"/>		11/26/2014 08:57:44	52500846	34927	FRED				
<input type="button" value="Play"/>		11/26/2014 09:01:14	52500847	34927	ROBE				
<input type="button" value="Play"/>		11/26/2014 09:14:46	52500848	34927	MOR				
<input type="button" value="Play"/>		11/26/2014 09:16:19	52500849	34927	MOR				
<input type="button" value="Play"/>		11/26/2014 09:18:45	52500850	34927	MOR				
<input type="button" value="Play"/>		11/26/2014 09:22:13	52500851	34927	LJUR				
<input type="button" value="Play"/>		11/26/2014 09:28:23	52500852	34927	BRC				
<input type="button" value="Play"/>		11/26/2014 09:29:14	52500853	34927	MOR				

Select Change Columns to View More Parameters on the Call Detail Results screen

INMATE CALLING SOLUTIONS

The screen above shows the basic search fields **date and time**, **Inmate PIN/ID**, **Called Number**, Name, etc. By clicking **Change Columns** in the results screen or **More Search Criteria** in the search screen the user is provided with an extended list of call recording search options as shown below.

Users can add additional parameters to a call detail query by clicking on **More Search Criteria**. This will display a pull-down list or dialog box to define a value or range for the parameter, allowing further customization options of call detail queries.

Call Details

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

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

Quick Searches Load Save Delete Show All

Burn Save Email Call Recordings Share CDR

More Search Criteria ✕

General

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

Call Origin

Site	Station Group	Station ID
Station Name	Trunk ID	

Validation

Imposter	Validation
----------	------------

Billing

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

Called Party

Location	Response Digits	Show 3-Way only
State	Supervision Type	

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

Call Details

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

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

Quick Searches Load Save Delete Show All

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

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

Call Detail Report – Select criteria for custom query

From the Call Detail Results screen, users can also add notes, sort results by column, view the inmate profile, lookup the called party name and address, and more. Selected calls may be quickly and easily exported to CDR media in either MP3 or audio format and emailed, saved to CD, USB, etc. Emailed call recordings are forwarded as an email attachment, and the file size for a compressed 15-minute recording is approximately 2 MB.

Select All Displayed CDRs

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

Showing 1 to 100 of 7,369 entries

	Play	Notes	Inmate ID	Last Name	Phone Number	Call Type	Tariff Band	Station	Talk Secs	Billed Time	Final Cost	Validation	End Type	Alert	DTMF	CSN	Start Time
<input type="checkbox"/>			48239	MINERT	1-928-377-1917	Prepaid	Local	K-2	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93789	06/23/2014 09:20:16
<input type="checkbox"/>			271145	PERRAULT	1-928-646-6156	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Station Hangup	0	0	93788	06/23/2014 09:26:43
<input type="checkbox"/>			340344	FARMER	1-928-373-4586	Prepaid	Local	K-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93786	06/23/2014 09:27:24
<input type="checkbox"/>			427441	PERRAULT	1-928-846-6406	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Max Accept Time	0	0	93789	06/23/2014 09:27:13
<input type="checkbox"/>			421161	PERRAULT	1-928-646-6156	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Refused	0	0	93783	06/23/2014 09:25:27
<input type="checkbox"/>			421161	PERRAULT	1-928-646-6156	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93783	06/23/2014 09:23:49
<input type="checkbox"/>			427731	FULKERSON	1-928-434-9381	Prepaid	Intracell	F-4	683	12:00	\$2.76	OK: call allowed	Normal	0	0	93789	06/23/2014 09:23:35
<input type="checkbox"/>			421161	HAYES	1-928-646-6156	Prepaid	IntraLata IntraState	K-3	401	6:00	\$2.67	OK: call allowed	Normal	0	0	93783	06/23/2014 09:21:40
<input type="checkbox"/>			421161	FARMER	1-928-373-4586	Prepaid	Local	K-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93786	06/23/2014 09:19:46
<input type="checkbox"/>			421161	FULKERSON	1-928-434-9381	Prepaid	Intracell	F-4	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93789	06/23/2014 09:18:43
<input type="checkbox"/>			421161	FASSLER	1-928-646-6156	Prepaid	Local	K-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93786	06/23/2014 09:06:18
<input type="checkbox"/>			421161	FASSLER	1-928-646-6156	Prepaid	Local	K-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93786	06/23/2014 09:05:12

Select Calls for Save, Copy, or Share

View List of Users Who Have Listened to Call

Look Up Called Party Name/Address

View Call Log

Call Detail - Search Calls - Standard Results screen

11. The ITS user application shall allow any query results and reports to be exported in a format selected by the county. (PDF, Microsoft Excel, CSV, XML, or other)

ICSolutions Response:

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

When running a pre-defined standard report in The ENFORCER®, users can select the output type of either CSV or PDF by selecting **Export to CSV** or Print and then **Print to PDF**.

Export data to CSV

Filename:
call_records.csv

Export...

☐ All 29107 records

☐ This page (1000 records)

☒ Selected records only (4)

☐ Result Range: 1 to 100

☒ Add column headers as 1st row

☒ Include notes in last column

Get CSV Close

Call Detail Report - Export to CSV

When running a customized call detail report, users click Export to export the report to a particular file type.

Call Detail

Date: Fri Feb 11th, 2011 05:34pm

Export

Run

Choose Site: All ▼

Phone Number:

Inmate ID:

Choose Call Connected: All ▼

Choose End Type: All ▼

Choose Tariff Type: All ▼

Choose 3Way Events: No Filter ▼

Choose Call Type: All ▼

Choose Alerts: No Filter ▼

Start Time: 02/11/2011 00:00

End Time: 02/11/2011 23:59

Call Detail Report - Export

12. The ITS user application shall allow the following search criteria and filters to be applied to the call log inquiries:

- a. Inmate name (First, and/or Last)
- b. Inmate Key Number or Personal Identification Number
- c. Record Identifier
- d. Date Range
- e. Called Number
- f. Originating number
- g. Station Port
- h. Station Names
- i. Call type
- j. Bill Type
- k. Duration
- l. Call Amount
- m. Flagged calls
- n. Monitored Calls
- o. Recording Calls
- p. Recording Type
- q. Completion Type
- r. Termination Type
- s. Validation Result
- t. Pre-aid card ID Number
- u. Phone Group (s)
- v. Custom Search

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® system provides centralized reporting capabilities that enable facility users to generate custom reports in real-time, with no intervention necessary from ICSolutions. All of the above criteria can be made available for "ad hoc" reports.

An authorized ENFORCER® user can generate real-time "ad hoc" reports by defining his/her own query based on data of interest – allowing instant access to any report the Jail could ever need. Custom search parameters can then be saved for use again in the future. The search can be saved for just the individual user who set up the parameters, or globally for use by all authorized users.

The ENFORCER® has extensive search capabilities which can be used by any user with a valid password and the appropriate permissions – whether they log in remotely or from an onsite workstation. Call detail and recordings can be retrieved based on almost any criteria you can think of.

Users can add additional parameters to a call detail query by clicking on **More Search Criteria**. This will display a pull-down list or dialog box to define a value or range for the parameter, allowing further customization options of call detail queries.

Call Details

Inmate ID, Last Name, CSN or Phone Number

09/01/2015 09/08/2015

Quick Searches ☐

More Search Criteria

General

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

Call Origin

Site	Station Group	Station ID
Station Name	Trunk ID	

Validation

Imposter	Validation
----------	------------

Billing

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

Called Party

Location	Response Digits	Show 3-Way only
State	Supervision Type	

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

Call Details

Inmate ID, Last Name, CSN or Phone Number

09/01/2015 09/08/2015

Quick Searches ☐

Call Type: <input type="button" value="List"/>	CSN Range: <input type="text" value="Min"/> <input type="text" value="Max"/>
Duration: <input type="text" value="Min"/> <input type="text" value="Max"/>	End Type: <input type="button" value="List"/>
Response Digits: <input type="button" value="List"/>	Cost Range: <input type="text" value="Min"/> <input type="text" value="Max"/>

Call Detail Report – Select criteria for custom query

INMATE CALLING SOLUTIONS

Select All Displayed CDRs

Add Call Note View Call Notes Play Call Recording View Inmate Profile Sort Column													
Showing 1 to 100 of 7,269 entries													
<input type="checkbox"/> Play	Notes	Inmate ID	Last Name	Phone Number	Call Type	Tariff Band	Station	Talk Secs	Billed Time	Final Cost	Validation	End Type	Alert
<input type="checkbox"/>	<input type="checkbox"/>	48239	MILBERT	1-926-377-4517	Prepaid	Local	K-2	0	0:00	\$0.00	OK: call allowed	Max ring time	0
<input type="checkbox"/>	<input type="checkbox"/>	273141	PERRAULT	1-926-846-6426	Prepaid	IntraLata Intrastate	K-4	0	0:00	\$0.00	OK: call allowed	Station Hangup	0
<input type="checkbox"/>	<input type="checkbox"/>	566244	FARMER	1-926-377-4508	Prepaid	Local	K-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0
<input type="checkbox"/>	<input type="checkbox"/>	273141	PERRAULT	1-926-846-6426	Prepaid	IntraLata Intrastate	K-4	0	0:00	\$0.00	OK: call allowed	Max Accept Time	0
<input type="checkbox"/>	<input type="checkbox"/>	273141	PERRAULT	1-926-846-6426	Prepaid	IntraLata Intrastate	K-4	0	0:00	\$0.00	OK: call allowed	Refused	0
<input type="checkbox"/>	<input type="checkbox"/>	273141	PERRAULT	1-926-846-6426	Prepaid	IntraLata Intrastate	K-4	0	0:00	\$0.00	OK: call allowed	Max ring time	0
<input type="checkbox"/>	<input type="checkbox"/>	366723	FULKERSON	1-926-520-9081	Prepaid	Intracell	F-4	689	12:00	\$2.76	OK: call allowed	Normal	0
<input type="checkbox"/>	<input type="checkbox"/>	283628	HAKES	1-926-766-1631	Prepaid	IntraLata Intrastate	K-3	401	0:00	\$2.07	OK: call allowed	Normal	0
<input type="checkbox"/>	<input type="checkbox"/>	466728	FARMER	1-926-377-4508	Prepaid	Local	K-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0
<input type="checkbox"/>	<input type="checkbox"/>	366723	FULKERSON	1-926-520-9081	Prepaid	Intracell	F-4	0	0:00	\$0.00	OK: call allowed	Max ring time	0
<input type="checkbox"/>	<input type="checkbox"/>	44778	FASSLER	1-926-479-1026	Prepaid	Local	A-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0
<input type="checkbox"/>	<input type="checkbox"/>	44778	FASSLER	1-926-479-1026	Prepaid	Local	A-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0

Select Calls for Save, Copy, or Share

View List of Users Who Have Listened to Call

Look Up Called Party Name/Address

View Call Log

Call Detail - Search Calls - Standard Results screen

The ENFORCER® keeps a full data dictionary on each call attempt. If the standard Call Record screen doesn't show the particular information you're looking for you can simply click on the "Change Columns" button to pick the data types you would like to see on all your Call Search results in the future:

Call Details

Example: By Last Name, CSN or Phone Number Search Clear

11/26/2014 12/02/2014 More Search Criteria

Quick Searches Load Save Delete Show All

Run Save Email Call Recordings Share CDR **Change Columns**

Showing 1 to 300 of 2,512 entries

Play	Notes	Start Time	CSN	Inmate ID	Last Name	3way	Card #	Inmate Seq	Phone Number	Stop Type
<input type="checkbox"/>		11/26/2014 08:22:12	52580840	34932	MCM	<input checked="" type="checkbox"/> Alert	<input type="checkbox"/> DMR	<input type="checkbox"/> LIDB	<input type="checkbox"/> Priv	<input type="checkbox"/> Stop Type Code
<input type="checkbox"/>		11/26/2014 08:33:57	52580871	31027	ROCH HUEP	<input type="checkbox"/> Audio d/s sum	<input checked="" type="checkbox"/> DTHF	<input checked="" type="checkbox"/> Language	<input type="checkbox"/> Rated Cost	<input type="checkbox"/> Surcharge
<input type="checkbox"/>		11/26/2014 08:35:54	52580876	34255	MANE	<input type="checkbox"/> Bill Secs	<input type="checkbox"/> Fee	<input type="checkbox"/> Location	<input type="checkbox"/> Response Digits	<input checked="" type="checkbox"/> Tall Secs
<input type="checkbox"/>		11/26/2014 08:47:06	52580923	13665	LUNIT	<input checked="" type="checkbox"/> Billed Time	<input checked="" type="checkbox"/> Final Cost	<input type="checkbox"/> Next :60	<input type="checkbox"/> Source Device	<input checked="" type="checkbox"/> Tariff Band
<input type="checkbox"/>		11/26/2014 08:47:29	52580924	52585	KIRKI	<input type="checkbox"/> Billing ID	<input type="checkbox"/> First :60	<input checked="" type="checkbox"/> Notes	<input checked="" type="checkbox"/> Start Time	<input type="checkbox"/> Tax
<input type="checkbox"/>		11/26/2014 08:54:13	52580954	34430	PICKE	<input type="checkbox"/> CP Host	<input type="checkbox"/> First Name	<input type="checkbox"/> Off Hook Time	<input type="checkbox"/> State	<input type="checkbox"/> Trunk Device
<input type="checkbox"/>		11/26/2014 08:57:44	52580964	4455	FRED	<input checked="" type="checkbox"/> CSN	<input type="checkbox"/> Hostname	<input type="checkbox"/> PCV Result	<input checked="" type="checkbox"/> Station	<input type="checkbox"/> Trunk ID
<input type="checkbox"/>		11/26/2014 09:01:14	52580967	311	ROBE	<input checked="" type="checkbox"/> Call Type	<input checked="" type="checkbox"/> Inmate ID	<input type="checkbox"/> PIN	<input type="checkbox"/> Station ID	<input checked="" type="checkbox"/> Validation

Play	Notes	Start Time	CSN	Inmate ID	Last Name	3way	Card #	Inmate Seq	Phone Number	Stop Type	Alert
<input type="checkbox"/>		11/26/2014 09:14:46	52581063	0146	MCI	<input type="checkbox"/> Alert	<input type="checkbox"/> DMR	<input type="checkbox"/> LIDB	<input type="checkbox"/> Priv	<input type="checkbox"/> Stop Type Code	<input type="checkbox"/> Surcharge
<input type="checkbox"/>		11/26/2014 09:16:19	52581065	34637	MCI	<input type="checkbox"/> Audio d/s sum	<input checked="" type="checkbox"/> DTHF	<input checked="" type="checkbox"/> Language	<input type="checkbox"/> Rated Cost	<input type="checkbox"/> Response Digits	<input checked="" type="checkbox"/> Tall Secs
<input type="checkbox"/>		11/26/2014 09:18:45	52581072	0146	MCI	<input type="checkbox"/> Bill Secs	<input type="checkbox"/> Fee	<input type="checkbox"/> Location	<input type="checkbox"/> Source Device	<input checked="" type="checkbox"/> Tariff Band	<input type="checkbox"/> Tax
<input type="checkbox"/>		11/26/2014 09:22:13	52581085	32351	LJUI	<input checked="" type="checkbox"/> Billed Time	<input checked="" type="checkbox"/> Final Cost	<input type="checkbox"/> Next :60	<input type="checkbox"/> Start Time	<input type="checkbox"/> Trunk Device	<input type="checkbox"/> Trunk ID
<input type="checkbox"/>		11/26/2014 09:28:23	52581116	13739	BRC	<input type="checkbox"/> Billing ID	<input type="checkbox"/> First :60	<input checked="" type="checkbox"/> Notes	<input checked="" type="checkbox"/> Station	<input type="checkbox"/> Validation	
<input type="checkbox"/>		11/26/2014 09:29:14	52581121	34637	MCI	<input checked="" type="checkbox"/> Call Type	<input checked="" type="checkbox"/> Inmate ID	<input type="checkbox"/> PIN	<input type="checkbox"/> Station ID	<input type="checkbox"/> Station ID	

Call Search - Customize Search Results

INMATE CALLING SOLUTIONS

Alternately, you can run a custom report by clicking **More Search Criteria on the Call Info screen (shown above)**. You will then see an extended list of call recording search options as shown at right.

The screenshot shows a 'More Search Criteria' dialog box with a 'Search CDRs' button at the top right. The dialog contains the following fields and controls:

- Site: All (dropdown), Close, Clear, Search buttons.
- Min CSN: [text box], Max CSN: [text box]
- Station Group: All (dropdown), List button.
- Station Name: [text box]
- Station ID: [text box]
- Trunk ID: [text box]
- Min Secs: [text box], Max Secs: [text box]
- DNR: All (dropdown)
- End Type: All (dropdown)
- Sup Type: All (dropdown)
- Call Type: All (dropdown)
- Tariff Type: All (dropdown)
- Language: All (dropdown)
- Validation: All (dropdown)
- LIDB Code: All (dropdown)
- Card number: [text box]
- Resp Digits: [text box]
- Min Cost: [text box], Max Cost: [text box]
- Location: [text box], State: [text box]
- Prv: All (dropdown)
- Three checkboxes at the bottom:
 - ☐ Show 3-Way only
 - ☐ Show DTMF only
 - ☐ Show Alerts only

Ad-hoc Reporting—Additional Search Criteria

Selected calls may be quickly and easily exported to CDR media in either MP3 or audio format and emailed, saved to CD, USB, etc. Emailed call recordings are forwarded as an email attachment, and the file size for a compressed 15-minute recording is approximately 2 MB.

The screenshot displays the IC Solutions software interface. At the top, there are search filters for Inmate (CSH), Start Date/Time (04/02/2010 00:00), and End Date/Time (04/02/2010 23:59). Below these are buttons for 'Search CDRs', 'Clear Search', and 'More Search Criteria...'. A status bar indicates 'Found 525 call records. Displaying 1-200. Next 200'. Below the search filters are buttons for 'Play selected call', 'Burn Audio CD-R', 'Burn Data CD-R', 'Save Calls Locally', and 'Export call records to file'. A table of call records is shown with columns: Select, Play, Notes, Off Hook Time, csn, Site, Inmate ID, Inmate Seq, Pin, Lastname, Firstname, Phone number, and Talk Secs. The table lists several records from Cecil City Detention Center. Overlaid on the table are two dialog boxes: 'CDR Burner version 24' with a 'Please insert blank CD-R into CD-ROM drive' message and 'What format do you want to save the recordings in?' with options for MP3 Format, Speech format, and WAV format.

Ad Hoc Search Results — Export Recording to MP3, CD etc.


13. The Vendor's application (user interface) shall at a minimum support:
 - a. The creation and deactivation of user accounts

IC Solutions Response:

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

User Account Management

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



Enter Username and Password for: County Jail

Username:

Password:

(V 2.040)

ENFORCER® Login Screen

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

Save Cancel

User Information

Username: cwebb

Email: cwebb@icsolutions.com

First Name: Cathy

Last Name: Webb

Phone:

Organization: ICSolutions

Password Details

Password:

Confirm Password:

Force Password Change ☐

Must contain lowercase letters.

Must contain uppercase letters.

Must contain numbers.

Must be at least 8 characters in length.

Roles

Add / Edit Roles

Role	Description
Sys Admin	System Administrator

Sites

Add / Edit Sites

All Sites

Account Settings

Is API Account ☐

Disable Account ☐

Account Settings - Assign/Revise User Function Privileges

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

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

Role / Access Definitions

Disabled: ☐ Read Only: ☐ Read/Write: ☐

[accounting reports vis](#)
[accounts visible](#)
[acct visible](#)
[alerts visible](#)
[anonymous user admin](#)
[api calling service](#)

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

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

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

System Administration - Customize Role/Access Definitions

b. The creation and deactivation of inmate accounts

ICSolutions Response:

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

Inmate Account Management

Inmate accounts may be managed manually or through a JMS/Booking System integration. These changes can also be made in the Inmate account screen by an authorized facility user on an on-site or remote workstation **without intervention from ICSolutions personnel**. Accounts may be suspended, PANs added, call durations and restrictions entered and changed, alerts added, and phone restrictions entered (by facility, phone, or groups of phones), and more.

The screenshot displays the 'Inmate Account Profile' form. At the top, there is a search bar for 'Inmate Id' with the value '23684' and a 'Find/New' button. Below this, the form is organized into several sections. The 'Status' is set to 'Active' and 'Location' is 'F'. The 'Last Name' is 'SMITH', 'First Name' is 'CODY', and 'Middle Name' is 'JAMES'. The 'PIN' is '236849714' and the 'Passcode' is '9714'. There are checkboxes for 'High Profile' and 'TDD'. The 'Class' is 'Normal' and the 'Billing ID' is '11993'. The 'Restrict' field is set to '0' and 'Calls Every' is '0' days. The 'ALERTS' section includes fields for 'Email Address(es)', 'Pager Number(s)', 'Monitor Number(s)', and 'Payment Email(s)', with an 'Attach' checkbox. The 'General' section includes 'Max PANs Allowed' (Default: 20), 'PANs enabled' checkbox, 'Free Calls: Allowed' (0), 'Remaining' (0), 'Disabled' checkbox, and 'Last Reset' date (2015-01-23).

Inmate Account Profile

c. The creation and modification of telephone numbers in the ITS

ICSolutions Response:

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

Telephone Number Management/Blocking

The ENFORCER® enables authorized users to enter blocked numbers, mark numbers as free, do not record or privileged, add alerts, and more immediately into the system using the user-friendly Administrator interface. These changes can be added **on site or remotely through the facility workstation** or via remote access by ICSolutions support personnel using the screen shown below. Editing phone numbers in the system does not require ICSolutions intervention.

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

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

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

Important Block Features include:

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

INMATE CALLING SOLUTIONS

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

The screenshot displays the 'Global Number Edit' interface. At the top, there are navigation buttons: 'Back', 'Delete', 'Add Note', 'Cancel Changes', and 'Save Changes'. The 'General Information' section includes fields for 'Number' (1-202-321-0221), 'Speed Dial', 'Dial Pattern', 'Site' (All), 'Category', 'Inmates w/PAN' (0), and 'Last Updated' (07/11/2017 13:33 By: bclark). The 'Access Control' section shows 'Call Type' (All), 'Block Type' (Not Blocked), and 'Block Voicemail' (checkbox). A dropdown menu for 'Block Type' is open, listing options: 'Not Blocked', 'Facility', 'Security', 'Agent', 'Keypad', 'Soft Blk', 'One Call', 'Accounting', 'OMS Block', and 'ICS Block'. The 'Features' section at the bottom shows 'None' and 'Edit Features'.

Global Number Edit - Add blocked Number

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

Inmate-Specific Blocked Numbers

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

Inmate ID: 5447 TAUREAN DWAYNE FLOWERS
[Save Changes](#) [Back to Inmate Editor](#) [PAN History](#)

(3 digit speed dials must start with a '1' for PANS)

Active Non-Blocked PANS: 0 | Active Blocked PANS: 4 | Total Active PANS: 4 | Total Inactive PANS: 0

PAN Num	Active	Phone Number Address 1	Speed Dial	First Name Address 2	Last Name City	Relationship State	Description Zip	Block	In use Alt Phone	Call Type	Approved
1	<input checked="" type="checkbox"/>	1-269-425-6771		stacey	barker	protected		Facility	1	All	01/11/2015
											jworden
2	<input checked="" type="checkbox"/>	1-269-589-2252		stacey	barker	protected		Facility	2	All	01/23/2015
											jworden
3	<input checked="" type="checkbox"/>	1-269-753-8371		donley	west	protected		Facility	1	All	01/23/2015
											jworden
4	<input checked="" type="checkbox"/>	1-269-993-2743						Facility	2	All	02/22/2015
											cp

Edit PAN - Add Inmate-Specific Call Block

INMATE CALLING SOLUTIONS

PANs

The proposed ENFORCER® system may be configured to require a list of Personal Allowed Numbers or PANs. This is a list of defined telephone numbers that each inmate is permitted to call. Each time the County activates the PAN feature for an inmate, you can select a maximum number of PANs to allow on an inmate's list. If you leave the field blank the default value is 20, but there is no practical limit to the number of PANs that may be assigned.

Inmate Id: (type name for suggestion)
23684 Find/New

Status: Active Location: F

Last Name: SMITH First Name: CODY Middle Name: JAMES

ALERTS

Email Address(es): Attach
Pager Number(s):
Monitor Number(s):
Payment Email(s):

General

Max PANs Allowed: Default: 20 PANs enabled
Free Calls: Allowed 0 Remaining: 0 Disabled Last Reset: 2015-01-23

The Verifier

Mode: Enabled Status: Not Enrolled

Verification Stats

Accepted: 0
Retry Request: 0
Rejected: 0

Cancel Changes Save Changes

Last Calls: Attempt: 02/26/2015 12:57:52 Success: 02/26/2015 10:20:55 Reject: 02/19/2015 15:26:10 Fail: 02/26/2015 12:57:52

Balances: Debit Acct: \$ 0.00

Click here to skip down to: [Notes](#) [Suspensions](#) [Station Groups](#) [PANs](#)
Other helpful links: (no cards) [Show Debit Acct](#) [Show Call Records](#)

Inmate Profile – PANs Allowed

An inmate's PAN list can be accessed by clicking on the PAN quick link at the bottom of an Inmate Profile screen. As shown on the following page, the user can then view the existing PANs for a number, add or delete PANs, block or unblock a number, and view an inmate's calling history for PAN numbers. Additionally, a PAN list can be used as an inmate-specific override to a phone number that has been blocked globally (i.e., for all other inmates).

Personal Allowed/Blocked Numbers (PANs)

[Edit PANs...](#)
[PAN History](#)

Pan Num	Phone Number	Active	Speed Dial	Name	Relationship	Block	Global Entries	Call Type	Date Approved	Approved By	In Use	Address	Description
1	1-269-425-6771	<input checked="" type="checkbox"/>		stacey barker	protected	Facility		All	01/11/2015 16:39:23	jworden	1		
2	1-269-589-2252	<input checked="" type="checkbox"/>		stacey barker	protected	Facility	Global Block	All	01/23/2015 14:39:47	jworden	2		
3	1-269-753-8371	<input checked="" type="checkbox"/>		dontley west	protected	Facility		All	01/23/2015 14:39:47	jworden	1		
4	1-269-993-2743	<input checked="" type="checkbox"/>				Facility		All	02/22/2015 15:05:04	cp	2		

Inmate ID: 5447 **TAUREAN DWAYNE FLOWERS**

[Save Changes](#) [Back to Inmate Editor](#) [PAN History](#)

(3 digit speed dials must start with a '1' for PANs)

Active Non-Blocked PANs: 0 Active Blocked PANs: 4 Total Active PANs: 4 Total Inactive PANs: 0

PAN Num	Active	Phone Number	Address 1
1	<input checked="" type="checkbox"/>	1-269-425-6771	
2	<input checked="" type="checkbox"/>	1-269-589-2252	
3	<input checked="" type="checkbox"/>	1-269-753-8371	
4	<input checked="" type="checkbox"/>	1-269-993-2743	

Speed Dial	First Name	Last Name	Relationship	Description	Block	In use	Call Type	Approved
Address 2	City	State	Zip	Alt Phone				
	stacey	barker	protected		Facility	1	AB	01/11/2015
								jworden
	stacey	barker	protected		Facility	2	AB	01/23/2015
								jworden
	dontley	west	protected		Facility	1	AB	01/23/2015
								jworden
					Facility	2	AB	02/22/2015
								cp

PAN History

Inmate ID: 5447 **TAUREAN DWAYNE FLOWERS**

[Back to Inmate Editor](#)

Phone	Date Altered	User	Action	Speed Dial	Name	Relationship	Address	Block
1-269-589-2252	02/24/2015 14:15:05	sdfnierson	UPDATE		barker	protected		Security
1-269-753-8371	02/24/2015 14:15:05	sdfnierson	UPDATE		west	protected		Security
1-269-993-2743	02/24/2015 14:15:05	sdfnierson	UPDATE					Keypad
1-269-425-6771	02/24/2015 14:15:05	sdfnierson	UPDATE		barker	protected		Security
1-269-425-6771	01/23/2015 14:39:47	jworden	UPDATE		barker	protected		Security

PAN Administration

In addition, The ENFORCER® system offers several tools to query and report PAN information. These include:

- Display all PAN records for an inmate account.
- Display all Inmate ID's having access to a specific PAN.
- Display all free or no-charge PAN records.
- Display all PAN records having administration blocks.
- Display all PAN records having telephone company blocks.
- Print reports for the above queries.

Allowed Number List – Self-Learning Mode

In order to minimize the time required to enter an allowed list for each inmate, the system provides a useful "self-learning" feature. Upon assignment of a PIN, the inmate is given a defined time period (usually 24 hours) to enter an allowed call list by dialing the numbers on any inmate telephone. It is not necessary to complete a call to the number to add it to the list. Once the learning period is over, any changes to the list must be made manually. Self-Learning can also be limited to a specified phone or phones in order to provide a greater level of control over the phone number entry process.

- d. The modification of which phones may be used by an inmate

Solutions Response:

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

Limit Calling by Location

Each individual inmate's PIN is linked to a unique set of calling privileges that include the ability to place calls only from their assigned station groups (their housing unit, common areas etc.) These limits can be customized by authorized users at any time by selecting the Station Groups option on the Inmate Account screen of The ENFORCER's GUI. In the Station Groups screen, the user simply checks the box next to the station to allow the inmate to place calls from that phone. Inmates can be restricted to specific phones, all stations within a specific group, or all phones within a facility.

Allowed Station Groups for Inmate

Inmate ID: 23684

JAMES SMITH

[Save Changes](#)

[Back to Inmate Editor](#)

Station Group Name	Allowed For Inmate
All Stations	<input type="checkbox"/> Allow
Intake	<input type="checkbox"/> Allow
A	<input type="checkbox"/> Allow
B	<input type="checkbox"/> Allow
C	<input type="checkbox"/> Allow
D	<input type="checkbox"/> Allow
E	<input type="checkbox"/> Allow
F	<input type="checkbox"/> Allow
G	<input type="checkbox"/> Allow
H	<input type="checkbox"/> Allow
I	<input type="checkbox"/> Allow
J	<input type="checkbox"/> Allow
K	<input type="checkbox"/> Allow
L	<input type="checkbox"/> Allow
M	<input type="checkbox"/> Allow
S	<input type="checkbox"/> Allow
R	<input type="checkbox"/> Allow
P	<input type="checkbox"/> Allow
N	<input type="checkbox"/> Allow

Station Groups

Other Inmate-Specific Restrictions

Inmates can be given customized calling privileges and restrictions according to a variety of criteria based on their inmate PIN. Inmates calling privileges can be customized in the following ways:

- Restricting calling from individual phones or groups of phones
- Restricting the number of calls an inmate can place in a specific timeframe (days, weeks, months)
- Restricting calling to a specific set of phone numbers (i.e., PAN lists)
- Restricting the number of free calls an inmate can make
- And more!

INMATE CALLING SOLUTIONS

As shown in the screen below, more specific restrictions can be set from the Inmate Account Profile. Once the Status of the inmate account is changed to "Restricted" in the Inmate Account Profile, authorized users may customize calling restrictions; note the "Restrict__ Calls Every__ (Day/Week/Month)," and "Free Calls Allowed" fields below.

Inmate ID: (type name for suggestion)
23684 Find/New

Status: Active Location: F

Last Name: SMITH First Name: CODY Middle Name: JAMES

PIN: 236849714 High Profile: ☐ TDD: ☐
ID: 23684 Passcode: 9714
Edit Pin / Passcode Pin Reset ☐
Recorded Name: Play Erase
Class: Normal Billing ID: 11993

Restrict: 0 Calls Every 0 Day

ALERTS

Email Address(es): ☐ Attach
Pager Number(s):
Monitor Number(s):
Payment Email(s):

General ☐

Max PANs Allowed: Default: 20 PANs enabled ☐
Free Calls: Allowed 0 Remaining: 0 Disabled ☐ Last Reset: 2015-01-23

Inmate Account Profile

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

Inmate ID: 5447 TAUREAN DWAYNE FLOWERS
[Save Changes](#) [Back to Inmate Editor](#) [PAN History](#)

(3 digit speed dials must start with a '1' for PANs)

Active Non-Blocked PANs: 0 Active Blocked PANs: 4 Total Active PANs: 4 Total Inactive PANs: 0

PAN Num	Active	Phone Number	Speed Dial	First Name	Last Name	Relationship	Description	Block	In use	Call Type	Approved
		Address 1		Address 2	City	State	Zip		Alt Phone		
1	<input checked="" type="checkbox"/>	1-269-425-6771		stacey	barker	protected		<input checked="" type="checkbox"/>	1	Alt	01/11/2015
											jworden
2	<input checked="" type="checkbox"/>	1-269-589-2252		stacey	barker	protected		<input checked="" type="checkbox"/>	2	Alt	01/23/2015
											jworden
3	<input checked="" type="checkbox"/>	1-269-753-8371		dontey	west	protected		<input checked="" type="checkbox"/>	1	Alt	01/23/2015
											jworden
4	<input checked="" type="checkbox"/>	1-269-993-2743						<input checked="" type="checkbox"/>	2	Alt	02/22/2015
											cp

Edit PAN - Add Inmate-Specific Call Block

Inmate Class of Service

The 'Class' field in The ENFORCER® Inmate Profile screen enables you to specify a "bundled group" of a selected set of inmate calling privileges.

Status	Location	Last Name	First Name	Middle Name
Active	CUC	CLARKE	GALEEL	
Site: Central Utah Correctional F		Transfer		
<div> <div>PIN: 156012410</div> <div>High Profile: <input type="checkbox"/></div> <div>TDD: <input type="checkbox"/></div> </div> <div> <div>ID: 15601</div> <div>Passcode: 4109</div> </div> <div> <div>Edit Pin / Passcode</div> <div>Pin Reset <input type="checkbox"/></div> </div>				
<div>Recorded Name: Play Erase</div> <div>Class: q</div> <div>Billing ID: 1919</div>				
<div>Restrict: 0</div> <div>Calls Every: 0</div> <div>Day: <input type="checkbox"/></div>				
<div>ALERTS</div> <div>Email Address(es): <input type="text"/></div> <div>Pager Number(s): <input type="text"/></div> <div>Monitor Number(s): <input type="text"/></div> <div>Payment Email(s): <input type="text"/></div> <div>General <input type="checkbox"/></div> <div>Max PANs Allowed: <input type="text"/> Default: 100</div> <div>Free Calls: Allowed <input type="text"/> Remaining: <input type="text"/> Disabled <input type="checkbox"/> Last Reset: 2015-01-21</div>				

Inmate Account Profile

INMATE CALLING SOLUTIONS

By grouping a set of privileges such as how many calls an inmate can place in a given time period, an inmate's time limit per call, or attorney calling, an authorized ENFORCER® user can assign the entire set to an inmate globally – without having to set individual restrictions.

Recorded Name:

Class: Billing ID:

'm' Rules:

max_call_freq_count 3

max_call_freq_period week

[Click for full list.](#)

Inmate Class Detail			
Class	Rule Param	Value	
a	legal_calls_only	true	^
b	max_call_freq_count	1	
	max_call_freq_period	week	
c	max_call_freq_count	2	
	max_call_freq_period	week	
d	max_call_freq_count	3	
	max_call_freq_period	week	
e	max_call_freq_count	4	
	max_call_freq_period	week	
f	None		
g	legal_calls_only	true	
h	max_call_freq_count	1	
	max_call_freq_period	month	
i	max_call_freq_count	2	
	max_call_freq_period	month	
j	max_call_freq_count	3	v
	max_call_freq_period	month	
<			>

Inmate Class Detail


- e. Locating and accessing a specific recording by utilizing a unique recording/call identifier


ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The system has extensive search capabilities for Investigators. Call recordings can be retrieved based on the following parameters and more:

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

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

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








12/31/2014
01/01/2015

Quick Searches

Showing 1 to 132 of 132 entries

1

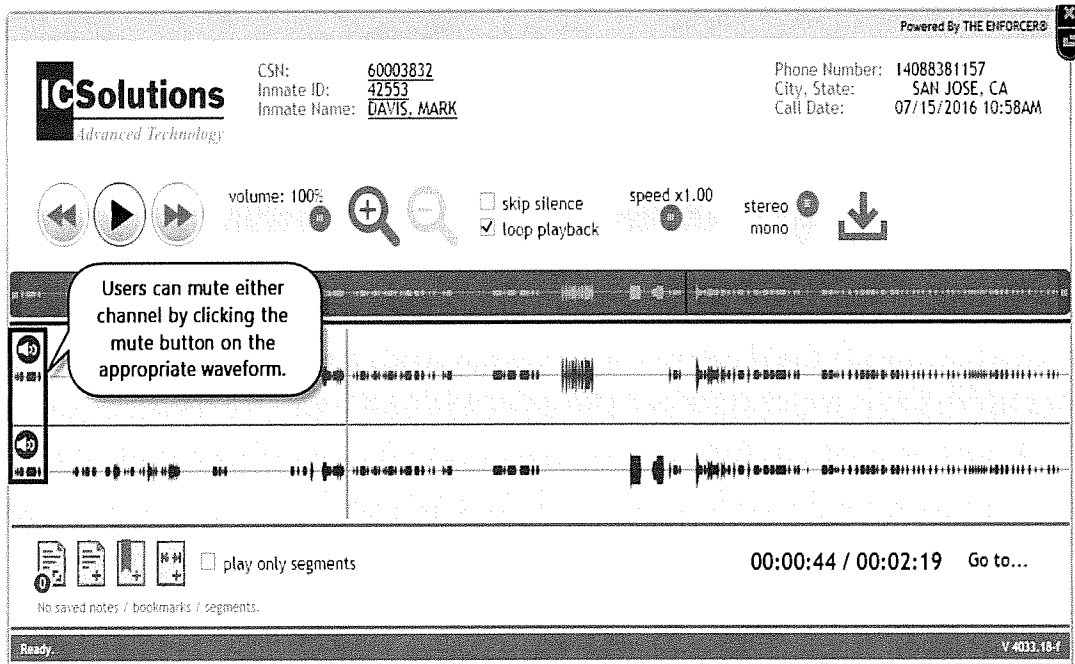
	Play	Notes	Start Time*	CSN*	Inmate ID*	Last Name*	Phone Number*	Call Type*	Tariff Band*	Station*	Talk Secs*
<input checked="" type="checkbox"/>			01/01/2015 04:30:07	52751113	39547	PIPER	1-202-462-162	Collect	IntraLata Intrastate	INTAKE 1 R	210
<input checked="" type="checkbox"/>			01/01/2015 08:10:24	52751190	9576	LEFEVRE	1-202-462-128	Debit	Local	C LL	903
<input checked="" type="checkbox"/>			01/01/2015 08:31:21	52751217	9576	LEFEVRE	1-202-462-111	Debit	IntraLata Intrastate	C LL	323
<input checked="" type="checkbox"/>			01/01/2015 08:37:56	52751222	9576	LEFEVRE	1-202-462-128	Debit	Local	C LL	903
<input type="checkbox"/>			01/01/2015 08:46:00	52751230	38746	BALDRIDGE	1-505-462-336	Prepaid	InterLata IntraState	E LL	889

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

INMATE CALLING SOLUTIONS

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

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



ICS Web Player

f. The ability to retrieve call detail data for a single phone

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® system provides centralized reporting capabilities that enable facility users to generate custom reports in **real-time, with no intervention necessary** from ICSolutions. Users may access these reports on-demand or schedule the reports to be automatically generated on a pre-defined schedule.

The ENFORCER® offers call detail reports that provide detailed information about each call attempted. Each call attempt results in the creation of a call detail record. The record includes extensive information about the call, including the following:

- | | |
|---------------------------------|---|
| • Date of call | • PIN (if applicable) |
| • Start Time of Call | • Disposition of Call (accepted, denied, incomplete etc.) |
| • End Time of Call | • Call Termination Reason |
| • Call Duration | • Call Charges (if accepted) |
| • Called Number | • Recording indicator |
| • Station & Trunk ID | • Three-way call detect indicator |

Call detail records are stored on the system hard disks for the entire contract duration to provide the facility with immediate access to historical call information throughout the contract term.

INMATE CALLING SOLUTIONS

- g. Reverse look-up from the call records including the name, address and aerial location for the called party

IC Solutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions can provide integrated Reverse Lookup at no cost to the County. From within a call record, the user can easily point, click, and display the reverse directory info for the specified called number. The Reverse Directory feature enables investigators and outside agencies to obtain name/address and aerial location on a called party number.

The Reverse Directory database is accessed via a secure link to the Internet and is constantly updated. ICSolutions will provide this information for the entire contract term and any extension terms at no cost to the facility.

Reverse Directory information may be looked up from an inmate's Personal Allowed/Blocked Numbers List screen by clicking on the Details link for a selected number or from a Call Detail Record by clicking on the phone number of the called party.

Action	Score	Phrase	Inmate ID	Inmate Name	Station Name	Called Number	CSN	Call Time	Offset	Duration
	83	attorney	55287	SCHWAN, SHERRY	D BLOCK 3	1-256-341-8304	396470	04/27/2017 19:35	23.53	24.37
	87	attorney	82653	COX, JACQUELYN	D BLOCK 2	1-404-519-8577	424198	05/03/2017 22:33	2.58	9:00

General Information

Number: 1-205-216-3316

Speed Dial:

Dial Pattern:

Site: All

Category:

Inmates w/FAN: 0

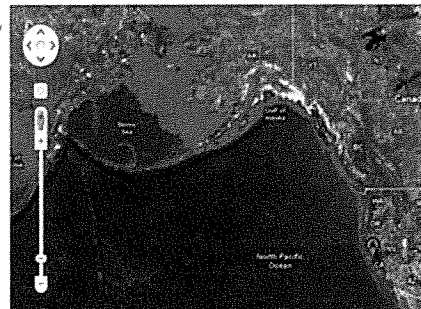
Last Updated: 06/08/2017 16:20 By: bduzinberre

Reverse Lookup information can be displayed in the Number Record by clicking the binoculars or from the Call Detail and PAN list by clicking the Called Number hyperlink.

The address can be clicked to reveal a map and recent satellite photo of the location.



Locations Search nearby more



Reverse Lookup

h. The ability to retrieve the recording for a single call

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® offers call detail reports that provide detailed information about each call attempted. For details, please refer to our response to **Requirement 13.f** above.

i. Block/unblock telephone numbers without the assistance of the Vendor

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER offers extensive blocking capabilities as a standard feature. Blocking can be performed on multiple levels, in various scenarios, including:

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

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

Important Block Features include:

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

INMATE CALLING SOLUTIONS

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

Back Delete Add Note Cancel Changes Save Changes

General Information

Number: 1-202-321-0221

Name: Bailey, Roscoe

Description: ICS Block

Address:

Line 2:

City:

State: ZIP:

Site: All

Category:

Inmates w/PAN: 0

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

Access Control

Call Type: All

Block Type: Not Blocked

Block Voicemail:

Features

None

Edit Features

Edit Alerts

Facility
Security
Agent
Keypad
Soft Bk
One Call
Accounting
OMS Block
ICS Block

Global Number Edit - Add blocked Number

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

Inmate-Specific Blocked Numbers

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

Inmate ID: 5447 TAUREAN DWAYNE FLOWERS
[Save Changes](#) [Back to Inmate Editor](#) [PAN History](#)

(3 digit speed dials must start with a '1' for PANS)

Active Non-Blocked PANS: 0 | Active Blocked PANS: 4 | Total Active PANS: 4 | Total Inactive PANS: 0

PAN Num	Active	Phone Number	Speed Dial	First Name	Last Name	Relationship	Description	Block	In use	Call Type	Approved
		Address 1		Address 2	City	State	Zip		Alt Phone		
1	<input checked="" type="checkbox"/>	1-269-425-6771		stacey	barker	protected		Facility	1	AS	01/11/2015
											jworden
2	<input checked="" type="checkbox"/>	1-269-589-2252		stacey	barker	protected		Facility	2	AS	01/23/2015
											jworden
3	<input checked="" type="checkbox"/>	1-269-753-8371		dontey	west	protected		Facility	1	AS	01/23/2015
											jworden
4	<input checked="" type="checkbox"/>	1-269-993-2743						Facility	2	AS	02/22/2015
											cp

Edit PAN - Add Inmate-Specific Call Block

- j. Configure an alert that will detect and prohibit a call made to a restricted number, a call using a restricted PIN, or a call made from a restricted telephone.

IC Solutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® validates all calls against the Global Number table in our centralized database for any call restrictions (*i.e.*, checks all blocks and PANS, if used). The system will detect and prohibit calls according to the established restrictions. Any blocked call attempts will be marked accordingly in the call detail record.

Alerts

The ENFORCER® provides an Alert feature to aid investigators in up-to-the-minute inmate telephone activity. The ENFORCER® alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation or to indicate that a Prepaid or Debit account has been funded.

INMATE CALLING SOLUTIONS

General Information

Number: 1-202-528-7488

Speed Dial:

Dial Pattern:

Site: All

Category:

Inmates w/PAN: 0

Last Updated: 12/21/2016 00:51 By: hqdata

Access Control

Call Type: All

Block Type: ICS Block

Block Voicemail: ☐

Features

None

Alerts

General Alert: ☐

No Contacts

Edit Alerts

Name:

Description:

Address:

Line 2:

City:

State:

ZIP:

Edit Alerts

Email Monitor Payment

Separate multiple phone numbers by commas or put them on separate lines.

2313450594,2109089372,6154965765

Close

Edit Alerts for a Specific Phone Number

Alerts can be sent to any investigator cell phone, land line, email, and/or pager. This alert will be triggered when an alerted number is dialed\connected from any inmate phone regardless of which inmate dialed the number. The alerts available with The ENFORCER® are described in detail below.

Alerts

General Alert: ☐

Edit Alerts

Email

bclausen@yahoo.com,rsmithson@txdoc.org,jhamner@txdoc.org,rwilson@gmail.com

Monitor

2313450594,2109089372,6154965765

Payment

bclark@ics.com,lladd@AARpayments.org,rwatts@AARpayments.org,rsm@txdoc.org

Alerts dialog box

Monitoring Alerts

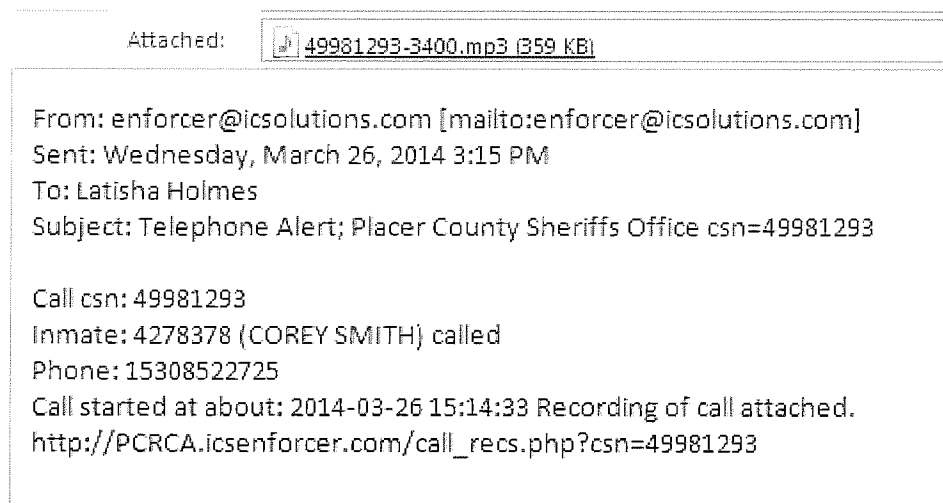
The ENFORCER® can call an investigator on his or her telephone (or cell phone), and once provided with an approved pass code, can immediately patch the investigator into an ENFORCER® monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party.

Investigators can set The ENFORCER® to automatically transfer calls to them for monitoring wherever they may be by using ICSolutions unique "Find Me, Follow Me" service. "Find Me, Follow Me" – allows call alerts to phone multiple investigator telephone numbers (such as an office number, cell number, and home number), trying each number in succession until the investigator answers and enters the correct access code; this feature dramatically increases the probability that an investigator will be located and can monitor a call of interest while it is still in progress.

Once an investigator is patched into an ENFORCER® monitoring session from an alert, the investigator can monitor, "barge in," or terminate a call between an inmate and a called party by pressing the appropriate digit on the keypad

Email/SMS Alerts

The ENFORCER® can send email or SMS messages to an administrative workstation or any public email address when an alert is triggered. The email alert will contain the called phone number, the inmate name and ID, the start date and time, a link to the call record, and the call recording.



Information Contained in an Email Alert

Pager Alerts

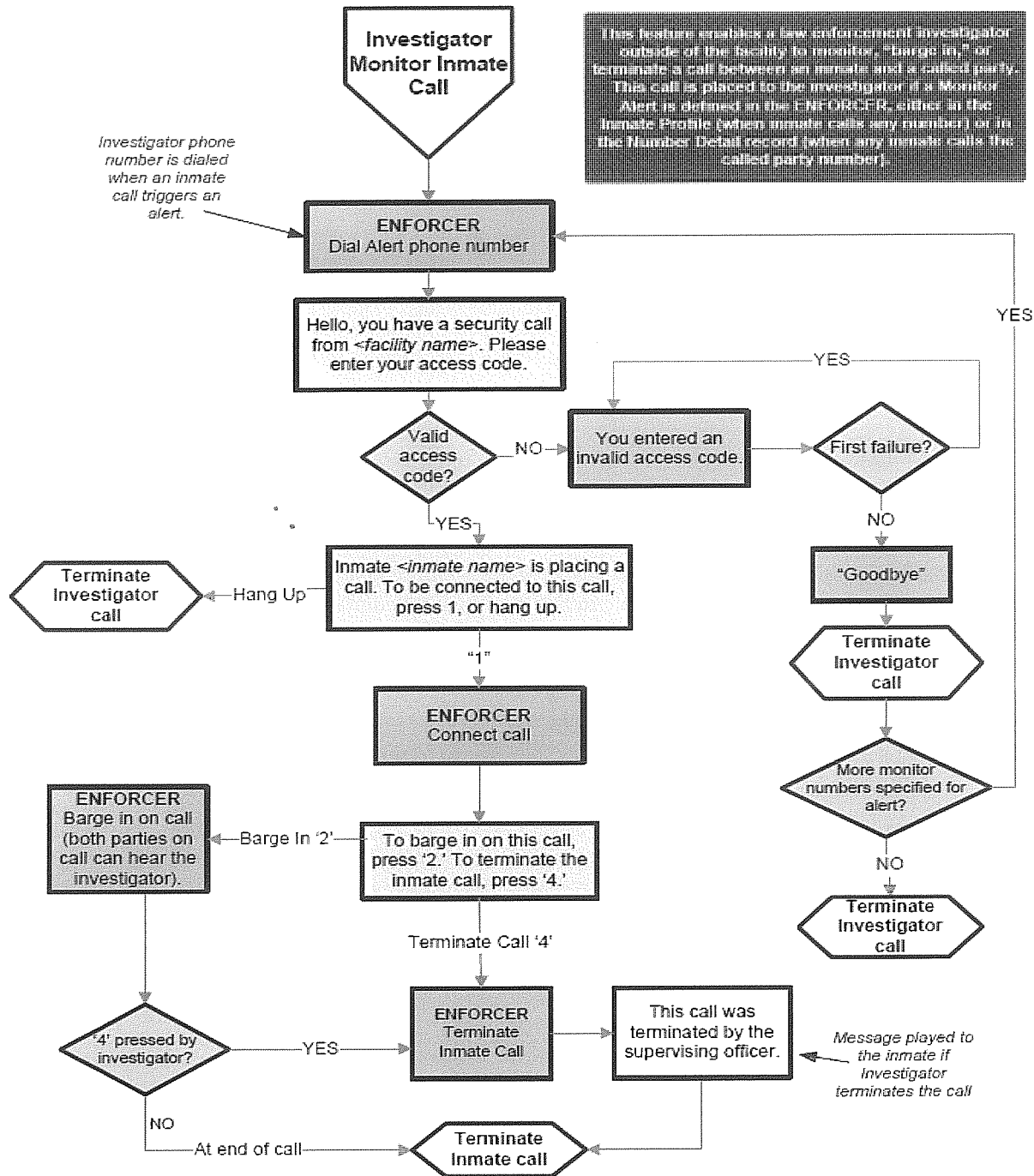
The ENFORCER® can issue numeric messages to paging services to alert an investigator that a call is in progress.

Funding Alerts

The ENFORCER® allows investigators to set alerts on inmates of interest and/or telephone numbers of interest. When a Debit or Prepaid account is funded that is associated with an inmate or telephone number of interest, the designated investigators are immediately alerted via email. Email alerts contain information such as Inmate ID and Name (for a Debit account), names and addresses of account holder and account funder (for a Prepaid account), funding amount, and funding source (credit card, Western Union, cashier's check, or money order). If a credit card was used, the alert will also report the first and last four digits of the credit card number.

Monitoring Alerted Calls

Once an investigator is patched into an ENFORCER® monitoring session from an alert, the investigator can monitor, "barge in," or terminate a call between an inmate and a called party by pressing the appropriate digit on the keypad, as shown in the call flow below.



INMATE CALLING SOLUTIONS

14. Vendor will provide call traffic detail reports that include a detailed breakdown of all traffic, including but not limited to all collect, debit pre-paid calls and voicemails for each inmate telephone or inmate telephone station at the facilities. Traffic detail shall include, at a minimum, each of the following items for each inmate telephone and video visitation station broken down by collect, debit, and pre-paid call types:
- Facility name
 - Identification number
 - Automatic number identifier
 - Inmate telephone station port/identifier
 - Inmate telephone location name
 - Local calls, minutes, gross revenues
 - Interlata/interstate calls, minutes, gross revenues
 - International calls, minutes, gross revenues
 - Number or voicemails, voicemails minutes, gross revenues
 - Commission rate
 - Total calls, voicemails, minutes, revenues, and commission amount (per inmate telephone)
 - Traffic periods and dates

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Each commission check will be accompanied by a Commission Report which summarizes the total collect, prepaid collect and debit call activity for the applicable month. Additional monthly reports can be provided upon request, or authorized facility users may generate reports at any time by logging into The ENFORCER® on the system workstation provided. The following reports can also assist with verification of traffic detail. We have provided samples of other traffic detail reports and the Commission report in **Exhibits D and E** respectively.

Report Name	Description
Call Detail	Provides detailed information pertaining to called numbers including billed start time, dialed number, site called from, whether the call was recorded, cost of call, call type (payment method), tariff type, duration of call, alerts assigned, cost of call, inmate ID, and inmate last name. Searches can be performed by site location, a particular number, inmate id, connected only, completion code, tariff type, 3-way events, call type, alerts, and date range.
Call Record Statistics	Provides a summary of calls by call type, completion code, and call count. The report can be requested by site name or for all sites for a user-specified date range.
Call Revenue	Provides call counts, durations, billed minutes, revenue and revenue percentage for each call type, grouped by account (payment) type. The report can be requested by specific site or for all sites for any previous calendar month either in PDF, Excel, or CSV format.

Report Name	Description
Call Revenue Summary	For each site defined to ENFORCER, provides revenue summary information including facility name, number of call attempts, number of completed calls, total minutes, and revenue percentage. For all these categories, the report also provides month-to-date data.
Telephone Station Activity	Provides a summary of all calls made for a user-specified date range. The report can be generated by site. Results are listed by site name, station (phone) port, station (phone) name, attempted calls, accepted calls, accepted revenue calls, revenue minutes, and revenue amount.
Trunk Usage	Provides a summary of all calls that have been dialed and connected to the network by trunk. The summary is defined by site name, trunk, out-dialed Calls, accepted calls, and the percentage of accepted calls.
Telephone Volume Users	Provides a summary of high telephone volume usage by inmates. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by site name, inmate ID, inmate name (last, first, middle), number of calls, and minutes count (total minutes).
Visitation Incompletions & Cancellations	Shows site, visit start, visit ID, visit type, visitor name and date of birth, inmate ID, inmate name, and reason code and note as to why the visit was incomplete or canceled and the note explaining the reason the visit was incomplete or cancelled in more detail.
Visitation Records	Shows site, visit start time and date, CSN, visitor name and date of birth, any additional visitors with their name and date of birth, visitor station, inmate ID, inmate name, inmate station, and duration.
Visitation Statistics	Shows site, date, visit type, visitor location, scheduled, user cancel, agent cancel, facility cancel, officer deny, missed, completed, and total visits.
Visitation Charges Report	Shows visit ID, start time, status (missed, completed), end type / reason (e.g., stopped by time limit, stopped by inmate, etc.), amount, charged, final cost, scheduled transaction date, and comments.
Revenue Visitation Records	Shows site, visit start, CSN, visitor name and date of birth, any additional visitors with their name and date of birth, visitor station, inmate ID, inmate name, inmate station, duration and final cost (for Admin users).
Visitation Transaction	Shows visitor's telephone number, visitors name and date of birth, transaction date and time, visit type, transaction amount, description (Visit ID and date and time of visit are entered here as a default or specifies if it is a refund along with the transaction number) and Processed by (includes how the transaction was processed by visitor point of sale via www.icsolutions.com , IVR or by agent).
Visitation Revenue Report	Shows activity date, unit location (pod, etc.), number of onsite visits, number of offsite (remote) visits, number of intersite visits and the total revenue for the unit location by date.
Visitation Charges Report	Shows Visit ID, Start Timestamp, Status, End Type / Reason, Amount Charged, Final Cost, Scheduled / Transaction Date, Comment

15. ITS reports that can be provided or sorted by any or all of the following criteria:

- a. Call detail report
- b. Amount charged per call
- c. Gross revenue
- d. Daily statistics
- e. Monthly statistics
- f. Called party/number accepting report
- g. Fraud/Velocity report
- h. Total calls
- i. Calls by date
- j. Pre-paid card report
- k. Bill and call type distribution
- l. Time of day
- m. Length of call
- n. Calls being denied by validation
- o. Number of movies, books, music or other streaming service downloaded

IC Solutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. All of the above information is available for reporting. Visitation and call detail reports can be sorted by any criteria available in the call detail report by clicking the column heading of the parameter by which they wish to sort. For additional information about running reports in The ENFORCER®, please refer to **Requirement 10** under the "User Applications, Records & Reporting" heading earlier in this section.

Reports for streaming services will be developed to meet the specifications of the County. These reports have not yet been developed because we have never had a deployment where revenue share from the tablet streaming services was part of the contract.

16. The ITS user application shall be equipped, at a minimum, to generate the following standard reports in addition to the phone call queries:

- a. Call statistics by date range
- b. Frequently called numbers
- c. Frequently used personal identification numbers
- d. Call detail report
- e. Gross Revenue report by date range
- f. Facility totals and statistics
- g. Called party/number accepting report
- h. Fraud/Velocity report
- i. Total calls
- j. Calling list (PAN) report
- k. Pre-paid card report
- l. Debit usage report
- m. Debt balance and funding report
- n. Pre-paid card balance report
- o. Bill and call type distribution

- p. Phone usage
- q. Reverse Look-Up
- r. User Audit Trail
- s. Voice Verification
- t. Summary of streaming services

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® system provides centralized reporting capabilities, allowing facility users to generate reports immediately and in real time. **The system comes preconfigured with an extensive list of standard reports.** Users may access these reports on-demand or schedule the reports to be automatically generated on a pre-defined schedule.

Additionally, a facility user can generate real-time “ad hoc” reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need. And, although it’s easy to define your own report parameters in The ENFORCER®, **ICSolutions is happy to assist by creating any new, customized reports that are desired.** Call detail records are stored on the system hard disks for the entire contract duration to provide the facility **with immediate access to historical call information throughout the contract term.**

Reports for streaming services will be developed to meet the specifications of the County. These reports have not yet been developed because we have never had a deployment where revenue share from the tablet streaming services was part of the contract.

The following is a list of the standard reports available on The ENFORCER®. Samples of the most commonly used reports are provided in **Exhibit D** of this proposal.

Report Name	Description
Admin Setup Only	Provides a listing by inmate name of all “admin setup only” (60-second free) calls made during a user-specified date range. For each call, the report provides the inmate ID, inmate name, facility name, called number, and called start time.
Attorney Registration Status	Provides counts for attorney phone numbers in The ENFORCER® global number list. For attorneys that have been approved, rejected, or are pending approval, the report provides a quantity, percent of total, and total quantity of attorney phone numbers in ENFORCER.
Attorney Registration Rejects	Provides a list of all inmates for which a requested registration of an attorney phone number has been denied by administrative personnel at the site. This assists the site in determining inmates who may be fraudulently attempting to set up a non-recorded call to a number that is actually not to an attorney’s office.

INMATE CALLING SOLUTIONS

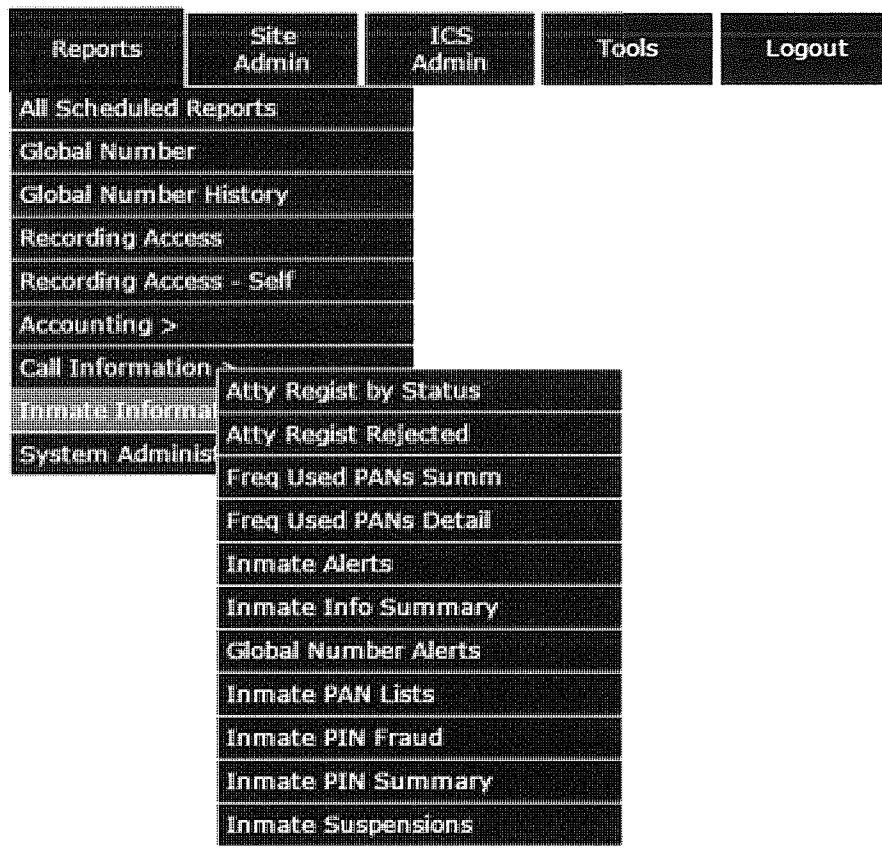
Report Name	Description
Call Detail	Provides detailed information pertaining to called numbers including billed start time, dialed number, site called from, whether the call was recorded, cost of call, call type (payment method), tariff type, duration of call, alerts assigned, cost of call, inmate ID, and inmate last name. Searches can be performed by site location, a particular number, inmate id, connected only, completion code, tariff type, 3-way events, call type, alerts, and date range.
Call Record Statistics	Provides a summary of calls by call type, completion code, and call count. The report can be requested by site name or for all sites for a user-specified date range.
Debit Balance	Shows the balance in the debit account for each inmate who has set up a debit account to pay for phone calls. For each account, the report lists the site name, inmate ID, inmate name, account number, call number, inmate status (active/inactive), and account balance. The report can be requested by site, inmate status, and balance amount (negative, positive, non-zero). Also, the report can be sorted by inmate ID, inmate name, or site.
Debit Statement	Shows all transactions for debit card and PIN-based debit including a beginning and ending balance, cost and duration of calls, and deposits made to an inmate's account.
Debit Activity	Shows all deposits, transactions, refunds, and closing balance for all debit accounts for inmates
Debit Transaction	Provides a reconciliation record for all debit transactions for an Inmate ID for a user-specified date range
Frequently Used PANs Summary	Lists, by called number, all numbers that reside in an inmate PAN list that have been called a high number of times. Beginning with the most frequently-called number, the report lists the called number, called party, number of instances (calls), and the number of sites from which the number has been called.
Frequently Used PANs Detail	Provides a list by called number of all inmates who frequently have called a PAN. The report lists the called number, called party, the inmate ID and name of each inmate who called the number, and the site from which the inmate made the call.
Frequently Called Numbers	Provides the total number of calls and total minutes of talk time to a specific called phone number. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by phone number, called party name, number of calls, and minutes.
Global Number	Provides a detailed report for all parameters that are found in the Global Number Table. This report can generate items such as all blocked numbers, all free numbers, all do not record (attorney) numbers, all notes, random note text searches, and all alerts.
Global Number History	Provides historical records of all changes made to ANI phone number to include an audit trail for users who made the changes
Inmate Alerts	Lists all alerts that have been activated for each inmate. The report lists site name, inmate ID, inmate name (last, first, middle), phone number, name associated with the called number, and phone number/email address for each alert type that has been set up.

Report Name	Description
Inmate PANs	Provides a PAN (personal allowed number) list for the inmate. The report also includes any restrictions associated with a PAN (blocks, free call, do not record, passive mode). A listing can be printed for an individual inmate as well as for all inmates.
Inmate Status	Provides a listing of inmate IDs, passcodes, inmate account status (active/inactive), site and location, the current number of PANs being used and allowed, and any associated notes. The report can be generated for a specific inmate or all inmates, and can be sorted by inmate active/inactive status.
Number Alerts	Lists all alerts that have been activated for a called phone number. The report lists site name, phone number, name associated with the called number, and phone number/email address for each alert type that has been set up.
PIN Fraud	Provides a listing of each call on which an inmate attempted to use an incorrect PIN. For each call, the report lists the site, CSN, station ID, station name, inmate name, inmate ID, passcode, the PIN number attempted in the CDR, the actual PIN, and extra digits.
Prepaid Balance Summary	Provides account (phone numbers) for all called numbers that have an established prepaid Account. The report includes the project number, billing ID, account/phone number, balance, and current status of active/non-active.
Recording Access	Provides a listing of all call records that have been listened to during a user-specified date range. The report lists the user ID of the person who listened to the call, the CSN, inmate ID and name of the inmate who made the call, called number, and date the user listened to the call record.
Revenue	Provides call counts, durations, billed minutes, revenue and revenue percentage for each call type, grouped by account (payment) type. The report can be requested by specific site or for all sites for any previous calendar month either in PDF, Excel, or CSV format.
Revenue Summary	For each site defined to ENFORCER, provides revenue summary information including facility name, number of call attempts, number of completed calls, total minutes, and revenue percentage. For all these categories, the report also provides month-to-date data.
Station Activity	Provides a summary of all calls made for a user-specified date range. The report can be generated by site. Results are listed by site name, station (phone) port, station (phone) name, attempted calls, accepted calls, accepted revenue calls, revenue minutes, and revenue amount.
Station Group Privileges	Provides a listing of station groups (phones) that are assigned to specific inmates (i.e., phones from which inmates are allowed to make calls). The system default is to assign Inmates to use all station groups unless specific assignments were made by the user.
Inmate Suspensions	Provides a listing of all inmate suspensions. The report lists site name, inmate ID, inmate name (first, middle, last), whether the suspension is full or partial, start/end date/time, and user notes (usually a description of the reason for suspension).

INMATE CALLING SOLUTIONS

Report Name	Description
Trunk Usage	Provides a summary of all calls that have been dialed and connected to the network by trunk. The summary is defined by site name, trunk, out-dialed Calls, accepted calls, and the percentage of accepted calls.
Volume Users	Provides a summary of high telephone volume usage by inmates. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by site name, inmate ID, inmate name (last, first, middle), number of calls, and minutes count (total minutes).

By clicking the **Reports** tab, users can view standard pre-configured reports which are grouped into multiple categories, such as Accounting, Call Information, Inmate Information, etc.



Reports tab – Select the desired report to display

User Access Reports

The ENFORCER® logs all users and user actions with the date, time, user ID, IP address and action performed. Authorized system administrators may also run reports to view user activity, including a playback history of every user that has listened to a recorded call, PIN changes, additions, etc. A User Access Log Report details system access by user and lists changes made during a defined date range.

An example of the Users showing the username, user level and the last login date is shown below. Additional details by user may be reported by clicking on the user name. Additional reporting options are available upon request and will be customized to meet the County's needs.

Username: (type * for wildcard)

Find/New

☒ Active accounts only

Username	Name	Organization	Status	Last Login
abc123	Employee, Angel	ICSolutions	Active	2015-02-27 09:48:08
aceli	Employee, Ali	ICSolutions	Active	
agui	Employee, Alex	ICSolutions	Active	2015-02-10 04:00:47
amitt	Employee, Ann Mickey	Site Admin	Active	2015-02-26 02:39:33
ana	Employee, Aubrey	ICSolutions	Active	2015-02-16 10:02:10
anin	Employee, Alejandra	ICSolutions	Active	
aperson	Employee, Allison	ICS	Active	2015-03-31 11:24:43

User Accounts – Last Login

A sample of the User Access Report is provided below that shows the username, first and last name, organization, last login and status.

05/02/2013 11:38 - Page 3

INMATE CALLING		ENFORCER User Access			
ICSolutions		Site: [redacted]			
		Choose User Status = All Users			
Username	Last Name	First Name	Organization	Last Login	Status
jsywers	Sywers	Joann	[redacted]	2007-08-16 11:15	Disabled
jtapia	Tapia	Jennifer	ICSolutions	2013-04-30 15:14	Active
jturner	Turner	Jackie	ICSolutions	2010-06-28 15:25	Disabled
jvega	Vega	Jose	ICSolutions	2012-01-13 14:02	Active
kcole	Cole	Kelly	ICSolutions	2010-06-24 13:39	Disabled
kcrafft	Crafft	Kimberly	ICSolutions	2013-04-26 14:48	Active
kdawson	Dawson	Ken	ICSolutions	2012-02-29 12:56	Active
kday	Day	Kevin	[redacted]	2013-05-02 09:48	Active
kday	unknown	unknown		2007-06-15 08:10	Active
kdoss	unknown	unknown		2008-04-22 11:24	Disabled
khughes	Hughes	Ken	ICSolutions	2012-10-22 13:56	Active
khunter	Hunter	Kellie	ICSolutions	2010-01-27 10:41	Disabled

User Access Report

INMATE CALLING SOLUTIONS

Below is a sample taken from a user log (User Update Report). For each username in the system, the login date/time is logged, and a record is displayed of the database table(s) each user accessed (for example, call recording, inmate lookup, etc.). The report also displays related information, such as inmate name, phone, and inmate number. Administrators can use the User Update Report to see what actions were taken by each user at what time/date.

In the report sample below, for example, you can see that the user "jkline" logged in at 1:38 p.m. on April 17 and listened to the recording of a call placed by inmate Rodney Lehman.

04/17/2012 19:11 - Page 1

INMATE CALLING IC Solutions		User Update Report Site: Summit County, OH Start Time = 04/17/2012 00:00 End Time = 04/17/2012 23:59			
username	last login	table	Phone or Inmate	Name	Inmate or Number
amimchan	2012-04-17 16:08	Recording	13302899184	TORREY SWAIN	0000099483
Subtotal	Number of Items 1				
jkline	2012-04-17 13:38	Recording	13303096667	RODNEY LEHMAN	0000078734
Subtotal	Number of Items 1				
jnorman	2012-04-17 13:33	Inmate	0000000848	CHESTER CALLEBS	
		Inmate	0000000990	ERIC HOWELL	
		Inmate	0000002565	GARY NORMAN	
		Inmate	00000074798	Michael Brown	
		Inmate	0000090117	EDMAURICE IVORY	
		Inmate	0000099510	MICHAEL HIGGINS	

User Update Report

The ENFORCER also provides a **Recording Access** report, which provides a listing of all call records that have been listened to during a user-specified date range. The report lists the user ID of the person who listened to the call, the CSN, inmate ID and name of the inmate who made the call, called number, and date the user listened to the call record.

02/02/2011 16:58 - Page 1

INMATE CALLING IC Solutions		Recording Access Site: Newport DOC Pick_User = All Start_Time = 12/09/2010 00:00 End_Time = 02/02/2011 23:59 Inmate_ID = ALL Phone_Number = ALL csn = ALL			
User Name	CSN	Inmate ID	Inmate Name	Called Number	Listen Date
bphilbin	24402404		MARCEAU, MARK	1-603-455-2156	2011-01-26 17:09
cwilliams	23940738				2010-12-17 13:36
cwilliams	23940767		WOODARD, THOMAS	1-802-342-9817	2010-12-17 13:39
cwilliams	24012325				2010-12-23 16:57
cwilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:01
cwilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:02
cwilliams	24091061		ARABIA, MARK	1-603-509-7175	2010-12-29 16:53

Recording Access Report

Voice Verification Reports

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** – provides 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** – provides a listing of the Verification Activity for call attempts and completions. Every call detail record includes a completion code that indicates whether a voiceprint 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** – provides 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 in to The ENFORCER® platform, offering the County a voice biometric tool **that does not require separate software.**

INMATE CALLING SOLUTIONS

Training

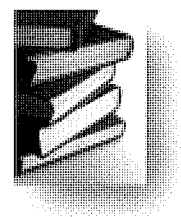
1. Provide onsite training to County's staff. Additional training (onsite or via the web) shall be provided to new staff at no cost to the County. Training manuals shall be provided to the County's staff at all training meetings and will become the property of the County. Full documentation for all of the ITS features will be available for the county. Vendor shall provide, at minimum, the following trainings:
 - a. Initial training: The first trainings must occur no later than 14 days prior to the "go-live" date. Ample trainings must be provided to accommodate all work shifts obtaining training prior to the "go-live" date.
 - b. Annual training: Annual training on the ITS, including any safety or security risk related to the use of Telephones and Tablets. If requested by County, ample trainings must be provided to accommodate all work shifts.
 - c. Upgrades. Trainings prior to upgrades of the ITS or any of its components.
 - d. Query and Analytical Tools: Trainings, to individuals identified by TCSO, in the query and analytical tools and reports functions of the ITS. This training will be provide as requested by TCSO.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions' proposal includes initial and ongoing training for facility personnel, after software upgrades or revisions, and upon request, at no additional cost throughout the contract. ICSolutions' goal is to familiarize Tehama County personnel with daily system functions, blocks, reports, investigative tools as well as emergency system shut down. The ENFORCER® is an intuitive, point-and-click system that requires no special codes, commands or advanced computer knowledge to learn and use. The user-friendly nature of The ENFORCER® system makes it easy to understand and minimizes staff training time.

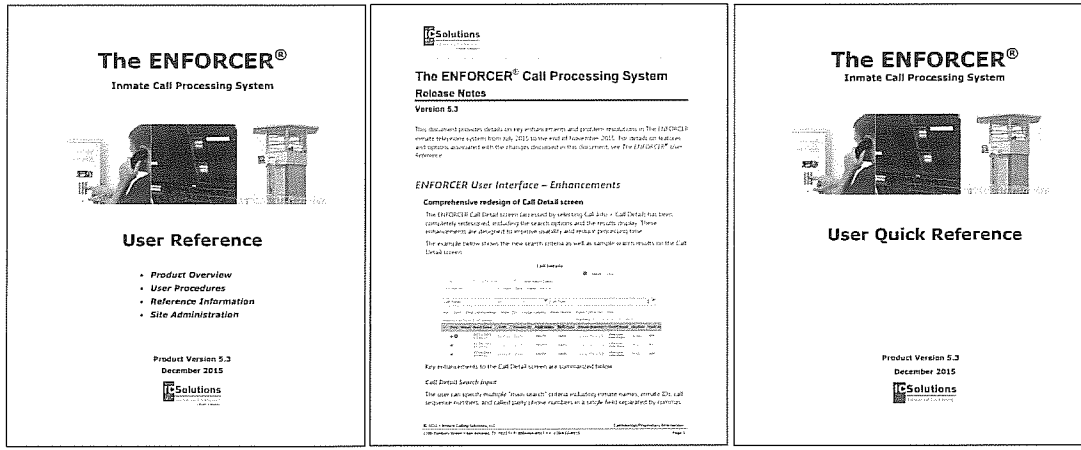
ICSolutions will provide a **customized hands-on training curriculum** for each facility served. ICSolutions understands that different user groups will sometimes have different training needs. As such, multiple classes will be scheduled, customized to fit the participants' needs. Classes will be scheduled to fit the County's preferences and the schedules of the personnel involved in the training. ICSolutions often schedules training in shifts so that facility staff can receive training during their normal work hours.

- ✓ User Manuals
- ✓ Quick Reference Guides
- ✓ Self-Help Training Guide
- ✓ Online & Hard Copies



- The ICSolutions training sessions will be conducted at a centralized location, or at individual sites, as preferred by the County.
- 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.**

- ICSolutions recommends follow-up training 30 to 90 days after the initial training, to answer more detailed questions your staff may raise after having used their new calling system for several weeks.
- Training is typically divided into three types of sessions: **Standard User**, **Investigator**, and **System Administrator (Super User)**. Training length varies based upon user type and number of trainees, but most training sessions are roughly **one hour** long.
- The ideal training session has no more than **15 trainees per 1 trainer**; however, ICSolutions has successfully accommodated sessions with 60+ trainees where requested by the client. For System Administrator training, we recommend one-on-one training whenever possible.
- When the voice biometrics application is in use, separate training will be conducted for that product after all inmates have been enrolled in the system.
- Each participant will leave the training session with a Quick Reference Guide for future reference. One or more complete ENFORCER® User Manuals will be provided for each facility. Documentation (User Manual, Quick Reference Guide, and a supplementary User Manual for the media player) is provided online as part of The ENFORCER® system. This online documentation, as well as Release Notes, 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.
- Initial and all follow-up training will be conducted by **Ms. Latisha Steger**, our Director of Sales Engineering and National Trainer. ICSolutions is able to **accommodate your requests for training with very little notice**.
- All training is provided **at no cost to the facility**.

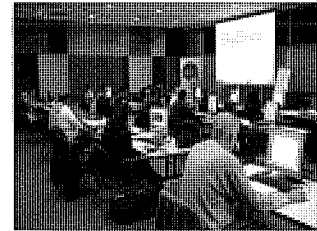
INMATE CALLING SOLUTIONS

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:

A. Day-to-Day System Administration

- Logging In, locally remotely, to one site, multiple sites etc.
- User Access Control Settings: Roles, permissions etc.
- Call Process Flow & Control settings
- Call Record Search
- Blocked Number Administration
- Inmate Account Editor
 - Create a new account
 - ANI Advanced Privileges and Inmate-specific controls
 - Entering PANs, Inmate-specific blocks & exceptions
 - Alerts on Inmate Accounts
 - Disable Account
 - Search for Inmate Account
 - Print Account Information
 - Account suspension/reinstatement
- Debit Account Administration
- Interface functionality (if applicable)



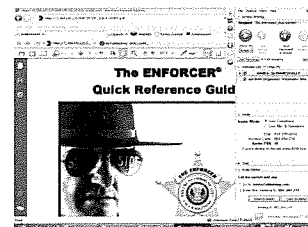
Onsite Training

B. 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

C. Automated Calling Process Overview

- Placing a Call
- Debit Call Process
- PrePaid Collect Process



Online Training

D. 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

E. Training and User Reference Tools

- Quick Reference Guide
- User Guide
- Report Synopsis
- Inmate Information Pamphlet in English & Spanish
- Support Center

F. ICSolutions' and Support Team Contact Information**Other Requirements**

1. Vendor shall appoint a single person who shall act as a single point of contact for all inmate telephone-related activities, inquiries, service, requests, and issues. The Vendor will provide a toll free number, for ITS issues. The Vendor will also provide a fax number and email address in its response to this RFP.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will provide a single point of contact, Mr. Mike Kennedy, who will be your first point of contact for ongoing account management and support.

Mike Kennedy, Account Manager and VP of Sales & Marketing

Toll-Free: 866-228-4040

Fax: 210-693-1016

Email: mken尼迪@icsolutions.com

Responsibilities

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

As your Regional Account Manager, Mike will be responsible for working directly with the County throughout the entire contract term. ICSolutions recognizes that the County's needs may evolve over the life of the contract and Mike will work with the County to adjust the system and features provided to best fit the County's requirements. This may include system expansions, feature additions, integration with JMS or Commissary vendors, etc. He will also be the single point of contact for any questions or requests

concerning the contracted services, including (but not limited to) reports, compensation, service and maintenance, training, etc.

Qualifications

Prior to joining ICSolutions in 2004, Mike started in the telecommunications industry in 1989 and has vast experience in account management and business development. Mike's experience includes both operator services and inmate telephone services offered nationwide. Mr. Kennedy obtained his Business Administration degree at the University of South Carolina.

2. Vendor shall ensure that the County and its designated agent is provided with a list of telephone numbers, station identifiers, equipment specifications, and locations of each unit.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions' Implementation Team will provide the list with the required information during the implementation process.

Track Record

1. Describe all instances in the past 2 years in which a contract was awarded to your company, but said award was subsequently rescinded and awarded to another vendor. Include the reason for rescinding the contract and any / all other pertinent details.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has never had an award rescinded and awarded to another vendor.

2. Describe all instances in the past 2 years in which a customer cancelled your contract in advance of the planned contract end. Include name of facility, contract end date and contract termination date.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Midland County, Texas selected another vendor in their procurement process of a video visitation service provider. Although the RFP was only for video visitation service, the other vendor offered inmate telephone service as a combined option, and the County determined that the transfer of the inmate telephone service to the vendor selected for video visitation service was the most beneficial for the County.

The County transitioned service from ICSolutions to the other vendor on October 13, 2016, just 48 days before their last renewal term was scheduled to end on November 30, 2016. ICSolutions fully complied with the contract through the last day of service, including cooperating with the County and the new vendor for a smooth transition of services.

3. Describe all instances in the past 2 years in which a customer has provided you with notice that you were in breach of contract. Describe the nature of the breach and whether or not the breach was cured to the customer's satisfaction. Include name of facility and contact person.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has never been provided notice that we were in breach of contract.

4. Describe all instances in the past 2 years in which the bidder has lost a call recording or call data; in which the security of a call recording or call data was compromised; and/or in which the vendor was discovered to have incorrectly recorded privileged phone calls, such as attorney calls.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has never lost a call recording or call data or incorrectly recorded privileged phone calls.

5. Describe any system outages during the past 2 years that affected more than one customer, including the cause of the outage, quantity and percentage of customers affected, how long customers were affected, and why the vendor's backup/failover technologies did not prevent the outage.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has never experienced an unplanned outage that affected more than one customer. However, we recently transitioned our primary data center from our headquarters in San Antonio to our Atlanta data center, one of the most sophisticated multi-tenant colocation centers in the country. As part of this transition, ICSolutions underwent a planned maintenance window from 11:00 p.m. to 9:00 a.m. Eastern in which our customers were unable to access The ENFORCER® Graphical User Interface (GUI). Call processing and recording was not impacted.

C. PERFORMANCE/OUTCOME MEASURES AND EVALUATION

As part of the process used to select the Vendor, the County will assess the methods whereby a Responder intends to measure and evaluate the extent to which the services to be provided have actually been delivered. Those methodologies must be included in the Proposal. Examples of such methodologies include, but are not limited to, sample work plans, timetables for targets, and evaluations by the recipients of services, a schedule for self-evaluations, and a schedule of County evaluations.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions currently provides our ENFORCER® calling system and outstanding customer service to hundreds of individual facilities, making up more than 275 agencies across the United States and providing calling services to a total of about **300,000 inmates**. Agencies using The ENFORCER® range in size from small city, county, and regional facilities, to large state DOCs housing as many as 44,000+ inmates. Our clients of every size rely on our proprietary ENFORCER® calling system to process calls, and ICSolutions' live, U.S.-based technical and customer service experts to handle their service needs.

We developed the methodologies and schedules in our implementation plans, provided in **Tab 5**, based on our vast experience of installing The ENFORCER® and providing inmate telephone services, video visitation services and tablets. These baseline implementation plans will be tailored to meet the needs of the County.

The best attestation to our ability to deliver is available from our clients, which is why we have included contact information for every single one of our current clients *where we serve as the Prime Contractor* in **Exhibit A**, and we welcome the County to **call anyone** on this list to hear about their satisfaction with our system and service! We have also included several recent Letters of Reference from a few of our clients in **Exhibit B**. ICSolutions is proud of our service history, and we encourage you to call anyone on our Client List, in addition to the references provided in **Tab 3**.

5. IMPLEMENTATION SCHEDULE

5. A schedule/timeline for the implementation of the Inmate Telecommunication System provided as identified in the Proposal.

ICSolutions Response:

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

Baseline ITS Implementation Plan

ICSolutions' professionally trained project team will coordinate the installation of your new Inmate Telephone System (ITS) to ensure **minimal impact on facility operations and phone system revenue**. ICSolutions commits to providing the County with a seamless transition of service from your current vendor to our centralized ENFORCER® platform and exceptional support following installation.

The ICSolutions Operations Team will work together with your ICSolutions Regional Account Manager, Mike Kennedy, to coordinate every aspect of the implementation. Your Project Manager will conduct bi-weekly status meetings to monitor and track the overall project progress. **A more detailed Inmate Telephone Implementation Schedule / Gantt chart has been included at the end of this section** and includes all major tasks that will be required to complete the installation efficiently and without interruption of phone service.

The major milestones of the implementation are as follows:

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	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	

INMATE CALLING SOLUTIONS

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
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
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

We have provided a more detailed description of these implementation tasks below:

1. Review Contract/RFP Requirements & Project Setup – ICSolutions' Project Team will hold internal meetings to review the contract and RFP requirements, create a ticket in Mantis, create project files, and assign internal resources.

2. Kick-Off Meeting – ICSolutions Project Team will sit down with the County to review all Contract and RFP requirements to ensure that both parties have a clear understanding of the scope of the project. In this meeting, ICSolutions and the County will also go over any enhanced products or services that the County wishes to implement. During this meeting, the ICSolutions Project Manager will ask for the appropriate contact information for the person(s) who can provide the County's rules to enable the necessary software configurations, such as user access and how to implement optional features to be consistent with Facility policies and procedures.

3. Conduct Pre-Installation Site Survey – Immediately following contract award, ICSolutions will meet with the County to schedule the Pre-Installation Site Survey. During the site survey, all internal wiring will be tested, the locations for each phone will be defined, and other specifications will be agreed upon (such as IDs/names for each inmate telephone station as the County would like it to appear on Call Detail Reports, privileges the County would like each user to have access to, etc.).

4. Installation Plan Customization & Review with the Facility – After the site survey, the Project Team will make any adjustments to the project milestones that are necessary to accommodate the needs of the County. ICSolutions will then review the customized Installation Plan with the appropriate County personnel. During the Installation Plan Review, ICSolutions will go over all project milestones and the timeline with the County. ICSolutions will also ensure that the County has received identification for the project team so that the County can run any required background checks. At this time, ICSolutions will also consult with your IT staff to choose an appropriate vLAN and firewall solution to network the County's existing workstations to The ENFORCER® network.

5. Scheduling for Onsite Installation – After the County has had a chance to review the customized Installation Plan, ICSolutions' Project Team will begin making the necessary scheduling arrangements for the onsite installation, such as:

5.1 Onsite Escort Identification & Scheduling – ICSolutions' Project Team will obtain the contact information of the escorts and confirm the escort's schedule will work with the agreed upon timing for onsite installation.

5.2 Schedule Training Location and Times for Each User Group – ICSolutions' certified National Trainer will work with the County to identify and reserve the location for the onsite training, as well as schedule the various times for each user group that will work best with the County's needs.

5.3 Schedule Equipment Removal with Existing Provider – ICSolutions will work with the County's existing provider to schedule the removal of all existing equipment to ensure minimal downtime of the County's inmate telephone system.

5.4 Make the travel arrangements for the onsite installation team and trainer. After the onsite installation is scheduled, and the availability of the escort and training times are confirmed, ICSolutions will schedule travel for the onsite team.

6. Equipment & Network Provisioning – ICSolutions Project Team works expeditiously to setup the necessary network and equipment that can have a long lead time:

6.1 Order Network Services – Delivery and installation of the circuits is performed by the local network provider and, oftentimes, takes approximately four weeks for completion after ordering. Immediately after learning ICSolutions has been awarded the contract, ICSolutions' Director of Operations orders the network services and works with the County to schedule the delivery and installation of the circuits, which are necessary to power The ENFORCER®. ICSolutions typically obtains service from two different network carriers. We do this to ensure complete redundancy and maintain our 99.999% system uptime guarantee. If one carrier experiences an outage, service will instantly fail over to the second carrier.

6.2 Requisition system Hardware from Inventory, Order Additional Items (If Necessary) – All call processing and recording equipment is built and assembled at our corporate headquarters in San Antonio, Texas. ICSolutions often has the necessary inventory on hand to complete upcoming installations. ICSolutions' Project Team will requisition the equipment necessary for the County's installation and order any additional equipment necessary.

7. Equipment Build/Testing/Ship – During this phase, ICSolutions will build The ENFORCER® to meet the specifications in the contract, test it, and ship all the related equipment for onsite installation:

7.1 ITS Software – During this phase, ICSolutions will create the County's Site in The ENFORCER, including configuring the centralized system in the data center (such as setting up the County's dedicated website); add terminals and enable features in accordance with the contract (such as analytic tools, voice biometrics, etc.); create locations (such as pods, facilities, etc.); create user accounts and assign authorized user roles based on access rules obtained during the Kick-Off Meeting; and configure the ENFORCER features based on the contract requirements and the Facility's needs (as identified during the site survey and during the Kick-Off Meeting).

7.2 JMS Data Exchange Interface Development – During this phase, ICSolutions will review the specification and format of the current interface, as obtained during the Kick-Off Meeting. During this review, ICSolutions will work with the County and your other vendors to review their data format, and define what will be necessary to create a seamless integration. After reviewing the current interface, ICSolutions will develop all required interfaces with the County and your other vendors. Prior to actually deploying integration, we perform a robust series of tests to ensure accuracy of all data transferred. 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.

7.3 Other Value-Added Services Required – During this phase, ICSolutions will activate and configure all value-added services required, such as voice biometrics, and the IVR Suite and Premium Investigative Tools (e.g., Attendant, Communicator). This phase includes obtaining all the relevant rules from the County, activating the service, developing any necessary interfaces with third party products (such as law library services), configuring the system to the County's specifications, and QA testing all configurations.

7.4. Network – During this phase, ICSolutions will configure the Network IAD, QA Test, and Burn in. That is, ICSolutions will set up an IP address on the Adtran 924, teach it how to connect to our centralized ENFORCER®, and test.

7.5 Hardware – For this task, ICSolutions conducts QA tests on the equipment to ensure it works. Upon confirmation that the equipment is operational, ICSolutions ships all equipment that will be installed onsite to the facility.

8. Convert Existing Data – If applicable, we will request the data from the current vendor. First we will collect sample files from the existing vendor in preparation for porting the facility's current inmate and call data into The ENFORCER®. ICSolutions will then review the current vendor's data and the format in which it was received.

9. Site Installation – The following steps outline the tasks and processes that will occur onsite prior to the cutover.

9.1. Verify/Test Network Circuits – As soon as your LEC has installed new network circuits, ICSolutions will conduct tests to ensure full functionality.

9.2 Equipment Set Up and Powered (including labeling any new cabling) – ICSolutions will install all the necessary equipment in the phone room. The onsite phone room equipment will consist of Adtran IP Gateways and Uninterruptable Power Supply (UPS) units. This equipment will be installed in a standard 19" Equipment Rack. The on-site video visitation equipment will consist of a firewall and multi-functional video processing and recording servers, as well as UPS units. If any new cabling is installed, ICSolutions will label it.

9.3 Phone Swap – The ICSolutions onsite team will replace your old phones for new models and complete any final wiring. After swapping phones, ICSolutions' Project Team will conduct QA Testing. The pre-cutover Test Plan is detailed to ensure that the entire system is deployed and performs exactly as requested by the County. The testing procedures extend to all systems, telephones, software, and peripheral hardware. We have included more detailed information on our Sample Test Plan and testing procedures later on in this document.

9.4 Workstation Setup and Administrative Software Installed – ICSolutions will set up any workstations required by the County. However, since The ENFORCER® is operated through an easy-to-use browser-based GUI (Graphical User Interface), anyone with a password and log-in ID granted by Tehama County administrators can access the system from any computer running a modern browser as if they were opening a website.

9.5 Verify Inmate ID Flow is Accurate – Will verify that all information received from the County's JMS, including inmate ID information, is correct.

9.6 ID Phone Ports & Create Equipment Inventory Listing – ICSolutions will ID all phone ports and create an equipment inventory listing.

10. Cutover – Since most of the implementation, configuration, and testing processes are completed before the actual onsite implementation, cutover to The ENFORCER® system occurs quickly and seamlessly.

11. User Acceptance Testing – ICSolutions conducts the user acceptance testing with the trainees using the live system to ensure the testing is effective. To minimize the Staff time needed for the system implementation, the user acceptance testing occurs simultaneously with the training. If there are any issues identified during the training, the ICSolutions Project Team will work to resolve the issue while onsite.

12. Training – ICSolutions will provide a customized hands-on training curriculum for each facility served. Classes will be scheduled to fit the County's preferences and the schedules of the personnel involved in the training. ICSolutions often schedules training in shifts so that facility staff can receive training during their normal work hours. ICSolutions will also leave behind Training Guides and other materials to assist County users in utilizing their ENFORCER® system to the fullest. We have provided more detailed information on our training process in our Training Plan, included later in this document.

13. Post-Cutover System & Process Transition Monitoring – ICSolutions closely monitors the status of the project throughout the implementation, with monitoring provided on-site during cutover, training, and user acceptance testing. During this step, ICSolutions will closely monitor the County's new system and processes to ensure it is operating as specified. For the purposes of the implementation project, this step ends upon the completion of user acceptance. After the implementation is complete, however, ICSolutions performs continuous monitoring of the system and the overall project, starting with monitoring the first few months of call activity to define a pattern of typical activity. Call volume totals are compared daily for variances outside of a defined range (typically a decrease or increase of 15%). This variance could indicate a problem, such as improper phone function. An exception report is automatically created for any site showing such variances.

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

ITS Installation Testing Protocol

As described briefly above, 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. The testing procedures extend to all systems, telephones, software, and peripheral hardware.

Testing of The ENFORCER® system will be conducted by a certified Quality Control ("QC") team. The QC Team will test all features and functionality to ensure adherence to the specifications of the RFP. The ENFORCER® system testing will encompass the following:

1. External system interfaces

- a. Interface protocol
- b. Access and security
- c. Error logging

2. Data Exchange

- a. Data format
- b. File exchange\transfer timelines
- c. Error logging

3. 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

4. System Access

- a. User Role privileges
- b. User role assignments
- c. User name & passwords

5. Facility workstation(s)

- a. Access to The ENFORCER® system
- b. Ability to monitor live recordings from both workstation and Facility Network if applicable.
- c. Test all alert methods to ensure proper working order for inmate and phone to designated investigation units.
- d. Ability to download and burn recordings using the following formats.
 - i) Wav
 - ii) MP3
 - iii) Speex
- e. Configured to use either the ICS player or default player for playback.
- f. Run and test reports for accuracy of information

Sample ITS Installation Checklist

Below is a sample Testing and Acceptance Checklist:

Hardware		
Tests and Checks Performed	INITIALS	DATE
Check - Rack fully assembled.		
Check - 110/66 Blocks labeled and covered.		
Check - UPS is fully charged and operational. (plugged in)		
Check - Adtran 3200 and Juniper labeled and installed on rack.		

Network		
Tests and Checks Performed	INITIALS	DATE
Check - blue cable from smart jack to Adtran 924 NET/T-1 Port. All cables labeled and properly secured.		
Check red cable from Adtran 924e ETH 0/1 port to Juniper ETH 0/1 port. All cables labeled and properly secured.		
Set up workstation(s) in predetermined location. Connect all peripherals and all cables labeled and properly secured.		
Connect network cable to workstation. Use patch cord to connect workstation to RJ 45 jack.		

Power Up		
Tests and Checks Performed	INITIALS	DATE
Test - Perform start up test and confirm all machines start up correctly.		
Test - UPS test (utilize UPS test switch and confirm system stays on)		
Test - Start up workstation and confirm proper startup and that network can be seen		

Software Check & Tests		
Tests and Checks Performed	INITIALS	DATE
Check - All computers for correct name and IP address. Check/Verify correct IP and Subnet		
Check - All computers - Network Properly. Installed and working.		
Check - All system clocks are updated properly.		
Check - Verify Inmate Stations.		
Test - Workstation - Verify Monitoring/Playback and Burn CD's		
Check - Facility PIN swap over		
Test - Make test calls from station blocks.		
Check - Facility branding		

INMATE CALLING SOLUTIONS

System Checkout		
Tests and Checks Performed	INITIALS	DATE
Verify system functionality by performing test calls from every station.		
Perform station cross connect punch work – verify stations are operational		
Test - Restart and confirm all modules are functioning properly.		
Test - Make test calls from each station- verify		
Check - Cameras Operational		
Test - Call Search		
Check - Calls for proper start/stop, origination, destination, PIN numbers		
Check - Verify each type of call (Local, IntraLATA, InterLATA, Interstate)		
Test - Perform live monitoring.		
Test - Perform dial up live monitoring.		
Test - Printing reports to printer		

Baseline VVS Implementation Plan

ICSolutions' professionally trained project team will coordinate the installation of your Video Visitation System (VVS) to ensure **minimal impact on facility operations**. ICSolutions commits to providing the County with a seamless implementation and exceptional support following installation.

The ICSolutions Operations Team will work together with your ICSolutions Regional Account Manager, Mike Kennedy, to coordinate every aspect of the implementation. Your Project Manager will conduct bi-weekly status meetings to monitor and track the overall project progress. **A more detailed Inmate Video Visitation Implementation Schedule / Gantt chart has been included at the end of this section** and includes all major tasks that will be required to complete the installation efficiently. It is important to note this schedule includes an extra week to accommodate unforeseen circumstances that might impact the timeline. ICSolutions will work with the County to customize the Baseline VVS Implementation Schedule to meet the County's needs. Ask any of our clients, and the County will find that ICSolutions' Implementation Team is second to none in timely and flexible installations.

The major milestones of the implementation are as follows:

Ref	WBS	Task	Duration
1.1 Implementation Project Initiation – Contract Execution			
1.2 Implementation Project Planning Process			
1	1.2.1	<i>Review Contract/RFP Requirements & Project Setup</i>	<i>1 day</i>
2	1.2.2	<i>Kick-Off Meeting</i>	<i>1 day</i>
3	1.2.3	<i>Conduct Pre-Installation Site Survey</i>	<i>1 day</i>
4	1.2.4	<i>Installation Plan Customization & Review with Facility</i>	<i>2 days</i>
5	1.2.5	<i>Scheduling for Onsite Installation</i>	<i>2 days</i>
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	<i>Equipment & Network Provisioning</i>	
6.1	1.3.1.2	<i>Order Network Services (including estimated lead time for local provider to deliver and install circuits)</i>	<i>9 weeks</i>
6.2	1.3.1.1	<i>Requisition System Hardware from Inventory, Order Additional Items (If Necessary)</i>	<i>1 day</i>
7	1.3.2	<i>Equipment Build/Testing/Ship</i>	
7.1	1.3.2.1	<i>Software (The Visitor visitation management & VVS)</i>	<i>10 days</i>
7.2	1.3.2.2	<i>JMS Data Exchange Interface Development</i>	<i>10 days</i>
7.3	1.3.2.3	<i>Other Value-Added Services Required</i>	<i>up to 15 days</i>

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7.4	1.3.2.4	Network	1 day
7.5	1.3.2.5	Hardware (includes QA testing and shipping)	2 days
8	1.3.3	Convert Existing Data (If Applicable)	4 days
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 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
1.4 Implementation Project Monitoring & Controlling Process			
13	1.4.1	Post-Cutover System & Process Transition Monitoring	2 days
1.5 Implementation Project Closing Process			
14	1.5.1	After Action Reporting – Meet with Customer to Review Implementation	1 day

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 and install the VVS stations and related services. For those tasks that are similar but not exactly the same, such as requisitioning hardware, ICSolutions' installation team can accomplish those tasks at the same time for efficiency purposes.

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.

We have provided a more detailed description of the implementation tasks below:

1. Review Contract/RFP Requirements & Project Setup – ICSolutions Project Team will hold internal meetings to review the contract and RFP requirements, create a ticket in Mantis, create project files, and assign internal resources.

2. Kick-Off Meeting – ICSolutions Project Team will sit down with the County to review all Contract and RFP requirements to ensure that both parties have a clear understanding of the scope of the project. In this meeting, ICSolutions and the County will also go over any enhanced products or services that the County wishes to implement. During this meeting, the ICSolutions Project Manager will ask for the appropriate contact information for the person(s) who can provide the County's rules to enable the necessary software configurations, such as user access and how to implement optional features to be consistent with Facility policies and procedures.

3. Conduct Pre-Installation Site Survey – Immediately following contract award, ICSolutions will meet with the County to schedule the Pre-Installation Site Survey. During the site survey, all internal wiring will be tested, the locations for each kiosk will be defined, and other specifications will be agreed upon.

4. Installation Plan Customization & Review with the Facility – After the site survey, the Project Team will make any adjustments to the project milestones that are necessary to accommodate the needs of the County. ICSolutions will then review the customized Installation Plan with the appropriate County personnel. During the Installation Plan Review, ICSolutions will go over all project milestones and the timeline with the County. ICSolutions will also ensure that the County has received identification for the project team so that the County can run any required background checks. At this time, ICSolutions will also consult with your IT staff to choose an appropriate vLAN and firewall solution to network the County's existing workstations to The ENFORCER[®] network.

5. Scheduling for Onsite Installation – *These steps can be done simultaneously with the ITS Plan, if the County so desires.* After the County has had a chance to review the customized Installation Plan, ICSolutions' Project Team will begin making the necessary scheduling arrangements for the onsite installation, such as:

5.1 Onsite Escort Identification & Scheduling – ICSolutions' Project Team will obtain the contact information of the escorts and confirm the escort's schedule will work with the agreed upon timing for onsite installation.

5.2 Schedule Training Location and Times for Each User Group – ICSolutions' certified National Trainer will work with the County to identify and reserve the location for the onsite training, as well as schedule the various times for each user group that will work best with the County's needs.

5.3 Schedule Equipment Removal with Existing Provider (if necessary) – When a previous VVS is in place, ICSolutions will work with the County's existing provider to schedule the removal of all existing equipment to ensure minimal downtime of the County's VVS.

5.4 Make the travel arrangements for the onsite installation team and trainer – After the onsite installation is scheduled, and the availability of the escort and training times are confirmed, ICSolutions will schedule travel for the onsite team.

6. Equipment & Network Provisioning – ICSolutions Project Team works expeditiously to setup the necessary network and equipment that can have a long lead time:

6.1 Order Network Services – Delivery and installation of the circuits is performed by the local network provider and, oftentimes, takes approximately six to nine weeks for completion after ordering. The Baseline VVS Implementation Schedule and Gantt Chart provided after this narrative assumes average lead times for network installation, which requires more bandwidth than the ITS requires and is typically the most time-consuming task in the VVS implementation. Immediately after learning ICSolutions has been awarded the contract, ICSolutions' Director of Operations orders the network services and works with the County to schedule the delivery and installation of the circuits, which are necessary to power The Visitor.

6.2 Requisition system Hardware from Inventory, Order Additional Items (If Necessary) – All video processing and recording equipment is built and assembled at our corporate headquarters in San Antonio, Texas. ICSolutions often has the necessary inventory on hand to complete upcoming installations. ICSolutions' Project Team will requisition the equipment necessary for the County's installation and order any additional equipment necessary.

7. Equipment Build/Testing/Ship – During this phase, ICSolutions will build The Visitor™ to meet the specifications in the contract, test it, and ship all the related equipment for onsite installation:

7.1 Software – During this phase, ICSolutions will create the County's Site in The Visitor™, including configuring the centralized system in the data center (such as setting up the County's dedicated website); add terminals and enable features in accordance with the contract; create locations (such as pods, facilities, etc.); create user accounts and assign authorized user roles based on access rules obtained during the Kick-Off Meeting; and configure The Visitor™ features, as well as any other required value-added services (such as the Resident Portal and other touchscreen inmate self-service products), based on the contract requirements and the Facility's needs (as identified during the site survey and during the Kick-Off Meeting).

7.2 JMS Data Exchange Interface Development – During this phase, ICSolutions will review the specification and format of the current interface, as obtained during the Kick-Off Meeting. During this review, ICSolutions will work with the County and your other vendors to review their data format, and define what will be necessary to create a seamless integration. After reviewing the current interface (if any), ICSolutions will develop all required interfaces with the County and your other vendors. Prior to actually deploying integration, we perform a robust series of tests to ensure accuracy of all data transferred. 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.

7.3 Other Value-Added Services Required – During this phase, ICSolutions will activate and configure all value-added services required, such as Touchscreen Inmate Self-Service Products. This phase includes obtaining all the relevant rules from the County, activating the service (such as the Resident Portal), developing any necessary interfaces with third party products (such as inmate trust account lookup), configuring the system to the County's specifications, and QA testing all configurations.

7.4. Network – During this phase, ICSolutions will configure the Network IAD, QA Test, and Burn in. That is, ICSolutions will set up an IP address on the Adtran 924, teach it how to connect to our centralized platform, and test.

7.5 Hardware – For this task, ICSolutions conducts QA tests on the equipment to ensure it works. Upon confirmation that the equipment is operational, ICSolutions ships all equipment that will be installed onsite to the facility.

8. Convert Existing Data – If applicable, we will request the data from the current vendor. First we will collect sample files from the existing vendor in preparation for porting the facility's current inmate and call data into The ENFORCER®. ICSolutions will then review the current vendor's data and the format in which it was received.

9. Site Installation – The following steps outline the tasks and processes that will occur onsite prior to the cutover.

9.1. Verify/Test Network Circuits – As soon as your LEC has installed new network circuits, ICSolutions will conduct tests to ensure full functionality.

9.2 Equipment Set Up and Powered (including labeling any new cabling) – ICSolutions will install all the necessary equipment in the equipment room. The on-site video visitation equipment will consist of a firewall and multi-functional video processing and recording servers, as well as UPS units. If any new cabling is installed, ICSolutions will label it.

9.3 Installation of VVS Station – The ICSolutions onsite team will install VVS kiosks and complete any final wiring. After stations are installed, ICSolutions' Project Team will conduct QA Testing. The pre-cutover Test Plan is detailed to ensure that the entire system is deployed and performs exactly as requested by the County. The testing procedures extend to all systems, video visitation kiosks, software, and peripheral hardware. We have included more detailed information on our Sample Test Plan and testing procedures later on in this document.

9.4 Workstation Setup and Administrative Software Installed – ICSolutions will set up any workstations required by the County. However, since The Visitor™ is operated through a single login to The ENFORCER®, which is an easy-to-use browser-based GUI (Graphical User Interface), anyone with a password and log-in ID granted by County administrators can access the system from any computer running a modern browser as if they were opening a website.

9.5 Verify Inmate ID Flow is Accurate – Verify that all information received from the County's JMS, including inmate ID information, is correct.

9.6 ID Ports & Create Equipment Inventory Listing – ICSolutions will ID all ports and create an equipment inventory listing.

10. Cutover – Since most of the implementation, configuration, and testing processes are completed before the actual onsite implementation, cutover to The Visitor™ system occurs quickly and seamlessly.

11. User Acceptance Testing – ICSolutions conducts the user acceptance testing with the trainees using the live system to ensure the testing is effective. To minimize the Staff time needed for the system implementation, the user acceptance testing occurs simultaneously with the training. If there are any issues identified during the training, the ICSolutions Project Team will work to resolve the issue while onsite.

12. Training – ICSolutions will provide a customized hands-on training curriculum by our certified Trainer employees for each facility served. Classes will be scheduled to fit the County's preferences and the schedules of the personnel involved in the training. ICSolutions often schedules training in shifts so that facility staff can receive training during their normal work hours. ICSolutions will also leave behind Training Guides and other materials to assist County users in utilizing their Visitor™ system to the fullest. We have provided more detailed information on our training process in our Training Plan, included later in this document.

13. Post-Cutover System & Process Transition Monitoring – ICSolutions closely monitors the status of the project throughout the implementation, with monitoring provided on-site during cutover, training, and user acceptance testing. During this step, ICSolutions will closely monitor the County's new system and processes to ensure it is operating as specified. For the purposes of the implementation project, this step ends upon the completion of user acceptance. After the implementation is complete, however, ICSolutions performs continuous monitoring of the system and the overall project, with automated system monitoring of each VVS station's status (e.g., online, offline, etc.).

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

Installation Timing

ICSolutions is flexible about the timing of the VVS Implementation, and will work with the County to customize the Baseline VVS Implementation Schedule to meet the County's needs. Whether the County wants to phase in VVS over time, or have a single cutover, the tasks for the implementation will be the same, with only the timeline changing to meet the County's needs.

VVS Installation Testing Protocol

As described briefly above, IC Solutions 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. The testing procedures extend to all systems, video stations, software, workstations, and peripheral hardware.

Testing of The Visitor video visitation system will be conducted by the Quality Control ("QC") team. The QC Team will test all features and functionality to ensure adherence to the specifications of the RFP and the contract, consistent with the PMP®'s waterfall approach for system implementations. The QC Team documents all testing and walkthroughs in Mantis. All results are reviewed by another QC team member. Quality Assurance testing status and results are tracked and monitored daily by both the Video Visitation Product Manager and the Video Visitation Project Manager.

The Visitor system testing will encompass the following:

1. External system interfaces

- a. Interface protocol
- b. Access and security
- c. Error logging

2. Data Exchange

- a. Data format
- b. File exchange/transfer timelines and frequency
- c. Confirm inmate count in JMS is synced with The Visitor video visitation (Admin page)
- d. Error logging

3. Database Integrity

- a. Inmate Table
- b. Approved Visitor Table
- c. Video Visitation Station Table
- d. Video Visitation Station Locations (e.g., identification, type, rules, etc.)
- e. Video Visitation Policies:
 - Schedule (Allowable visitation times by type of visit and visitor)
 - Rates & Fees
 - Designate free and paid visitations by visitor or type of visitation (e.g., remote visitations where the visitor is off-site using a home or office computer to visit)

4. System Access

- a. User Role privileges
- b. User role assignments
- c. User name & passwords
- d. Register as a new user
- e. Approve new user

5. 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

6. 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

7. User Acceptance Testing (UAT)

- a. Coincides with hands-on training
- b. Training Curriculum & tests performed in UAT customized for facility's requests

Baseline Tablets Implementation Plan

ICSolutions proposes to provide secure, wireless inmate tablet services through our partner Smart Communications (Smart Comm). ICSolutions will be responsible for the ongoing maintenance and all other functions performed under this contract.

Implementation of the tablets solution will be provided by Smart Comm. The following key Smart Comm personnel will be involved in the installation of the Tehama County tablets project:

Jon Logan – CEO

Jim Logan – President

Justin Scott – Director of IT

Justin Longenberger – Director of Field Services

The Installation Team will be led by our Director of Field Services and our Director of I.T. who reports directly to the CEO.

The table below includes all the appropriate steps necessary to install the tablet solution with minimal downtime and service interruption. **A Microsoft Project Gantt chart including each of these tasks has been provided at the end of this section.**

Sample Installation Timeline		
Tasks	Week	Responsibility
Planning Process: Pre-Implementation		
1. Review Contract/RFP Requirements – Initial Implementation Meeting	1	Facility/SC
2. Conduct Pre-Installation Site Survey	1	SC
3. Installation Plan Review	1	SC
Execution Process: Equipment and Network Provisioning		
4. Order Hardware and Broadband/Network Service	1	SC
Execution Process: Equipment Build/Test/Ship		
5. System Configuration & Interface Development		SC
5.1 Customize Policies & Procedures for MailGuard, Messaging and Photo Delivery	1	Facility/SC
5.2 Establish Local Mailbox for MailGuard Service	4	SC
5.3 Review & Submit Request, Medical and Grievance Forms for Development and Approval	4	Facility/SC
5.4 Submit Education & Entertainment Services for Review and Approval	8-9	Facility/SC
6. Tablets, Kiosks, Charging Stations Arrive for Installation	10	SC
7. QA Testing of Interface, Configurations, and Equipment	10	SC
8. Facility Install		
8.1 Install Server and Hub Switches	10	SC
8.2 Install Broadband Service	10	SC
8.3 Interface to Jail Management Software and Test	10	Facility/SC
8.4 Install Tablets, Charging Stations, Kiosks & Other (e.g. Workstations); Test	10	SC
9. Cutover		
9.1 Messaging, Requests, Grievances and other Applications Go Live	10	SC
10. Implementation Project Monitoring & Controlling Process		
10.1 Post-Cutover System & Process Transition Monitoring	10-12	SC
Execution Process: Training		
11. Notify Inmates, Family & Friends of New Services & Coordinate Training	1	Facility/SC
12. Provide Training with Training Guides and Materials	11	Facility/SC
After Action Reporting		

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13. Meet with Customer to Review Implementation	12	Facility/SC
*Timetable contingent upon Client & 3rd Party Task Completion		
**Necessary Escorts Provided by County		

NOTE: This plan represents the maximum amount of time required for the tablets implementation plan. If ICSolutions installs the wiring at the same time as the Inmate Telephones System installation, the timeline will be significantly reduced. Additionally, the tablets program will leverage the JMS integration, should the ITS integrate with the facility's JMS. The tablets timeline can be reduced even further if existing Wi-Fi network infrastructure is already in place.

We have provided the County with a more detailed description of these implementation tasks below:

- 1. Review Contract/RFP Requirements** – Smart Comm Installation Team will meet with the County to review all Contract and RFP requirements to ensure that both parties have a clear understanding of the scope of the project. In this meeting, Smart Comm and the County will also go over all products and/or services that the County wishes to implement.
- 2. Conduct Pre-Installation Site Survey** – Immediately following contract award, Smart Comm will meet with the County to schedule the Pre-Installation Site Survey. During the site survey, placement and other specifications will be agreed upon.
- 3. Installation Plan Review** – During the Installation Plan Review, Smart Comm will go over all project milestones and the timeline with the County.
- 4. Order Hardware and Broadband/Network Service** – Smart Comm will procure the necessary broadband network and install the necessary infrastructure, including cabling and wireless access points to support the tablet charging stations and wireless network.
- 5. System Configuration & Interface Development** – During this stage, Smart Comm will work with the County to customize the policies and procedures governing the Photo Delivery and optional MailGuard Messaging services; establish a local mailbox; develop request and grievance forms and obtain County approval; and submit education and entertainment applications and obtain County approval.
- 6. Tablets, Kiosks, Charging Stations Arrives for Installation** – The equipment arrives on-site for installation at the facility.
- 7. QA Testing of Interface, Configurations and Equipment** – Smart Comm will develop the JMS interface as required by the County. Prior to actually deploying integration, we perform a robust series of tests to ensure accuracy of all data transferred. *This step can be done simultaneously with the ITS Plan if desired.*
- 8. Facility Install** – We will install the on-site server, Hub switches and broadband service; complete and test the JMS interface (if applicable); install the tablets, charging stations, kiosks and any other equipment; and test equipment.

9. Cutover – Smart Comm will implement services by category, with one category deployed each week, and monitored for any issues throughout this stage. Messaging, photo delivery, MailGuard, and law library services will be installed first, followed by requests and grievances and then electronic and entertainment services.

10. Implementation Project Monitoring & Controlling Process – During this phase, we will monitor the installed tablet system to ensure it is operating as specified.

11. Notify Inmates, Family & Friends of New Services & Coordinate Training – Smart Comm will provide written documentation (e.g. brochures, posters, etc.) to inform inmates and the public of the new services and features available. Smart Communication will work with the County to set up training for all levels of user groups.

12. Provide Training with Training Guides and Materials – Smart Comm will provide onsite training during and after the implementation process. Training will be provided by User Group and designed specifically for those specific roles. We will provide written documentation during and after the training in paper and electronic formats. Continuing Education is typically done through Webinar Training.

13. Meet with County to Review Implementation – Smart Comm will meet with the County to review the Implementation process and discuss adherence to timeline, overall satisfaction, any questions the County may have, etc.

Tablets Testing & Acceptance

Smart Comm conducts a Testing and Acceptance Plan to ensure that the entire system is deployed and performs exactly as requested by the County. Once the system has received up-to-date inmate data, the final testing process begins and continues immediately upon cutover to ensure complete functionality. The testing procedures extend to all systems.

The designated County contact person will be given an acceptance form that consists of all features outlined above. Each feature/function will be reviewed and accepted in writing before our Project Manager leaves the facility.

The test procedures will include but not be limited to:

1. The Wireless Access points will be tested to ensure functionality and connectivity to the server
2. A sampling of Tablets will be tested in each housing unit to ensure connectivity to the system
3. A sampling of Tablets will be tested to ensure access to County approved applications
4. Confirm access to all reports by County staff

Testing of The Management Console will be conducted by our Training Team. The Training Team, which will consist of two to three individuals, will test all features and functionality to ensure adherence to the specifications of the RFP. The Management Console Testing will ensure:

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1. **External system interfaces**
 - a. Interface protocol
 - b. Access and security
 - c. Error logging
2. **Data Exchange**
 - a. Data format
 - b. File exchange\transfer timelines
 - c. Error logging
3. **Database Integrity**
 - a. Inmate Table
 - i) Inmate ID
 - ii) Inmate full name
 - iii) Inmate housing location
4. **System Access**
 - a. User Role privileges
 - b. User role assignments
5. **Facility workstation(s)**
 - a. Access to The Management Console
 - b. Ability to monitor all inmate transactions within the system
 - c. Run and test reports for accuracy of information

Sample Tablets Installation Checklist

Below is a sample Testing and Acceptance Checklist:

Hardware		
Tests and Checks Performed	INITIALS	DATE
Check - Rack fully assembled.		
Check – Charging Stations fully functional		
Check – Onsite Server is fully charged and operational. (plugged in)		
Check – Access points installed & functional		

Network		
Tests and Checks Performed	INITIALS	DATE
Check -cable runs to access points		
All cables labeled and properly secured.		
Check switches. All cables labeled and properly secured.		
Connect all peripherals and all cables labeled and properly secured.		

Software Check & Tests		
Tests and Checks Performed	INITIALS	DATE
Check - All computers can access management console		
Test sample inmate accounts		
Check – Application Access by Tablets		

System Checkout		
Tests and Checks Performed	INITIALS	DATE
Verify system functionality by test on sampling of tablets.		
Test - Restart and confirm connectivity on sampling of tablets		
Test - Make test messaging from sampling of tablets		

Facility Staff Training Plan

ITS Training Outline & Objectives

ICSolutions' goal is to familiarize Tehama County 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' needs. The ENFORCER® is an intuitive, point-and-click system that requires no special codes, commands or advanced computer knowledge to learn and use. The user-friendly nature of The ENFORCER® system makes it easy to understand and minimizes staff training time.

ICSolutions will provide a **customized hands-on training curriculum** for each facility served. Classes will be scheduled to fit the County's preferences and the schedules of the personnel involved in the training. ICSolutions often schedules training in shifts so that facility staff can receive training during their normal work hours.

- ✓ User Manuals
- ✓ Quick Reference Guides
- ✓ Self-Help Training Guide
- ✓ Online & Hard Copies



- The ICSolutions training sessions will be conducted at a centralized location, or at individual sites, as preferred by the County.
- 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**.
- ICSolutions recommends follow-up training 30 to 90 days after the initial training, to answer more detailed questions your staff may raise after having used their new calling system for several weeks.
- Training is typically divided into three types of sessions: **Standard User, Investigator, and System Administrator (Super User)**. Training length varies based upon user type and number of trainees, but most training sessions are roughly **one hour** long.
- The ideal training session has no more than **15 trainees per 1 trainer**; however, ICSolutions has successfully accommodated sessions with 60+ trainees where requested by the client. For System Administrator training, we recommend one-on-one training whenever possible.

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- 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.
- Each participant will leave the training session with a Quick Reference Guide for future reference. One or more complete ENFORCER® User Manuals will be provided for each facility. Documentation (User Manual, Quick Reference Guide, and a supplementary User Manual for the media player) is provided online as part of The ENFORCER® system. This online documentation, as well as Release Notes, 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.
- Initial and all follow-up training will be conducted by **Ms. Latisha Steger**, our Director of Sales Engineering and National Trainer. ICSolutions is able to **accommodate your requests for training with very little notice**.
- All training is provided **at no cost to the facility**.

ITS 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:

A. Day-to-Day System Administration

- Logging In, locally remotely, to one site, multiple sites etc.
- User Access Control Settings: Roles, permissions etc.
- Call Process Flow & Control settings
- Call Record Search
- Blocked Number Administration
- Inmate Account Editor
 - Create a new account
 - ANI Advanced Privileges and Inmate-specific controls
 - Entering PANs, Inmate-specific blocks & exceptions
 - Alerts on Inmate Accounts
 - Disable Account
 - Search for Inmate Account
 - Print Account Information
 - Account suspension/reinstatement
- Debit Account Administration
- Interface functionality (if applicable)



Onsite Training

B. Investigative Functions

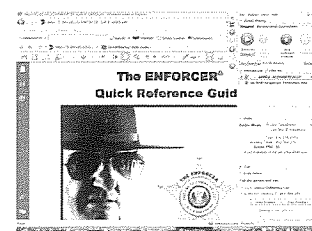
- Live Call Monitoring/Scanning
- Call Disrupt Function
- Recording
- Recording Exempt Numbers
- Setting Alerts (email, pager and phone)
- Recordings- Search, Retrieval & Reporting
- Recordings- Exporting Recordings, records and files to CD.DVD/USB etc.
- Running Ad-Hoc Call/Record/Recording Reports

C. Automated Calling Process Overview

- Placing a Call
- Debit Call Process
- PrePaid Collect Process

D. 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



Online Training

E. Training and User Reference Tools

- Quick Reference Guide
- User Guide
- Report Synopsis
- Inmate Information Pamphlet in English & Spanish
- Support Center

F. IC Solutions' and Support Team Contact Information

INMATE CALLING SOLUTIONS

In addition to providing 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®

Test Facility
User: caumiller (v 6.1rc.7)
Copyright 2005-2016

InmateGlobal NumbersAccountsMonitorCall InfoReportsThe VisitorSite AdminICS AdminToolsLogout

Call Info Settings
Change Password
ICS Supplement
Product Documentation
Contact Us

Product Documentation for Inmate Calling Solutions

Feel free to download these manuals

[THE ENFORCER User Reference Guide](#)

[THE ENFORCER Quick Reference Guide](#)

[ICS Supplement Update Guide](#)

[THE ENFORCER 6.1 Release Notes](#)

[THE ENFORCER 5.3 Release Notes](#)

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.

What's New

ICSolutions® 2018
It is time for something NEW!
Introducing

The ENFORCER® DASHBOARD!

Starting today, the DASHBOARD is where you will be notified of any updates or changes to The ENFORCER with direct links to view changes and to product documentation detailing the changes.

To request training, please email Training@ICSolutions.com

Download	Date	Message
↗	02/01/2018	The ENFORCER Enhancements - February 2018
↗	02/01/2018	The Visitor Enhancements - February 2018
↗	02/01/2018	The ENFORCER Investigative Suite

Upgrades Dashboard

VVS Training Outline & Objectives

ICSolutions' goal is to familiarize Tehama County personnel with daily system functions of The Visitor video visitation system. ICSolutions understands that different user groups will have different training needs. As such, multiple classes will be scheduled, customized to fit the participants' needs. The user friendly and graphical nature of the video visitation system makes it easy to understand and minimizes staff training time.

ICSolutions will provide a **customized hands-on training curriculum** for each facility served. Training will be conducted by our Corporate Account Manager Don Newsome on the live system, so that users will be able to **walk through the process step-by-step**. The training classes are typically divided into four types of sessions:

- 1) **Site Administrator (Super User):** How to create users and assign roles, run reports, ban visitors, restrict inmates, audit system activity, change global application settings, add/edit video stations and more
- 2) **Control Officer:** How to view scheduled visitations, connect video visitation sessions, schedule visitation, cancel visits, monitor live visits, disconnect live visits, ban visitors, access recordings, and more
- 3) **Investigator:** How to access recordings and reports.
- 4) **Visitor:** How to register, login, schedule visitation, update profile information and manage inmate list

Training length varies based upon user type and number of trainees, but most training sessions are roughly **one hour** long. Classes will be scheduled to fit the County's preferences and the schedules of the personnel involved in the training. ICSolutions can schedule video visitation training in shifts so that facility staff can receive training during their normal work hours.

ICSolutions adheres to the following training process for our video visitation solution:

- Prior to installation, ICSolutions will perform a final site survey of all facilities where video visitation units are to be installed.
- Following the site survey, ICSolutions will meet with Facility personnel to finalize the exact locations of all video units. We will also go through the software and its high-level capabilities.
- If we have not already done so, ICSolutions will contact other third party vendors with whom we will need to integrate for the video visitation system, such as JMS and commissary. If ICSolutions is awarded the phone contract, this step is typically handled prior to the inmate telephone system implementation.

INMATE CALLING SOLUTIONS

- ICSolutions will review the Facility's current visitation policies and make any necessary adjustments for your migration from in-person visitation to video visitation. ICSolutions will work with the Facility to implement all best practices which are applicable to your situation. Examples of such policy decisions include determining hours of visitation, the use of approved visitor lists, requirements for visitor approval, etc.
- During the installation of the video visitation system, ICSolutions personnel will be at the facility throughout the week to provide hands-on training to all of your personnel that will be utilizing the system, especially the Control Officer(s) who will mainly be in charge of managing the system. ICSolutions will provide hands-on training using the Facility's live system for at least 1-2 days, or until all necessary facility users have been trained.
- Training materials consist of a visual presentation, such as a Microsoft Power Point presentation; in-class question and answer sessions; the Quick Reference Guide; a demonstration of the commonly used features of The Visitor system; and, when permitted, hands-on interactive training **using the facility's own live system.**
- ICSolutions recommends follow-up training 30 to 90 days after the initial training, to answer more detailed questions your staff may raise after having used their new calling system for several weeks.
- The ideal training session has no more than **15 trainees per 1 trainer**; however, ICSolutions has successfully accommodated sessions with 60+ trainees where requested by the client. For System Administrator training, we recommend one-on-one training whenever possible.
- Initial and all follow-up training will be conducted by ICSolutions' employee, Mr. Don Newsome, Corporate Account Manager and National Trainer for The Visitor™. Our dedicated certified in-house training team makes ICSolutions able to **accommodate your requests for training with very little notice.**
- ICSolutions will provide users with How To documents and reference sheets applicable to their specific role prior leaving the Facility.
- All training is provided **at no cost to the facility.**

VVS Training Curriculum

Below is the standard training curriculum, which is customized for each facility's needs during the site survey, installation, and as requested during the training. The following sample training agenda will be used as the starting point to design Tehama County's customized training agenda:

A. Day-to-Day System Administration

- Logging In, locally, remotely, to one site, multiple sites etc.
 - Single sign-on to The Visitor through The ENFORCER®
- Visitor Registration & Scheduling
- Connecting Visits
 - Visitor Verification (if applicable)
- Live Visit Monitoring:
 - Audio monitoring
 - Instant disconnect
- Viewing and modifying inmate and visitor profiles
- Generate reports
- Interface functionality (if applicable)

B. Investigative Functions

- Visitation Recordings Search, Retrieval, & Playback
- Visitation Reporting & Interactive Tables (schedule, historical visits, search features, etc.)
- Setting Alerts on scheduled visits
- Recordings- Search, Retrieval & Reporting
- Recordings- Exporting Recordings, records and files to CD/DVD/USB etc.

C. Staff Administrative Functions

- 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 on-site, remote, and specified visitation centers or housing units
- Establishing authorized visitor relationship type and privilege status
- Interface functionality (if applicable)

D. 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


E. Training and User Reference Tools

- Quick Reference Guide with guides for each tab, control screens, & troubleshooting
- User Guide
- Report Synopsis
- Visitor Information Pamphlet in English & Spanish
- Support Center

F. ICSolutions' and Support Team Contact Information

INMATE CALLING SOLUTIONS

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THE ENFORCER®

Test Facility
 User: caumiller (V 6.1rc.7)
 Copyright 2005-2016

Inmate	Global Numbers	Accounts	Monitor	Call Info	Reports	The Visitor	Site Admin	ICS Admin	Tools	Logout
--------	----------------	----------	---------	-----------	---------	-------------	------------	-----------	-------	--------

Product Documentation for Inmate Calling Solutions
 Feel free to download these manuals
[THE ENFORCER User Reference Guide](#)
[THE ENFORCER Quick Reference Guide](#)
[ICS Supplement Update Guide](#)
[THE ENFORCER 6.1 Release Notes](#)
[THE ENFORCER 5.2 Release Notes](#)

[Call Info Settings](#)
[Change Password](#)
[ICS Supplement](#)
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Upgrades Dashboard

Tablets Training Plan

Smart Communications typically provides onsite training to our clients during and after the implementation process. We have developed training programs by User Group designed for their specific roles. Examples of different user groups would be:

- Mail Clerks
- Investigators
- Jail Management
- Groups related to Requests-Medical-Grievance Process

Training sessions usually last approximately one hour. Users will be trained on the following topics:

- Request, Medical, Grievance Management
- Mail Processing Management
- Investigative Tools
- Photo Approvals
- Document Management
- Messaging Reviews

INMATE CALLING SOLUTIONS

We will provide written documentation during and after the training in paper and electronic formats. Continuing Education is typically done through Webinar Training. All training is provided at no cost to the County. The below screenshot shows the Training Guide screen.

The screenshot displays the SmartMailCom interface for Lee County Jail. The left sidebar contains a navigation menu with options like System Settings, Dashboard, Lockdown, Support, Revenue Reporting, Schedules, Housing Areas, Kiosks, Inmates, Public Users, Commissary, Requests (428), Grievances (11), Medical (2), Messages, Photos, Keywords, Documents, Notices, Admin Users, Feedback, Change Password, and Log Out. The main area is titled 'All Messages' and shows a search bar with a 'Show Search' button. Below the search bar, it indicates 'Found 28 matches...'. A table of messages is displayed with columns for Date Sent, From, To, Subject, and Status. Annotations with arrows point to specific elements: 'Click to expand search options' points to the 'Show Search' button; 'Click Messages to access inmate messages' points to the 'Messages' link in the sidebar; and 'Some messages will have flags indicating that they matched one or more keywords' points to a flag icon next to a message subject.

Date Sent	From	To	Subject	Status
07-13-2017 1:12 AM	Sharon Martin *	RICKY ALBED *	Your ad dump	Delivered
07-13-2017 1:12 AM	Teddy Bear *	LEOCARDIA ROSAS *	Damn no loop	Delivered
07-13-2017 1:07 AM	Peter Blanchette *	JESSICA SCHULER *	MY REPLY TO OUR AWESOME V...	Delivered
07-13-2017 1:06 AM	Vanessa Howard *	WAYNE HARRIS *	RE: N/A	Delivered
07-13-2017 1:02 AM	Danielle Greer *	TANNER ELDON *	N/A	Delivered
07-13-2017 1:01 AM	Marshall Calhoun *	DARIUS CORRE *	RE: Apology	Pending C.O.D.
07-13-2017 1:01 AM	Marshall Calhoun *	MATTHIAS POTTER *	RE: Matthias Potter	Delivered
07-13-2017 1:01 AM	Marshall Calhoun *	JOE ANDINO - (LOG) *	RE: COCO MENT	Delivered
07-13-2017 12:47 AM	Josh Child *	MUSTIN ELLIOT *	RE: Looking for a little...	Delivered
07-13-2017 12:46 AM	Angela Russo *	MORGAN KELLY *	RE: BASTY GIBBINS	Pending C.O.D.
07-13-2017 12:45 AM	Vanessa Brown *	JOE SMALL *	RE: Bar	Pending C.O.D.
07-13-2017 12:42 AM	Vanessa A *	DAVID HARRIS *	...	Delivered
07-13-2017 12:41 AM	Jasen Likas *	JASON WHITE *	RE: N/A	Delivered
07-13-2017 12:31 AM	Shelley Taylor *	DAVID HASTINGS *	RE: HIGHLAND	Delivered
07-13-2017 12:31 AM	John Barfield *	KENNETH BARON *	N/A	Delivered
07-13-2017 12:24 AM	Jason Ruffin *	EDWARD ELLIOT *	Goodnight Mr. Falcon	Delivered
07-13-2017 12:24 AM	Michelle Lewandowski *	DYLAN MUNSINGER *	N/A	Delivered
07-13-2017 12:23 AM	Cherie Yarker *	MAURICE BROWN *	RE: TO MY BEAUTIFUL QUEEN	Delivered
07-13-2017 12:22 AM	Elizabeth *	...	RE: Hey	Delivered
07-13-2017 12:22 AM	Elizabeth *	...	RE: Hey	Delivered
07-13-2017 12:21 AM	Elizabeth *	...	RE: Hey	Delivered
07-13-2017 12:20 AM	Elizabeth *	...	RE: Hey	Delivered
07-13-2017 12:19 AM	Elizabeth *	...	RE: Hey	Delivered
07-13-2017 12:18 AM	Elizabeth *	...	RE: Hey	Delivered
07-13-2017 12:17 AM	Elizabeth *	...	RE: Hey	Delivered

Training Guide

Inmate and Public Users Training Plan

ICSolutions offers several solutions to ensure the inmates, called parties and visitors also have a transparent transition to the new system. First, we coordinate with the facility approximately three weeks before ITS cutover, arranging for ICSolutions personnel to hang up educational posters in inmate housing areas (if allowed) and lobbies, as well as to distribute brochures in the lobby. Posters identify the upcoming transition date, calling rates, and ICSolutions' name 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.

In addition, about three weeks prior to VVS cutover, we will hang posters detailing information related to the video visitation system, including transition date, visitation rates, dedicated video visitation website, and toll-free customer service number for friends and family to set up prepaid accounts or ask additional questions about the process. One to three weeks before VVS cutover, we will work with the facility to include approved messages through the phones with the upcoming transition date and other information.

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.

Written instructions for visitor registration and scheduling visits are always available at www.icsolutions.com, our website dedicated to video visitation. In addition, ICSolutions can provide written instructions in the lobby and verbal instructions as an option on The AttendantSM informational line.

Maintenance and Support Plan

ICSolutions has assembled a seasoned team of account management, technical support and repair personnel to support all of your facility's ongoing service needs. In keeping with the company's mission, the support team is dedicated to customer satisfaction and **our primary goal is to provide continuous, reliable system performance throughout the contract term.**

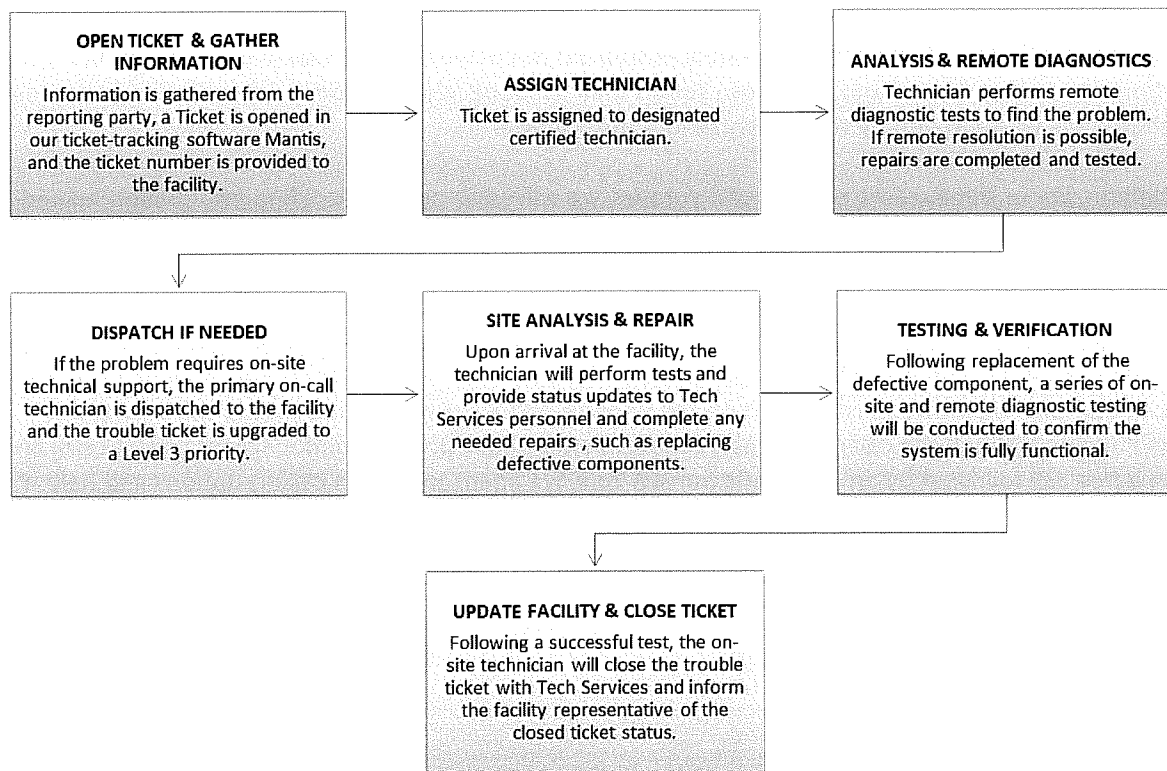
**Complete Service at
no cost to the County**

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

Technical Services Center (TSC)

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

 **24/7/365**
Live Support Center



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

Mantis Trouble Ticketing

The ICSolutions' Mantis trouble ticketing system will be used to enter ticket-specific data by Technical Services, which automatically updates the facility on repair progress via email or fax. Anytime a service event occurs, or action is taken on the event, the trouble ticket is automatically updated with a status event change.

**Easy, real-time, online
Trouble Ticket
Tracking
With Mantis**

Technicians can also manually log comments or action taken for service events. Upon request, historical trouble reporting data can be provided in report format for facility review. Trouble tickets may also be initiated and viewed remotely by authorized facility personnel via our web-based tracking tools. Facility personnel may print reports from Mantis at any time that show any time a trouble ticket was opened, which would include scenarios such as telephone repairs, inmate telephone system trouble tickets system reboots, system upgrades.

[Main](#) | [My View](#) | [View Issues](#) | [Report Issue](#) | [Change Log](#) | [Roadmap](#) | [My account](#) | [Logout](#)

Issue # [Jump](#)

Reporter:	Monitored By:	Assigned To:	Category:	Severity:	Resolution:	Profile:
any	any	any	any	any	any	any
Status:	Issue Status:				Priority:	Target Version:
any	closed (And Above)				any	any
Show:	View Status:	Show Sticky Issues:	Changed(hrs):	Use Date Filter:	Relationships:	
50	any	Yes	6	No	any	
Platform:	OS:	OS Version:	Tags:			
any	any	any				
Groups:						
any						
OTI:	Consumer or Person Reporting Problem:	Hold Expires:	Investigation Number:	Target Date:	Vendor Ticket:	
any	any	any	any	any	any	
Note By:	any	Sort by:	Updated Descending			
<input type="text"/> Search	Apply Filter	Advanced Filters Create Bookmark			Reset Filter	Save Current Filter

Viewing Issues (1 - 6 / 6) | [Print Reports](#) | [CSV Export](#) | [Excel Export](#)

	P	ID	#	Category	Severity	Status	Updated	Summary	
<input type="checkbox"/>		-	0020104	6	Enforcer	minor	assigned (scastillo)	2012-10-19	Setup Phone Complaint Line
<input type="checkbox"/>		-	0022647	2	ENF Interface	minor	assigned (jgoetsch)	2012-06-07	DLT issues on admco91, e: Auth Confirmation was returned blank.
<input type="checkbox"/>		-	0022510	10	Enforcer	minor	assigned (jgoetsch)	2012-06-05	Adams County: message is "please stand by" and never connects
<input type="checkbox"/>		-	0019026	12	Network	major	assigned (jglandin)	2012-05-29	EOC message undelevered to otter
<input type="checkbox"/>		-	0020129	5	Enforcer	minor	assigned (jgoetsch)	2012-02-28	admco is occasionally losing EOC messages
<input type="checkbox"/>		-	0009553	6	Enforcer	minor	on hold (thouston)	2011-12-06	Change File destination from FORNAX to Enforcer server. Strange file format

☐ Select All [Move](#)

Mantis maintains a thorough account of all trouble tickets issued by the ICSolutions' Technical Services Center (TSC) for the life of the contract. Upon request, historical trouble reporting data can be provided in report format for facility review. Trouble tickets may also be initiated and viewed via our web-based tracking tools as shown below. In all cases, TSC personnel will update the ticket and contact the appropriate facility personnel via phone or email whenever the ticket is updated.

Priority Schedule

The following Priority Schedule defines our service commitment offered each one of our clients. Specific terms can be customized to meet special needs of the County.

Priority Level 1	<ul style="list-style-type: none"> • Multiple Housing Units not operational • Multiple intake phones out of service • Entire System Failure 	Remote diagnostics and repair will begin within 1 hour
Priority Level 2	<ul style="list-style-type: none"> • One entire Housing Unit not Operational • One intake phone not working • Technical or Recording Failure • Recording Access Failure • Server Capacity Warning • Commissary Interface Failure 	Remote diagnostics will begin within 1 hour Repair will begin within 8 hours
Priority Level 3	<ul style="list-style-type: none"> • One of multiple phones in a Housing Unit Not Operational 	Repair will begin by the end of the 2nd Business Day

Due to the sophisticated nature of The ENFORCER® system, TSC personnel can conduct an array of non-intrusive remote diagnostic tests that will quickly pinpoint 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.


**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: lc Coleman@icsolutions.com	None
Level Two	George Langdin Technical Services Manager Direct: 210-477-7320 Cell: 210-373-0620 Email: glangdin@icsolutions.com	Mike Kennedy Account Manager/VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkenedy@icsolutions.com
Level Three	Brian Dietert Director of Operations Direct: 210-477-7340 Cell: 832-561-8010 email: bdietert@icsolutions.com	Mike Kennedy Account Manager/VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkenedy@icsolutions.com
Level Four	Brendan Philbin Vice President Product Development Direct: 210-581-8102 Cell: 408-838-1157 email: bphilbin@icsolutions.com	Mike Kennedy Account Manager/VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkenedy@icsolutions.com
Level Five	Tim McAteer President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 email: tmcateer@icsolutions.com	Mike Kennedy Account Manager/VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkenedy@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 & Support

ICSolutions will be responsible for the ongoing maintenance 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 a Wi-Fi hotspot requires repair, the local dedicated technician will have spares on hand to replace the non-functioning equipment. Other Network and software issues will be addressed remotely from the Smart Comm data center. ICSolutions will work with Smart Communications to resolve any issues with the tablets or tablet solution.

Local Field Service Technicians

Service is further enhanced by the use of certified local and regional technical support personnel. In addition, we maintain a local supply of system components and replacement parts to minimize the time to service restoration. The County will be served by a designated number of local primary field service technicians, and additional local technicians will be assigned as backups upon contract award.



All field service technician employees undergo a **40-hour system and network training certification** based in San Antonio, TX. The training includes but is not limited to administrative interface, system software, preventative maintenance, wiring, and telephone installation.

Regular Account Reviews

Mr. Kennedy will schedule Account Review meetings with the County periodically throughout the contract to receive feedback, discuss ways to improve processes, review ticket histories and service requests to be sure that ICSolutions' service is meeting the County's expectations, demonstrate new applications and more. These regular face-to-face meetings will enable Mr. Kennedy to continuously improve and adapt ICSolutions' service to the County to maximize the County's satisfaction throughout the contract term.

Proposed Staffing Plan

ICSolutions' excellent customer service begins from the date of contract award through the life of the contract. Our service package offers the County our knowledgeable Installation Team, whose expertise will ensure a seamless transition to our centralized ENFORCER®; our 24 x 7 x 365 Technical Services Center, who will assist you if you have a question or if an issue arises; and **your Regional Account Manager, Mike Kennedy**, who will work with you for the life of the contract to ensure that all of your needs are met.

ICSolutions has more than 120 employees dedicated to the development, installation, maintenance, and service of The ENFORCER® inmate telephone system. The professional team involved in the aforementioned duties and ongoing management of service for Tehama County comprises the following experienced ICSolutions personnel for our Client Services, Installations & Operations (Technical Support), and Technology Development teams, including your Project Manager. Full résumés for these key personnel have also been included in **Exhibit F**.

Client Services

Mike Kennedy, Account Manager & VP of Sales & Marketing

Responsibilities

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

As Regional Account Manager, Mike will be responsible for working directly with the County throughout the entire contract term. ICSolutions recognizes that the County's needs may evolve over the life of the contract and Mike will work with the County to adjust the system and features provided to best fit the County's requirements. This may include system expansions, feature additions, integration with JMS or Commissary vendors, etc. He will also be the single point of contact for any questions or requests concerning the contracted services, including (but not limited to) reports, compensation, service and maintenance, training, etc.

Qualifications

Prior to joining ICSolutions in 2004, Mike started in the telecommunications industry in 1989 and has vast experience in account management and business development. Mike's experience includes both operator services and inmate telephone services offered nationwide. Mr. Kennedy obtained his Business Administration degree at the University of South Carolina.

Sylvia Castillo, Client Services Manager

Responsibilities

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.

Qualifications

Sylvia has been in customer relations since 1993. Some of her most notable qualifications lie in her management and allocation of resources in order to best serve clients. Her strong relationships with Attorney Generals and Public Utility Commissions personnel across the U.S. give her unique insight and perspective when managing ICSolutions' clients. She has implemented important policies and procedures over her career that have positively impacted customer and client relations.

Latisha Steger, Director of Sales Engineering

Responsibilities

As the Director of Sales Engineering, Latisha works directly with the facility to schedule and provide training during installation and ongoing refresher training throughout the life of the contract. She will deliver training on The ENFORCER® system, video visitation, inmate tablets, and inmate telephone procedures face-to-face, over-the-phone, or via WebEx, as the facility prefers. In addition, Ms. Steger also manages and coordinates voice enrollments for Pre-Call Validation and Voice Biometrics services.

Qualifications

Ms. Steger has served as a professional in telecommunications customer management and support since 2000, with a focus on inmate calling sales, service, training and support since 2007.

Don Newsome, Corporate Account Manager/Video Visitation Trainer

Responsibilities

Don 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. Mr. Newsome delivers training face-to-face, over-the-phone, or via WebEx, as the facility prefers.

Qualifications

Mr. Newsome began working with ICSolutions in early 2017, and he has nearly 20 years' experience in the corrections industry. This makes him uniquely familiar with correctional procedures and processes to enhance his ability to optimize training specifically for correctional facilities. Don received a degree from Tallahassee Community College in 1992.

Installations & Operations (Technical Support)

Brian Dietert, Director of Operations

Responsibilities

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.

Qualifications

Brian has been in the telecommunications industry since 1986, specializing in inmate telephone services since 1990. He has held senior leadership positions with several companies that operate in inmate telephone industry. Before joining ICSolutions in 2011, Brian was the Director of Network and Billing Services for Public Communication Services (PCS). While at PCS, he managed over \$30 Million in annual revenue associated with collect, prepaid, and debit calling. Prior to PCS, Brian was a principal with AGM Telecom who helped start up and grow the company to 125 installations before being acquired by PCS in 2007. As a result of approximately three decades in this industry, Brian brings a wealth of knowledge and experience in all aspects of field services, engineering, project management, and local and toll network architecture, as well as leading edge products associated with VOIP telephony.

Geoff Larkin, Project Manager

Responsibilities

During the implementation, Geoff will be responsible for managing the installation, including development of the County's project plan and overall management of The ENFORCER® installation. As Project Manager for installations, Geoff brings his in-depth knowledge and expertise of The ENFORCER® to expedite issue identification and resolution.

Qualifications

Mr. Larkin has a well-rounded education with A+ and Net+ certifications, as well as holding a B.A. in Biology and an MBA. Geoff, who joined ICSolutions in 2007, balances this education with in-depth experience, with more than 30 years of IT experience in regulated industries. Geoff has held leadership positions on system conversion and specialized-training teams since 1987. He is an integral part of every installation at ICSolutions – big or small – so he is familiar with the problems that can arise with all types of projects. He has coordinated countless complex projects and is proficient at anticipating facilities will have their own unique circumstances that may affect the timing of the installation if not timely identified and addressed in the installation plan.

Justin Naquin, Regional Field Service Manager

Responsibilities

Justin is the field supervisor for ICSolutions' installation teams nationwide. In addition to providing leadership of our field technicians, Justin provides hands-on management of the transition process, testing and on-site quality control.

Qualifications

Justin joined ICSolutions in 2004 and has nearly 30 years of telecommunications experience in the public and inmate telephone industry. Justin is skilled at installations of both inmate telephone systems and video visitation systems. He has completed over one hundred complex inmate telephone system installations for ICSolutions' existing customers, including State Departments of Corrections and large multi-site applications. Justin has led many installations, including the installations at Bexar County, Texas – Sacramento County, California – Erie County, New York – and Osceola County, Florida.

INMATE CALLING SOLUTIONS

Latoya Coleman, Technical Support Manager

Responsibilities

Latoya Coleman supports the project as Technical Support Manager for ICSolutions clients after installation. She supervises the Technical Support team and serves as the first level of escalation for unresolved trouble tickets.

Qualifications

Latoya joined ICSolutions in 2009 as a Technical Services Representative, assisting clients with product related concerns, troubleshooting hardware and software issues, and coordinating with field technicians via telephone to change hardware and software configurations. In 2015, Latoya was promoted to Technical Support Manager due to her outstanding performance in issue resolution. Latoya has more than 10 years of technical support experience, with nearly a decade in the inmate telecommunications industry. Ms. Coleman holds a Bachelor of Science in Computer Science from Jackson State University.

Technology Development

Brendan Philbin, Vice President of Product Development

Responsibilities

Mr. Philbin oversees the design and development of all technologies, products, and applications deployed by ICSolutions for both customer and internal use. This responsibility includes overseeing the day to day IT operations, the assembly of product hardware as well technical oversight of product deployments in the field, as well as overseeing all aspects of technology from concept to delivery, with a market-focus approach to technology development, including identifying market needs and developing the appropriate products and services as solutions to meet those needs.

Qualifications

Mr. Philbin is an executive who first entered the industry of telecommunications for correctional markets in 1989, delivering strategic vision, market and product strategy, technology innovation, program and project management. He has a proven track record of building and leading successful teams that deliver major projects on time and within budget. Extensive knowledge of the Operator Services industry with domain expertise in telephony billing, collections, bad debt management and inmate telephone services.

Steve Shields, Director of Information Technology

Responsibilities

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.

Qualifications

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.

George Langdin, Technical Services Manager (IT Engineering)

Responsibilities

George leads the engineering team responsible for building, configuring, and testing all ENFORCER® equipment before it is delivered to each facility for implementation. George's team plays an important role in the quality assurance process by making sure each piece of equipment is configured to meet the requirements of the facility it is going to, and by ensuring that the equipment is functioning properly and free from manufacturing defects prior to deployment. After system installation, George is also a point of escalation for software support issues.

Qualifications

George joined ICSolutions in 2004 and has been in the technology industry since 1998. His InfoTech experience includes founding a market-leading "dot com" company and managing technical support for a multinational biotech corporation. Mr. Langdin obtained his Bachelor of Science degree at University of California, Davis.

Executive Management Team

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

Tim McAteer, Company President has 20 years' experience in management and administration within the correctional industry, including serving as Vice President and Chief Operating Officer for several commissary support and supply companies.

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

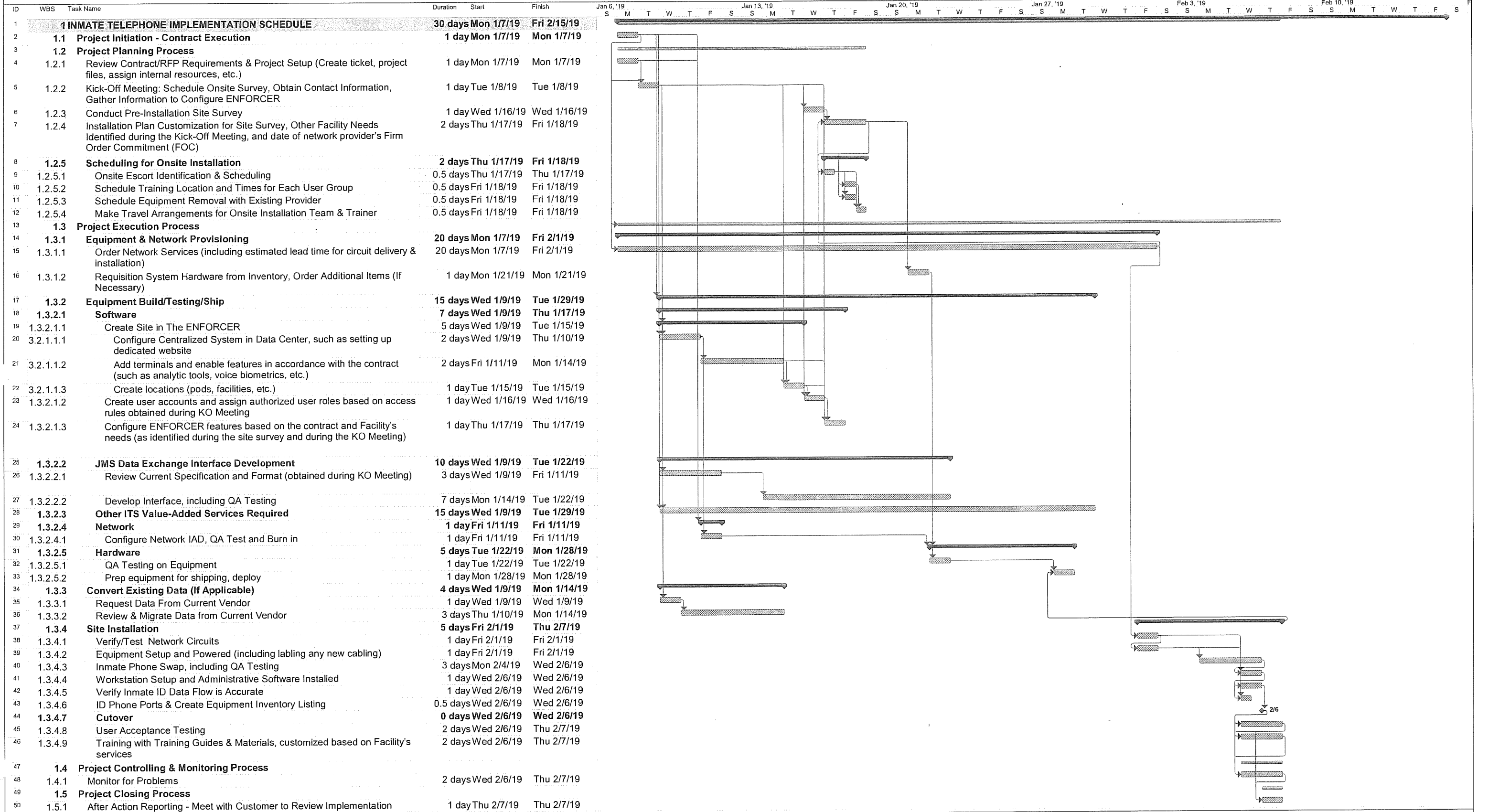
Brendan Philbin, VP of Product Development, has nearly 30 years' experience in all facets of the industry including network infrastructure, billing, fraud control, process design, market strategy, and sales management.

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

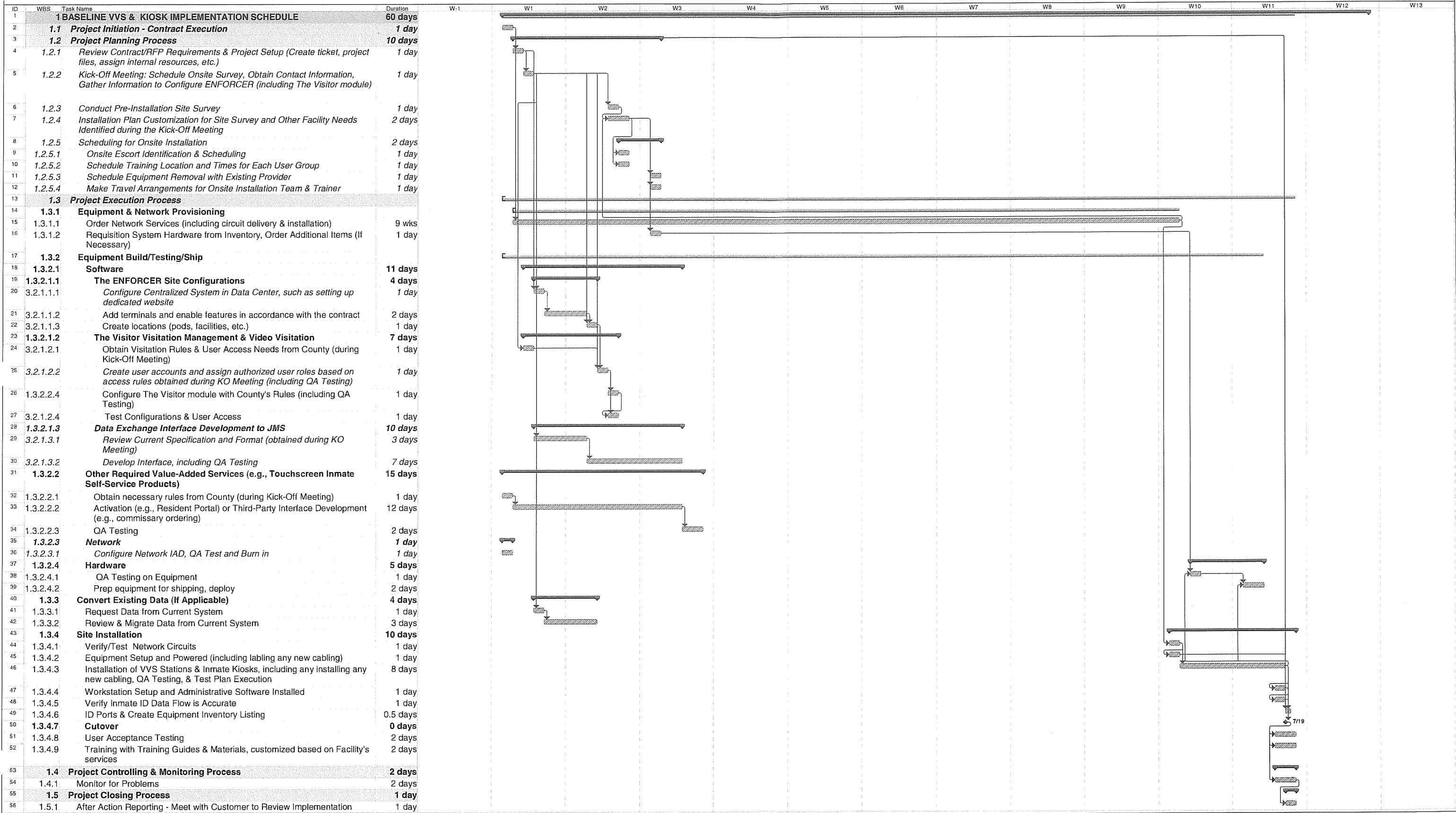
Brian Dietert, Director of Operations, has nearly 30 years of telecommunications experience, more than two decades of which have been specialized in the Correctional Communications Market.

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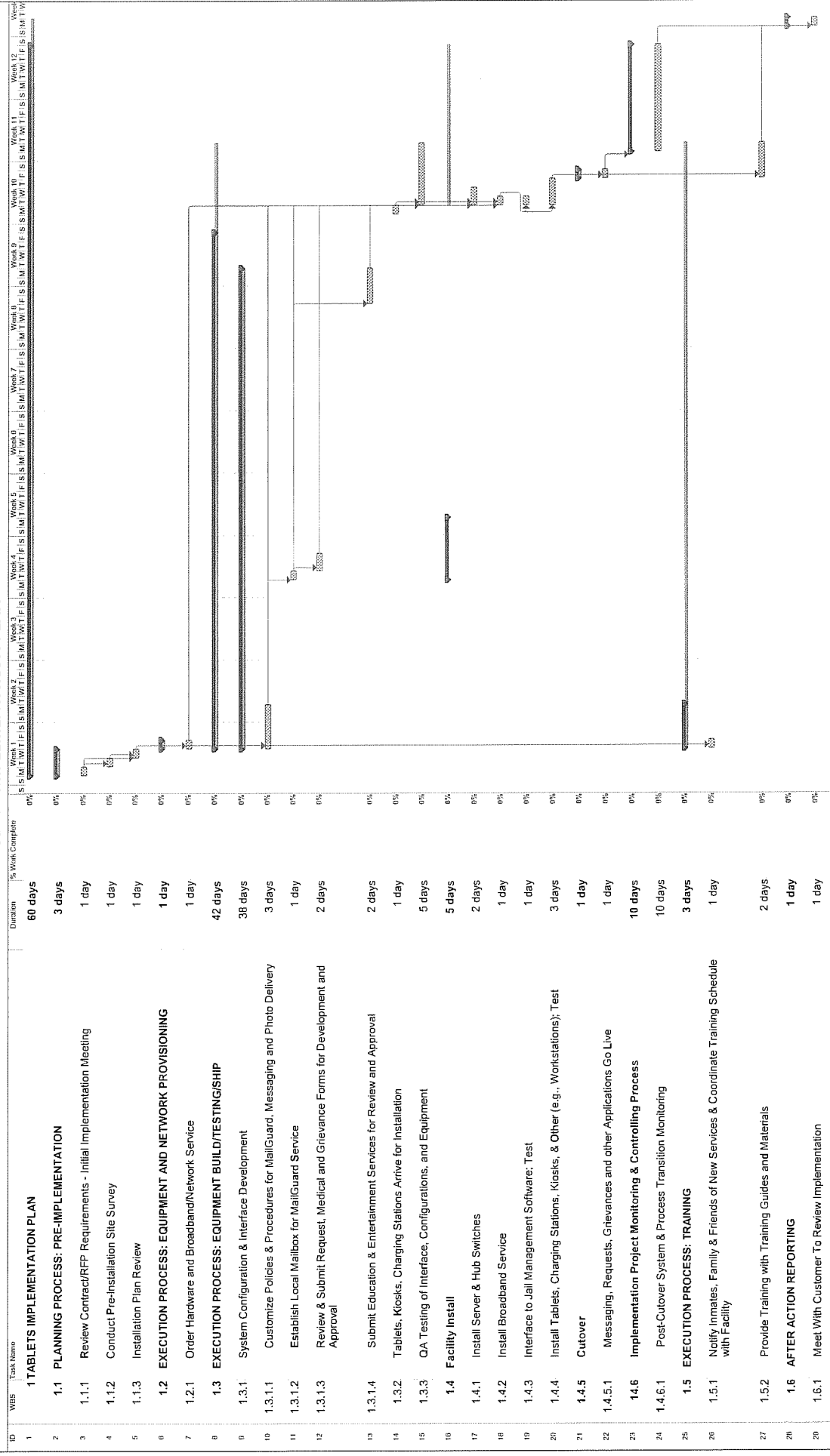
TEHAMA COUNTY, CA INMATE TELEPHONE IMPLEMENTATION PLAN



TEHAMA COUNTY, CA
VIDEO VISITATION
BASELINE IMPLEMENTATION PLAN



TEHAMA COUNTY, CA TABLET IMPLEMENTATION PLAN





CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
11/12/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services Central, Inc. St. Louis MO Office 8182 Maryland Avenue St Louis MO 63105 USA	CONTACT NAME:	
	PHONE (A/C. No. Ext): (866) 283-7122	FAX (A/C. No.): (800) 363-0105
INSURED Inmate Calling Solutions, LLC dba ICSolutions 2200 Danbury Street San Antonio TX 78217 USA	E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	
	NAIC #	
	INSURER A: Liberty Mutual Fire Ins Co 23035	
	INSURER B: Liberty Insurance Corporation 42404	
	INSURER C:	
	INSURER D:	
INSURER E:		
INSURER F:		

COVERAGES **CERTIFICATE NUMBER:** 570073878485 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. **Limits shown are as requested**

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input checked="" type="checkbox"/> LOC <input type="checkbox"/> OTHER:			EB2651291759067 SIR applies per policy terms & conditions	12/01/2017	12/01/2018	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$300,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$2,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY			AS2-651-291759-077	12/01/2017	12/01/2018	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION <input type="checkbox"/>						EACH OCCURRENCE AGGREGATE
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	WC7651291759047 SIR applies per policy terms & conditions	12/01/2017	12/01/2018	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE-EA EMPLOYEE \$1,000,000 E.L. DISEASE-POLICY LIMIT \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Tehama County, its elected officials, officers, employees and volunteers are included as Additional Insured in accordance with the policy provisions of the General Liability and Automobile Liability policies.

CERTIFICATE HOLDER County of Tehama 502 Oak Street Red Bluff CA 96080 USA	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE <i>Aon Risk Services Central Inc.</i>
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ACORD 25 (2016/03)

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Holder Identifier :

Certificate No. : 570073878485

ICSolutions® *Client List*

ICSolutions is proud of our service history, and therefore we are pleased to offer our **entire client list as references**. We strive to take outstanding care of each and every account, and we believe all of our clients will attest to the quality of our service and technology.

In the role of Prime Contractor, ICSolutions currently provides inmate calling services to about 250 state, county, and city/regional agencies operating hundreds of facilities across the United States. As Prime Contractor, we serve clients that house as many as 8,500 inmates, to as few as 50 or less. All of our clients rely on our proprietary ENFORCER® calling system to process calls, and ICSolutions' live, U.S.-based technical and customer service experts to handle their service needs.

In the role of technology subcontractor, ICSolutions provides our ENFORCER® calling system to dozens of additional clients that range in size from small local facilities, to large state DOCs housing as many as 44,000+ inmates. ICSolutions is restricted from offering these clients as references because our subcontractor agreements are governed by non-disclosure. However, we feel it worth mentioning these accounts because they further substantiate The ENFORCER® as truly scalable, hardened technology that can be configured to perform well in a wide variety of correctional environments.

In the fifteen years that ICSolutions has been in business, we have not lost a single customer since its inception in for failure to comply with the contract and we have maintained a **99% contract renewal rate**. We attribute this success to three main advantages: **1) advanced technology, 2) extraordinary customer service, and 3) increased call completion.**

ICSolutions recognizes that experience is a key metric in evaluating vendors' proposals. We feel that our experience, technology, and billing expertise enable ICSolutions to be a superior vendor of comprehensive, reliable Inmate Telephone Systems. **That's why we invite you to call anyone on our client list.**

ICSolutions® Client List

Abbeville County Jail, SC

Jonathon Thompson
(864) 446-6200

Adams County, CO

Commander Scott Miller
(303) 655-3415

"ICSolutions has more than delivered on their promise to significantly increase our revenue without impacting the family and friends of our inmates. The customer service and technical support Adams County receives is exceptional. Family complaints are rare. When they do occur each one is handled quickly and professionally. I highly recommend ICSolutions..."

Melanie Gregory, Technical Services Manager
Adams County Sheriff's Office, CO

Albemarle-Charlottesville Regional Jail, VA

Colonel Martin Kumer
(434) 977-6981 ext. 230

Anderson County, TN

Lt. Richard Parker
(865) 457-7100

Anne Arundel County, MD

Superintendent Terry Kokolis
(410) 222-7374

Anoka County, MN

Administrative Lt. Dave Tedrow
(763) 323-5071

Arlington County, VA

Captain Bruce Black
(703) 228-7263

Armstrong County Jail

Warden Philip M. Shaffer
(724) 543-9700

Ashland County, OH

Captain David Blake
(419) 282-6732

Ashland County, WI

Lt. Tony Jones
(715) 685-7640

Athens-Clarke County Correctional, GA

Warden Ray Covington
(706) 613-3400

Atlanta City, GA

Captain R. G. Johnson
(404) 865-8001

Baldwin County, AL

Lt. Greg Thicklin
(251) 580-2524

Baltimore County, MD

Mike Novia
(410) 512-3427

Bartow County, GA

Major Dover
(770) 382-5050 ext. 6000

Beaufort County, SC

Jeff Vortisch
(843) 255-5180

Belmont County, OH

JA Brent Carpenter
(740) 695-7933

Benton County, WA

Robert Guerrero
(509) 222-3788

Bexar County, TX

Captain Edward McCrae
(210) 335-6010

Blackford County, IN

Sheriff Jeffrey Sones
(765) 348-0930 ext. 3201

Boone County, IN

Sheriff Mike Nielsen
(765) 483-5782

Bulloch County, GA

Warden Chris Hill
(912) 764-6217

Butte County Sheriff's Office, CA

Lt. Jarrod Agurkis
(530) 538-7472

Calhoun County, MI

Chief Deputy Randy Hazel
(269) 207-8068

Calumet County, WI

Lt. Mark Wiegert
(920) 849-2335

Cameron County, TX

Chief Deputy Gus Reyna
(956) 554-6700

Carson City, NV

Sgt. Carl Fry
(775) 283-7845

CCA- Laredo Processing Center, TX

Lisa Helgesen
(318) 424-8125 ext. 3137

CCS – Texas Civil Commitment Center, TX

Brandon Jacobson
(806) 485-8112

Charles County, MD

Lt. G. K. Duffield
(301) 609-5931

"Our old system was so difficult to use, we could not block numbers from our desk and investigators hardly used the call recordings. Now they burn it up."

Lt. Duffield (Charles County, MD)

Chesapeake City, VA

Lt. Colonel William Bennett
(757) 382-6159

Boulder County, CO

Anthony Amaya / Jeff Goetz
(303) 441-4682

Butler County, MO

David Light
(573) 785-8036

Caldwell County, NC

Captain Mark Shook
(828) 759-1511

Calhoun County, TX

Michelle Velasquez
(361) 533-4481

Camden County, MO

Lt. Chris Moehle
(573) 346-2243 ext. 273

Carroll County, GA

Warden Robert Jones
(770) 830-5905

Cass County, MI

Captain Kevin L. Garrelts
(269) 445-1227

CCA- Webb County, TX

Lisa Helgesen
(318) 424-8125 ext. 3137

Champaign County, IL

Captain Karee Voges
(217) 819-3534

Chester County, SC

Major Wayne Alley
(803) 581-2602

ICSolutions® Client List

Christian County, MO

Captain Richard Ramage
(417) 582-1976 ext. 5366

Clay County, MS

Anthony Cummins
(662) 295-0909

Collin County, TX

Captain Bryce Thompson
(972) 547-5216

Coshocton County, OH

Lt. Jim Crawford
(740) 622-2411

Cowley County, KS

Janet Gardner
(620) 221-5446 or (620) 441-4555

Dane County, WI

Lt. Brian Mikula
(608) 284-6096

Davis County, UT

Corporal Chad Barnes
(801) 451-4259

Decatur County, GA

Warden Gordon Screen
(229) 248-3035

Dodge County, WI

Anthony (Tony) Brugger
(920) 386-4016

Clark County, WI

Captain Rich Englebretson
(715) 743-5377

Coffee County, TN

Chief Deputy Frank Watkins
(931) 728-3591

Columbia County, PA

Warden Davis Varano
(570) 389-6331

Coweta County, GA

Warden Bill McKenzie
(770) 254-3724

Cullman County, AL

Karen Doss-Harbison
(205) 529-7774

Danville County, VA

Sheriff Mike Mondul
(434) 799-5233

Dawson County, GA

Major Jeff Johnson
(706) 344-3535

Dent County, MO

Holly Hawkins
(573) 729-3241

"...The system is easy to use (even for the detectives), provides excellent reports, and has increased our revenues by over 20%. ICS provides an outstanding array of service.

Big picture: I work with contract services on a variety of levels. My experience with ICS has been, by far, the most productive and professional. I highly recommend Inmate Calling Solutions..."

Molly Soblewski, Jail Administrator
Dodge County Detention Facility, WI

Door County, WI

Lt. Tammy A. Sternard
(920) 746-5660

Douglas County, KS

Lt. Jason Grems
(785) 330-3227

"Since going with ICSolutions we have increased our phone revenue by 45%. The customer support and technical support provided is exceptional. The software is very user friendly; staff uses the system to monitor phone calls which is a great tool to provide facility security. Overall, we are very pleased with ICSolutions and would recommend using their services."

Lt. Tammy Sternard
Door County Jail, WI

Douglas County, OR

Lt. Mike Root
(541) 440-4504

Dubuque County, IA

Mike Muenster
(563) 589-7878

Eastern Band Cherokee Indians, NC

Glen Weeks
(828) 736-9554

Elk County, PA

Warden Greg Gebaur
(814) 776-5318

Erie County, NY

Superintendent Tom Diina
(716) 858-7635

Fairfax County, VA

Captain Derek DeGeare
(703) 246-7839

Fairfield County Jail, OH

Lt. Jason Hodder
(740) 652-7256

Farmville Detention Center, VA

Director Jeffery Crawford
(434) 395-8114

Fayette County Jail, IL

Commander Brian Glidden
(618) 283-5003 or (618) 335-4780

Fayette County Sheriff's Office, IN

Captain Zac Jones
(765) 825-1110 ext. 616

Finney County Jail, KS

Jeff Orebaugh
(620) 272-3787

Floyd County Correctional Institute, GA

Deputy Warden Jackson
(706) 236-2490

Floyd County Jail, GA

Chief Deputy Tom Caldwell
(706) 233-0075

ICSolutions® Client List

Fond du Lac County Jail, WI

Lt. Jim Borgen
(920) 929-3678

Franklin County CBCF, OH

Director Jacki Dickinson
(614) 525-4600 ext. 223

"Selecting ICSolutions has increased revenues and Customer Service allows for prepaid, calling cards and the traditional collect calls for the incarcerated residents. The operating system, "Enforcer", is user friendly and available technology allows for detectives to listen to recorded calls from their offices on desk top computers."

Chief Deputy Strand
Fond du Lac County Sheriff's Office, WI

Frederick County Detention Center, MD

Lt. Joe Crisp
(301) 600-3065

Gallia County, OH

Lt. Anthony Werry
(740) 367-5033

Gaston County, NC

Major Becky Cauthran
(704) 869-6800

GEO – Correct Care, LLC

Linda Stewart
(936) 522-4200 ext. 4205

GEO - Kinney County Detention Center, TX

Assistant Warden Juan Saucedo
(830) 563-6222

GEO – Southbay Correctional Facility, FL

Hunter McDonald
(704) 543-3400

GEO - Western Region Detention Facility, CA

Christopher St. Jean
(619) 232-9221

Grafton County, NH

George Baldwin
(603) 787-2019

Graham County, AZ

Commander Tim Graver
(928) 428-3141

Greene County, OH

Major Kirk Keller
(937) 562-4851

Hall County Correctional Institute, GA

Warden Walt Davis
(770) 718-2370

Hamilton County, FL

Sheriff J. Harrell Reid
(386) 792-2004

Hampden County, MA

Ann Speziali
(413) 858-0119

"We are very pleased with The ENFORCER® system and the investigative tools that it provides. We solved a number of open cases within days of the installation. The debit card feature has been well-received by inmates and our call volume (and commission revenue) continues to climb. ICSolutions has delivered everything they promised and more."

Sheriff J. Harrell Reid
Hamilton County Jail, FL

Hampshire County, MA

Daniel Hart
(413) 582-7735

Harford County, MD

Captain Tim Keggins
(410) 638-3140 ext. 2205

Highland County Jail, OH

Sheriff Donnie Barrera
(937) 840-6240

Hoover City, AL

Lt. Chris Graves
(205) 739-7119

Hunt County, TX

Captain Tammy Sherman
(903) 513-7224

Harrison County Jail, OH

Sean Stillwagon
(740) 942-2197

Hillsborough County DOC

Supt. David Dionne
(603) 627-5620

Howard County, MD

Captain Larry Wilson
(410) 313-5215

Huntington County, IN

Commander Jeff Kyle
(260) 356-3110 ext. 1249

"ICSolutions has been a great communications company in so many ways. Since Huntington County signed with them in 2004 the only Contact has been to let them know when a phone is damaged by an inmate and they handle everything else for us. We at Huntington County would highly recommend ICSolutions."

Kent Farthing, Sheriff
Tom Carney, Major
Audrey Carney, Matron
Huntington County Sheriff's Dept., IN

Huron County, MI

Lt. Josh Powell
(989) 269-6500

Huron County, OH

Major Chuck Summers
(419) 668-6912

Iowa County, WI

Pam Steffes
(608) 935-3314

Iowa Department of Corrections

Fred Scaletta
(515) 725-5707

Jackson County Correctional Institute, GA

Henry Thompson
(706) 387-6453

Jackson County Jail, IN

Sgt. Charlie Murphy
(812) 358-1982

Jackson County Jail, TX

Sheriff Andy Louderback
(361) 781-4468

Jasper County, IA

Wendy Hecox
(641) 791-7081

Jefferson County, PA

Warden Tom Elbel
(814) 849-1560

Jo Daviess County, IL

Craig Kettelsen
(815) 777-2141

ICSolutions® Client List

Kalkaska County, MI

Sheriff Pat Whiteford
(231) 258-8686

Kent County, MD

Warden Herbert Dennis
(410) 778-6025

King's County, CA

Commander Kim Pedreiro
(559) 469-6161

Lafayette County, FL

Sheriff Brian Lamb
(386) 294-1222

Lake County Sheriff's Office, CA

Lt. Jason Findley
(707) 262-4255

Lancaster County, NE

Director Brad Johnson
(402) 441-1902

Laramie County, WY

Mike Sorensen
(307) 633-4715

Licking County, OH

Lt. Jeff Leveque
(517) 540-7939

Kane County, UT

Lt. Marson Keller
(435) 644-4974

Kewaunee County, WI

Lt. Christopher A. VanErem
(920) 388-7189

Laclede County, MO

Captain Angel Clark
(417) 533-3423

Lafourche Parish Sheriff's Office

Lt. Brett Exnicious
(985) 228-2796

Lake County, MI

Chief Deputy Pat Hedlund
(231) 745-2712

Langlade County, WI

Donald W. Bergbower
(715) 627-6403

Larimer County, CO

Captain Tim Palmer
(970) 498-5213

Livingston County, MI

Captain Chris Barbuto
(740) 670-5538

"We are most pleased that we chose ICSolutions for our inmate phone provider."

Diane Baker, Jail Administrator
Langlade County, WI

"ICSolutions offers a comprehensive software program that is very user friendly. We have successfully used the investigative tools to benefit us on many criminal cases. Family complaints are minimal and the prepaid collect ability allows inmates to call cell phones that they were unable to do prior to us bringing ICSolutions on board. I would gladly recommend ICSolutions to other facilities looking for a new inmate phone system vendor."

Laurie Stolen, CJM
Larimer County Sheriff's Office, CO

Llano County, TX

Captain Pat Holland
(325) 247-4054

Lubbock County, TX

Kathleen Finley
(806) 775-7008

Macomb County, MI

Captain Walter J. Zimny
(586) 307-9348

Marinette County, WI

Bob Majewski
(715) 732-7630

Lorain/Medina Correctional Facility, OH

Captain R. Gibson
(440) 329-3729

Madison County, IL

Captain Christopher J. Eales
(618) 296-4832

Marion County, IL

Kenny Benzing
(618) 548-2141 ext. 8224

"...at Marinette County it's not all about the money-although our revenue has increased significantly. We tend to believe that product quality and customer service comes first. With ICSolutions we have both. In our business it's not too often that you find a vendor that really cares about what you want/need and delivers, ICSolutions is that vendor. We are so sure about their quality of products, customer service, and integrity that we continue to endorse them to other Counties. We are proud to say that we have been instrumental in convincing (2) Wisconsin County's to sign with ICS and I am sure that many more will follow. We are looking forward to a long profitable relationship with ICSolutions."

Robert Majewski, Jail Administrator
Marinette County, WI

Marion County, MO

Sgt. Kevin Coates
(573) 769-2077

Mason County, MI

Sheriff Kim Cole
(231) 843-3475

McHenry County, IL

Sgt. Kent Nelson
(815) 334-4693

"ICSolutions has been our provider for the inmate phone system for a few years. The revenue has increased substantially and continues to do so without effecting the inmates' family and friends. The program, especially the investigative tools, is user friendly and very sufficient. The company in all aspects is commendable; customer service, technical support to system updates. This is a great company to work with and I highly recommend ICSolutions."

Janice Lumppp, Program's Director
McHenry County, IL

McKean County, PA

David Stahlman
(814) 887-4202

McLean County, IL

Diane Hughes
(309) 888-4628

ICSolutions® Client List

McNairy County, TN

Sheriff Guy Buck
(731) 645-1004

Mesa County, MO

Captain Art Smith
(970) 244-3903

Milam County, TX

Doug Veach
(254) 697-7033

Minnehaha County, SD

Lt. Michael Mattson
(605) 978-5503

Mitchell County, GA

Warden Bill Terry
(229) 336-2045

Monroe County, FL

Lt. Linares
(305) 293-7325

Mecosta County, MI

Captain Wood
(231) 592-0150

Middle Peninsula Regional Jail, VA

Superintendent Tim Doss
(804) 758-2338

Miller County, MO

Sheriff Louie Gregoire
(573) 369-2341

Missoula County, MT

Gary Evans or Commander Jason Kowalski
(406) 258-4498

Mohave County, AZ

Robert Vollbracht,
(928) 753-0759 ext. 4689

Monroe County, MI

Major Troy Goodnough
(734) 240-7564

"In November 2008, a defendant pled guilty and was adjudicated guilty to (1) conspiracy to import 1,000 or more kilos of marijuana, (2) conspiracy to possess 61 kilograms of cocaine on board a vessel subject to the jurisdiction of the United States, and (3) possession with intent to distribute 66.9 grams of cocaine. Our Monroe County SO investigation with the trafficking in cocaine of approx 70 grams and seizure of approx \$50,000.00 in cash, and then a later seizure of \$15,000 in cash was all seized due to monitoring one phone call from the ICS system. The ICS system is a proactive and reactive resource for law enforcement and proved to be invaluable tool for our agency and our investigators. You can monitor calls real time. We have even been able to monitor the call, have investigators play a 3rd party and subsequently complete a successful transaction."

Lt. Nancy Alvarez, Monroe County Sheriff's Office, FL

Monroe County Jail, OH

Lt. Rick Shipp
(740) 472-1612

Montgomery County, MD

Warden Robert Green
(240) 773-9747

Morgan County, AL

Karen Doss-Harbson
(205) 529-7774

Morrow County Jail, OH

Lt. Sara Fulk
(419) 946-4444

MTC - East Mississippi Correctional Facility

Terry Arnsdorff
(604) 485-5255

MTC - East Texas Treatment Facility

Warden Greg Shirley
(903) 655-3300

MTC - Giles Dalby Correctional Facility

Warden Stephen McAdams
(806) 495-2175

**MTC - Marshall County
Correctional Facility, MS**

Rebecca Martin
(662) 274-0232

MTC - Otero County, Prison, NM

Warden Rick Martinez
(575) 824-4884

MTC - Taft Correctional Institution

Darrel Harlan
(661) 763-2510 ext. 1169

MTC - Wilkinson Correctional Facility, MS

Assistant Warden Troy Gordanier
(601) 888-3199

MTC - Willacy Correctional Facility, TX

Warden Frank Luna
(956) 689-5099

Nacogdoches County, TX

Stephen Godfrey
(936) 553-2146

Navajo County, AZ

Lt. Dennis Warren
(928) 524-4127

Northumberland County, PA

Warden Bruch Kovach
(570) 509-2704

Nueces County, TX

Sheriff Jim Kaelin
(361) 533-0280

Oakland County, MI

Steven E. Schneider
(248) 858-1084

Ocala Re-Entry Center, FL

Sandy Malpica
(352) 351-1280

Ohio River Valley Correction Center

Sharon Hart
(740) 354-9026

Olmstead County, MN

Administrative Captain David Adams
(507) 328-6835

Onondaga County, NY

Captain George Manolis
(315) 435-5881 ext. 233

"...Our facility utilizes the ICS phone system, daily, and with multiple users. The leadership and customer service at ICS is second to none. The expertise of their engineers and service people can be summed up in one word - excellent. Since we use the system extensively we have suggested things that we believed would help us in the law enforcement community to do our jobs more effectively - and ICS has implemented these "extras" without question...The system provides excellent reports, and is easy to navigate. Changes are made with simple key strokes. In addition to basic monitoring and recording, the system has revolutionary investigative applications that have proven invaluable for our facility investigations as well as those conducted with other joint federal, state, and local agencies..."

Captain George Manolis, Onondaga County, NY

Orleans County, NY

Superintendent Scott Wilson
(585) 589-4424

Osceola County, FL

Major Yuberky Almonte
(407) 742-4426

ICSolutions® Client List

Osceola County, MI

Captain Russ Wayne
(231) 832-2288

Ozaukee County, WI

Captain Jeff Sauer
(262) 238-8432

"IC Solutions has provided exceptional customer service and technical support to Ozaukee County. IC Solutions has allowed Ozaukee County to increase our phone revenues by 44% without having a negative financial impact on the inmate population. The investigative tools are easy to use for our staff to monitor and record inmate phone calls. The relationship Ozaukee County has had with IC Solutions has been very professional and productive. I would highly recommend IC Solutions to any facility considering them for phone services."

Captain Jeffrey Sauer, Jail Administrator
Ozaukee County, WI

Palo Pinto County, TX

Walt Rucker
(940) 659-1290

Parker County, TX

Captain Mark Arnett
(817) 594-8845

Pemiscot County, MO

Lt. Josh Bolt
(573) 333-4101

Placer County, CA

Sgt. Mark Mackay
(651) 266-1458

Ramsey County, MN

Adult Workhouse Center
Captain Trevor St. Germain
(651) 266-1446

Roanoke County, VA

Lt. Eric Alexander
(540) 521-6381

Rogers County, OK

Captain Kellie Guess
(918) 342-9723

Ross County, OH

Captain Glen Detty
(740) 773-1187

Rutherford County

Correctional Work Center, TN
Superintendent Bernard Salandy
(615) 642-9133

Rutherford County Jail, TN

Bernard Salandy
(615) 904-3107

Sacramento County, CA

Sgt. Chris Baker
(916) 874-7166

San Mateo County, CA

Lt. William Fogarty
(650) 599-3018

Sangamon County, IL

Warden Larry Beck
(217) 753-6862

Santa Barbara County, CA

Lt. Kenny Callahan
(805) 331-5487

Santa Cruz County, CA

Michelle Rodriguez
(831) 454-3184

Scioto County Jail, OH

Captain Carter
(740) 354-7305

"ICSolutions' Technology is a lot better than what we had before. There's really no comparison. Now that we are with ICS we know that all our questions and concerns will be addressed in a timely fashion. Customer Support is great, and we really like the fact that they are a local company - they have come to our facility at a moment's notice to fix a problem. You can't beat that! As if that wasn't enough, our revenue has increased, too. Revenue for May, 2009 was 61.7% higher than May, 2008. We really can't say enough about the software and how easy it's been working with ICS."

Tracy Herfindahl
Santa Cruz County, CA

Scott's Bluff County, NE

Patricia Miller
(308) 436-7300 ext. 5710

Screven County, GA

Warden Scroggins
(912) 863-4555

SEPTA Correctional Facility, OH

Dominique Paige
(740) 753-5000

Smith County, TX

Deal Folmar
(903) 590-2664

Somerset County, MD

Warden Louis Hickman
(401) 651-9223

Southwest Virginia Regional Jail Authority

Mike Price
(276) 739-3520

Spalding County Correctional Institution

Warden Carl Humphrey
(770) 467-4760

St. Louis County, MO

Tricia Rodgers
(314) 615-5761

"Selecting ICSolutions as our inmate phone provider was the best decision. Sometimes I wonder why we ever used another company. ICSolutions is inmate-oriented offering reasonable rates and calling options. The responsiveness of technical support, sales staff, and local repair personnel is exceptional. In addition, the system is feature-rich, offering an excellent group of investigative features."

Tricia Rodgers, Court Administrator
St. Louis County, MO

St. Mary's County, MD

Director Michael Merican
(301) 475-4200 ext. 2241

Stanislaus County, CA

Lt. Ron Lloyd
(209) 525-5629

Stark County, OH

Major Dale Soltis
(330) 430-3836

Stearns County, MN

Mary Ann Terwey
(320) 656-6649

ICSolutions® Client List

Stephens County, GA

Chief Deputy Andy Myers
(706) 886-2525

Steuben County, IN

Captain Jason Hufnagle
(260) 668-1000

Summit County, OH

Deputy John D. Barrickman
(330) 643-2151

Sunflower County, MS

Sheriff James Haywood
(662) 887-2121

Sussex County, VA

Sheriff Raymond Bell
(434) 246-5000

"I am completely satisfied with the inmate phone system provided by ICSolutions. When we have an occasional broken phone one call gets a service man here to take care of the problem. I can highly recommend ICSolutions' service".

Eddie Bounds, Jail Administrator
Sunflower County, MS

Terrell County, GA

Warden Billy McClung
(229) 995-3005

Transition House, FL

Tony Mendez, Facility Director
(407) 846-0068

Tuscarawas County, OH

Sgt. Cheri Creager
(330) 339-7783

Tuscola County, MI

Lt. Brian Harris
(989) 673-8161

Ulster County, NY

Sheriff Paul VanBlarcum
(845) 340-3303

Van Zandt County, TX

Terri Gillispie
(903) 567-4133

Virginia Peninsula Regional Jail Authority, VA

Major Frank Huotte
(757) 820-3903

Walworth County, WI

John Delaney
(262) 741-4510

"ICSolutions is hands down the best service provider we have done business with during my 13 years here at the jail. Their software is easy to use and the evidence obtained from the recordings has assisted with several criminal and disciplinary investigations. They not only provide monthly check ups on their equipment, but they are incredibly quick to respond to service requests. Their customer service is always pleasant and helpful around the clock. If they don't have the answer immediately, they will tell you up front, find the solution, and contact you back in a timely manner. I highly recommend ICSolutions to any correctional facility in the market for a phone provider."

Sgt. Howard Sawyers, Jail Training Sergeant
Walworth County, WI

Warren County, OH

Garrett Wilson
(513) 695-1320

Warren County Jail, PA

Warden Jon Collins
(814) 723-2486

"Warren County has been using ICSolutions since 2004 and we have been extremely satisfied with the service. The revenue we receive on inmate calls have increased significantly since our move to ICSolutions. They have also been very instrumental in aiding our Prosecutor's Office in closing cases and convicting criminals. The customer service is top of the line. We have never had an issue that was not resolved quickly. The program itself is easy to navigate through and use with minimal training involved. We are a very satisfied customer and would gladly recommend ICSolutions as an inmate phone system to anyone."

Adela Dingman, Telephone Operations Supervisor
Warren County, OH

Washington County, FL

Captain Skipper
(850) 638-6112

Washington County, GA

Captain Corey King
(478) 552-8888

Washington County, MD

Warden Craig Rowe
(240) 313-2121

Washington County, OH

Greg Nohe
(740) 374-7677 ext. 13

Washington County, PA

Warden Edward Strawn
(724) 229-6037

Washington County, WI

Scott Lehman
(262) 335-6860

"ICS has provided our department with a much more customer friendly service to offer the inmate's families. The technical support center staff is very courteous and responsive to our service needs. The knowledgeable staff keeps us well informed on the progress of problems that we report until a fix is found. We look forward to continuing to provide the inmates and their families with fair and reliable phone services through ICS."

Shirley Miller, Jail Administrator
Washington County Jail, WI

Waukesha County, WI

Captain Angie Wollenhaupt
(262) 548-7177

Waushara County, WI

Lt. Heather Wittig
(920) 787-0476

Webb County, TX

Jamie Magana
(956) 523-4400

West Central Community Correctional Facility

Cindy Hammond
(937) 644-2838 ext. 236

Western Virginia Regional Jail Authority, VA

Colonel Bobby Russell
(540) 378-3701

Wicomico County, MD

Major Les Moore
(410) 548-4850 ext. 330

ICSolutions® *Client List*

Williamson County, TX

Paul C. Jordan
(512) 943-1325

Winnebago County, WI

Captain Todd Christie
(920) 236-7339

Winston-Choctaw County, MS

Warden Neal Higgason
(662) 773-2528

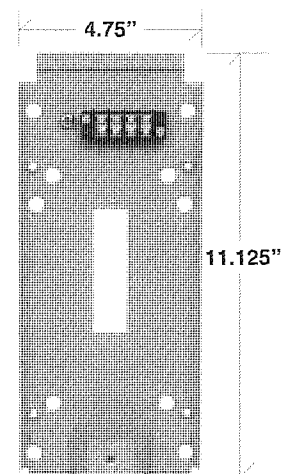
Mini Stainless Steel 7010SS



- 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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407.834.1188 • Fax 407.830.1050 • 800.264.8889
www.wintelphones.com

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.

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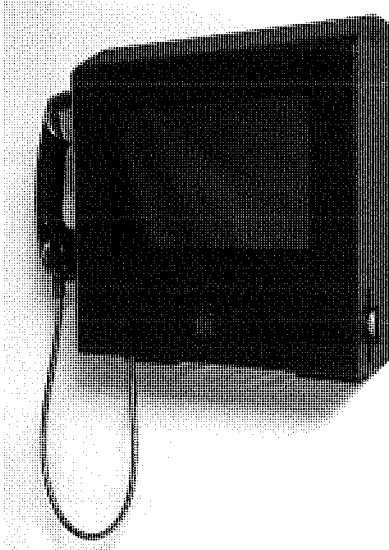
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407.834.1188 Fax 407.830.1050 • 800.264.8889

www.wintelphones.com

The V10 Multi-Purpose Video Phone with 10" High Definition Touchscreen Monitor:

The V10 phones are constructed of heavy gauge steel, with a shatterproof Lexan handset and no removable parts. All handset cords will be armored and have a poly-coated steel lanyard, which can withstand a minimum 1000 foot-pounds of pull power. Tamper-preventive security screws will be used on all telephones to guard against potential vandalism.

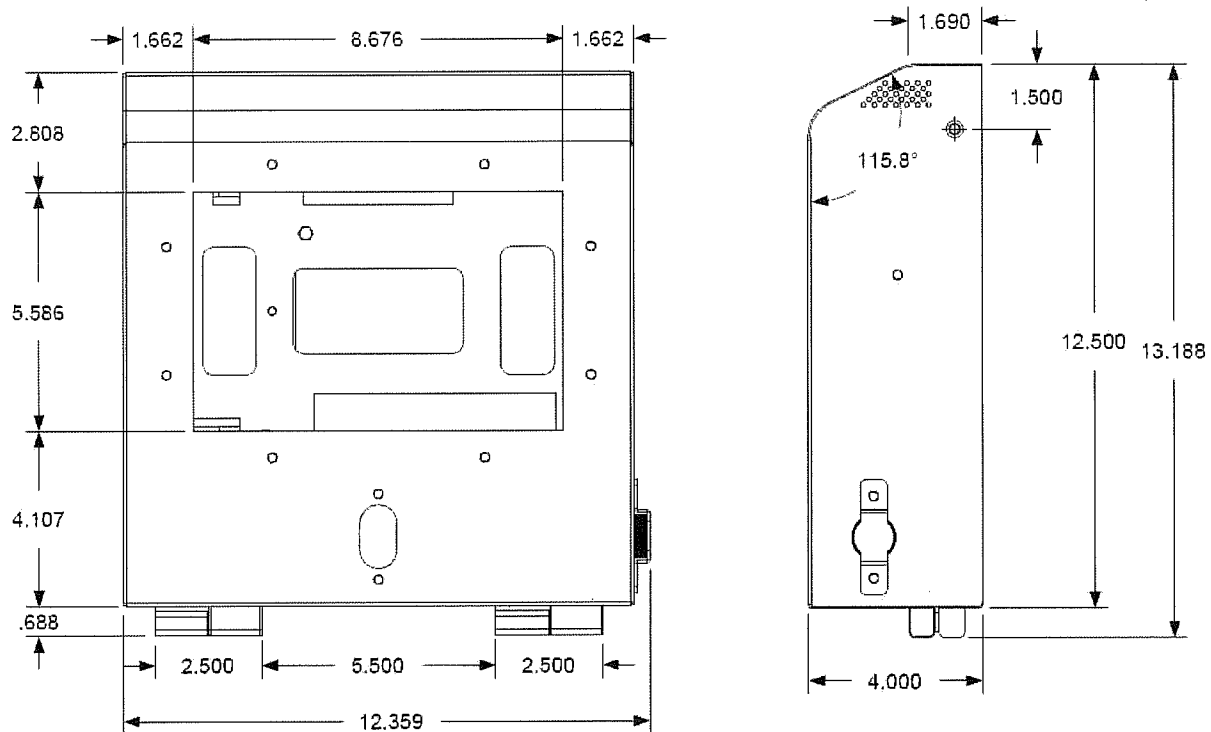


- Lexan handsets
- Factory Sealed with no removable parts
- Hearing Aid compatible (E.I.A. Standard RS504 compliant)
- Poly-coated armored handset cords
- Armored steel handset cord
- Adjustable handset cord lengths (24" standard)
- **Built-in Confidencer to minimize background noise**
- Sealed Housing to protect unit from moisture
- **Touchscreen volume control (ADA compliance)**

The V10 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 V10 enclosures are provided below:



Half Size

Stainless Steel

7005SSC

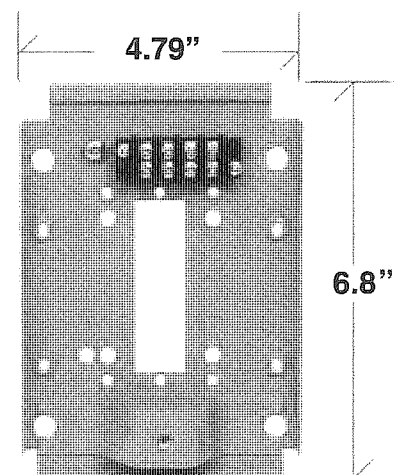


- Offers full sized service in half the space.
- Mounting holes in the backplate are placed to enable the unit to be mounted to a 4X4 Gang Box.
- Can be used as a visitation phone in facilities that require a pin number or password to be entered before connection to the outside party can be made.
- Built-in 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).
- 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.
- 1/2" conduit access on bottom of phone comes with a stainless steel plug when not in use.

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www.wintelphones.com



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

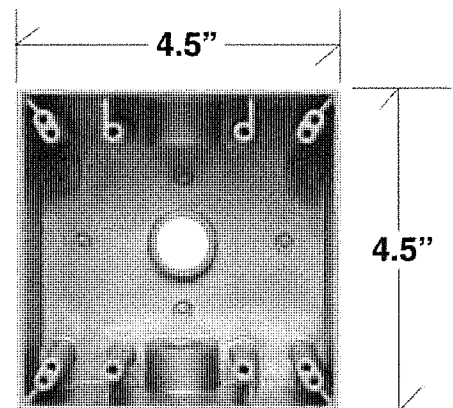
ORDERING OPTIONS

- 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

Wintel®

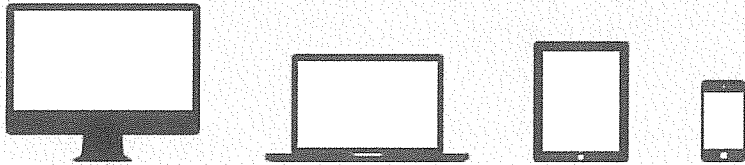
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www.wintelphones.com



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.

P3 Firewall Configuration Requirements

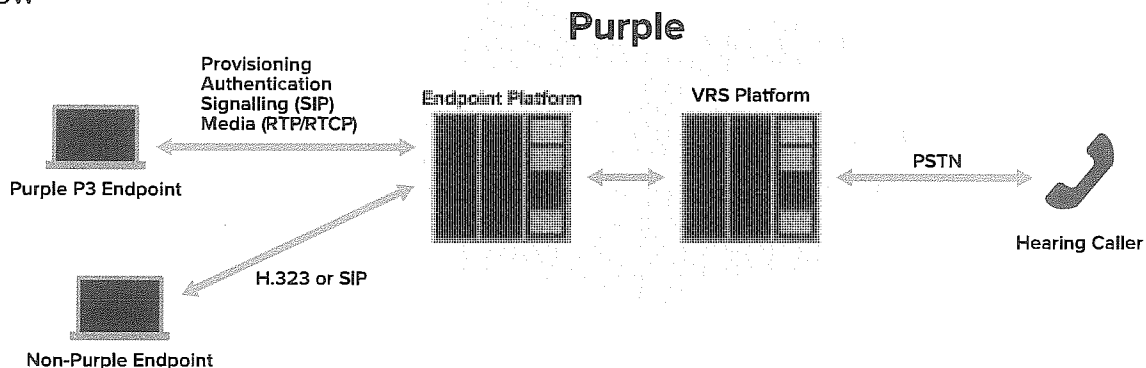
Protocol	Source Ports	Destination DNS	Destination IP Address ¹	Destination Ports	Purpose	Notes
HTTP	Any	vmailer.hovrs.com	208.17.91.240	80 and 8080	PurpleMail	
HTTPS	Any	websvc.prod.purple.us	208.17.91.76	443	Web Services	
TCP	Any	lb.orion.prod.purple.us	174.137.37.191 174.137.37.192 174.137.37.193 174.137.37.194	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.

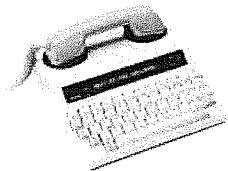
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Minicom IV



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.

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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)

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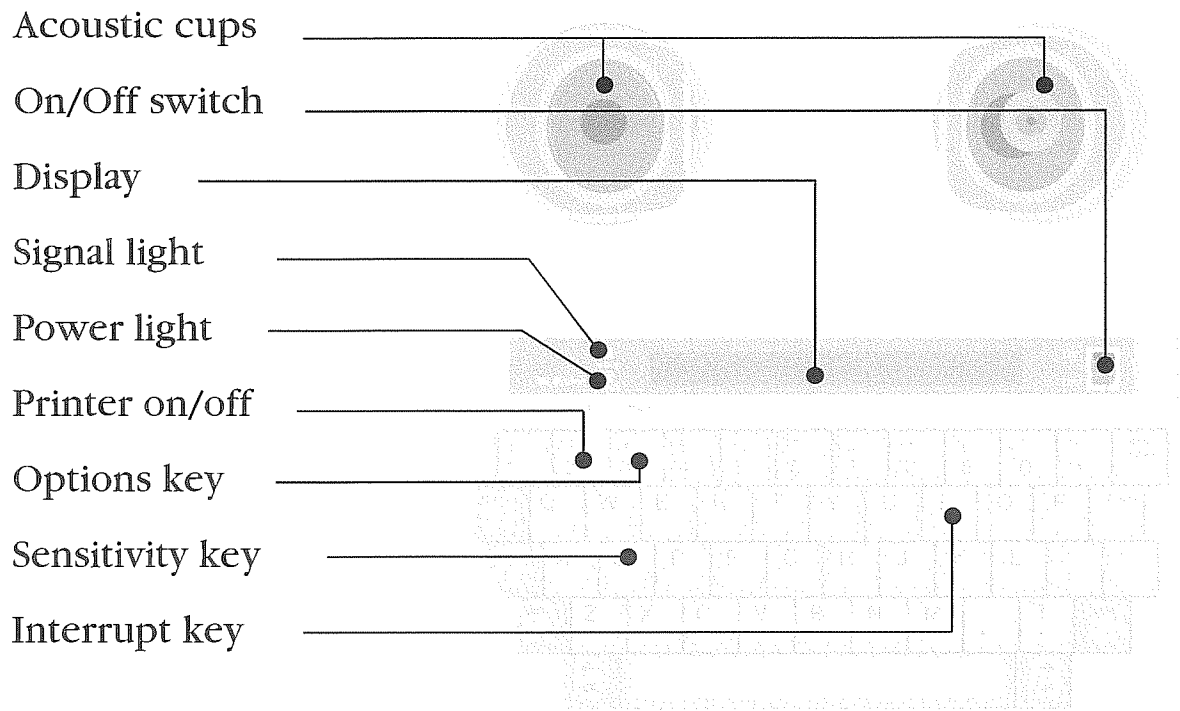
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Madison, WI 53711

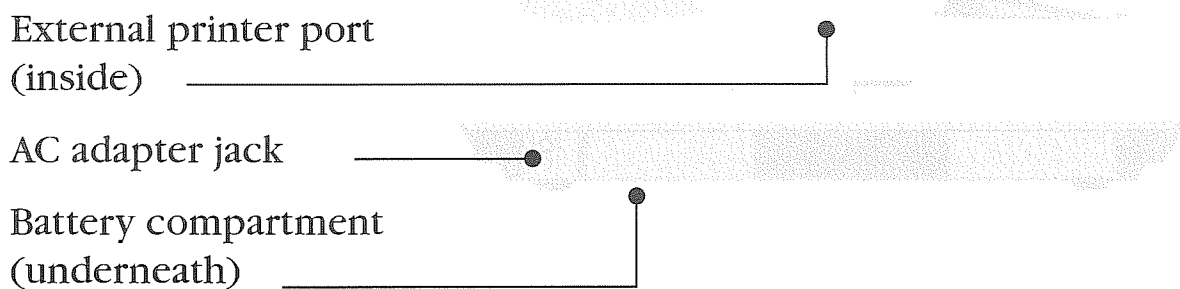
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Overview of the Minicom IV™

Top view



Back view



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

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

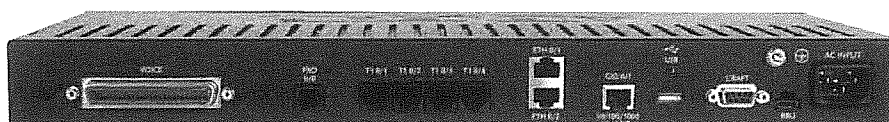
telephony equipment simultaneously. For customers implementing a hosted PBX or IP Centrex service, the Total Access 900e Series is ideal for providing customers additional analog ports necessary to support their remaining analog phones, fax machines, or modems. The Total Access 900e Series supports many 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.



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
- T1 CAS Support
- Feature Group D
- RJ-48C
- Signaling Methods:
 - E&M Wink
 - E&M Immediate

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
 - 900Ω
 - 600Ω +2.16μF
 - 900Ω +2.16μF
- FXO 2-wire Impedances (Lifeline FXO):
 - 600Ω
 - 900Ω
 - 600Ω+2.16μF
 - 900Ω+2.16μF
- Signaling Methods:
 - Loop Start

■ FXO 2-wire impedances (Standard FXOs):

- 600Ω
- 900Ω
- 600Ω+2.16μF
- 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
- Ground Start
- DPT

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
ISO 9001
ISO 14001
TL 9000



TL9000
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.

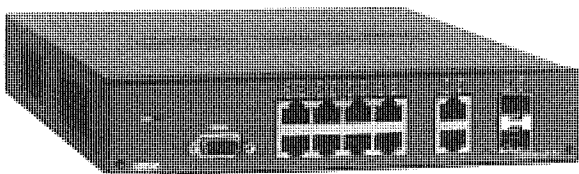
iSCSI Optimized

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.



ADTRAN®



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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 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.

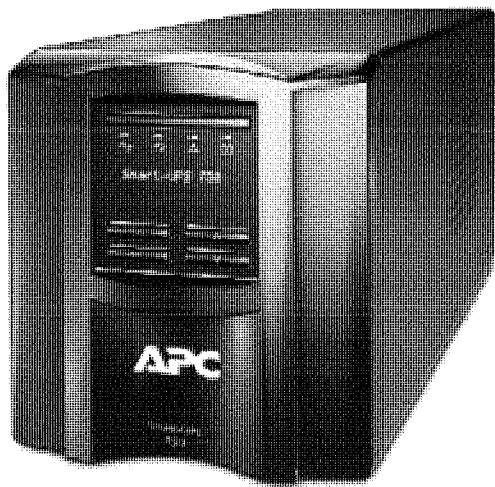
Intelligent and efficient network power protection from entry level to scaleable runtime. Ideal for servers, point-of-sale, routers, switches, hubs, and other network devices.

- Reliable
- Intelligent
- Efficient
- Manageable

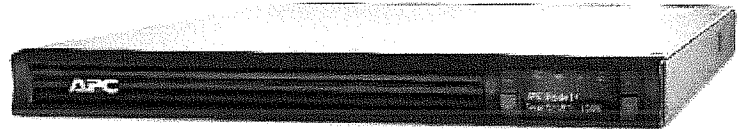
APC[™]
by **Schneider Electric**

Smart-UPS Tower and Rack-mount 750 – 3,000 VA

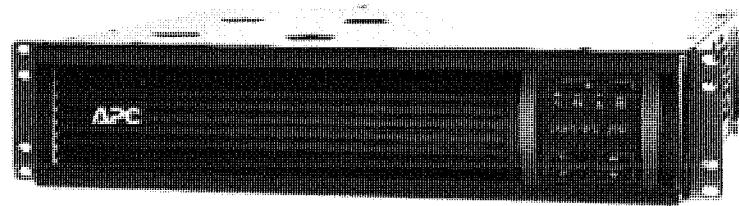
Application-optimized standard models, ideal for servers, storage, point-of-sale, and other network devices



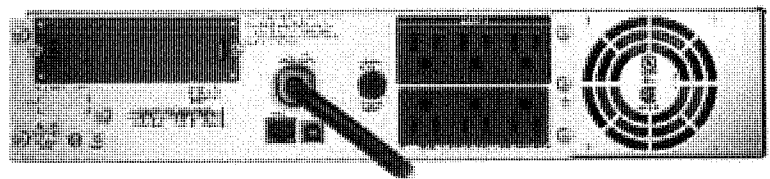
[SMT750]



[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

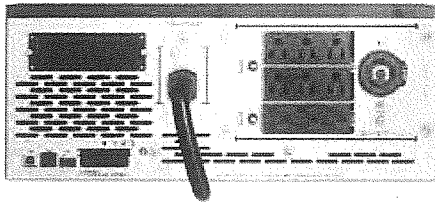
Network-grade Power:
Provides most stable power conditions by filtering noise, automatic voltage regulation (AVR), and surge protection

Communication Ports:
Serial, USB, and SmartSlot™ for accessory cards

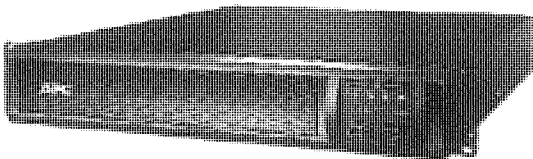
Advanced Battery Management:
Temperature-compensated charging extends life and advanced algorithms recommend replacement date

Smart-UPS Extended Run 750 – 3,000 VA

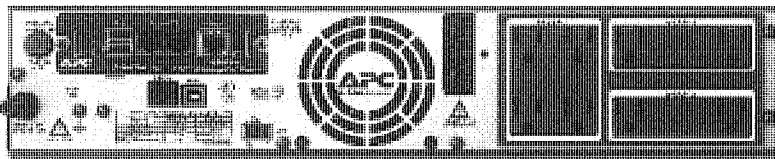
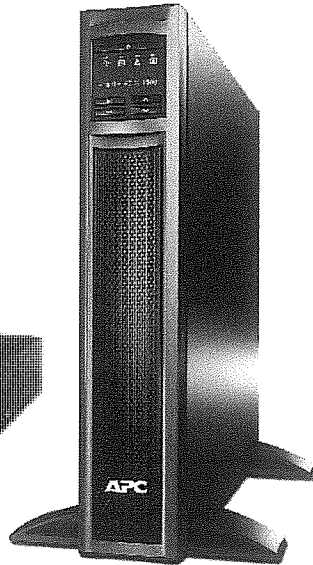
Convertible extended run models ideal for critical servers and voice/data switches



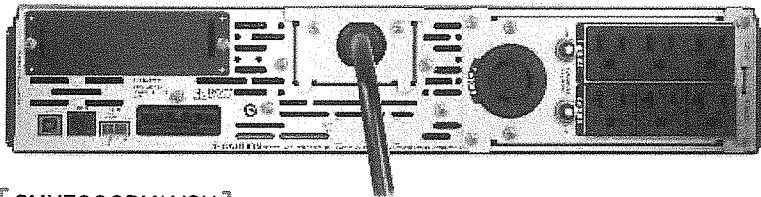
[SMX3000LV]



[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:

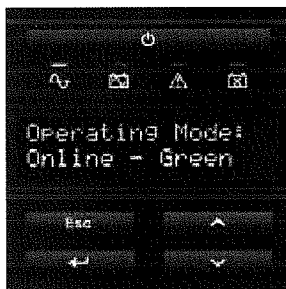
Exits to the previous menu or screen

Return:

Used to enter or confirm settings

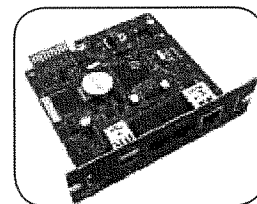
Navigation Arrows:

Allow for quick adjustment of settings

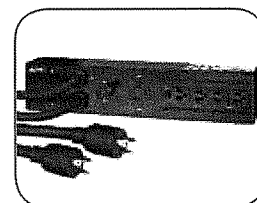


Product Services and Accessories

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.



AP9631



SBP3000RM

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

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) 5-20P (1) L5-20P	(6) 5-15R (2) 5-20P	(3) 5-15P (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 "HC" 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		

The ENFORCER® System Report Samples

Admin Setup Only Report

02/02/2011 19:59 - Page 1



Admin Setup Only Numbers
Site: Newport DOC
Start Time = 01/28/2011 00:00 End Time = 02/02/2011 23:59

Inmate Id	Inmate Name	Facility	Number	Call Start Time
	ALLARD, JOHN		16038328467	01/31/11 20:42
	ALLARD, JOHN		16037381462	01/31/11 21:23
	AMBROSE, GREGORY		16037757194	01/29/11 16:16
	AMELL, JOSHUA		16039881260	01/31/11 15:05
	ARCHULETA, CROSDEN		16033186124	01/28/11 14:37
	BEACH, JAMES		16033934872	01/30/11 18:39
	BENOIT, CHRISTOPHER		16033482558	02/01/11 18:23
	BERWICK, DANIEL		16033483211	02/01/11 13:24
	CASANOVA, JUAN		17872563506	01/28/11 17:51
	COLE, SEAN		16035228470	01/28/11 10:13
	COSTA, MICHAEL		16038417194	02/01/11 08:48
	CULLEN, ALLAN		17819019406	01/30/11 08:42
	DANFORTH, MATTHEW		16039698862	01/28/11 18:42
	DANFORTH, MATTHEW		16032053495	01/31/11 15:32
	DANFORTH, MATTHEW		16037171878	02/01/11 17:34
	DEJESUS, MIGUEL		19783198359	01/28/11 14:20
	DEJESUS, MIGUEL		19783050404	02/01/11 09:44
	DUNCAN, RICHARD		18023452091	01/29/11 21:28
	DUVAL, RYAN		16038335384	02/02/11 11:37
	FERNANDES, ROBERT		16173863370	01/31/11 10:57
	FRENCH JR., ROY		16032383067	01/28/11 13:32
	GARCIA, MATTHEW		16037182039	01/29/11 19:18

Attorney Registration Status Report

02/03/2011 08:27 - Page 1



Attorney Registration Report
Site: Newport DOC
Start time = 11/29/2010 08:27 End time = 02/03/2011 08:27

Description	Num	Total	PCT
Approved	29	235	12
Pending Approval	34	235	14
Rejected	172	235	73
Total			99

Attorney Registration Rejects Report

02/03/2011 08:58 - Page 1



Attorney Registration Rejects
Site: Newport DOC
Start_Time = 11/29/2010 00:00 End_Time = 02/03/2011 23:59

Inmate ID	Name	Site	Number	Req Date	User
	LEE, DANIEL	NVESP01	17027718592	2010-11-29	ghill
	LOPEZ, ISAIAS	NVSDC01	17024201551	2010-11-30	ghill
	SCHAVEY, RAYMOND	NVHDP01	17028795038	2010-11-30	ghill
	SCHAVEY, RAYMOND	NVHDP01	17024555697	2010-11-30	ghill
	TABILE, BRANDEN	NVESP01	17024554099	2010-11-30	ghill
	TABILE, BRANDEN	NVESP01	17026713478	2010-11-30	ghill
	HUNTLEY, JOHNATHAN	NVLC001	17752198342	2010-11-30	ghill
	WALTERS, BREJONIQUE	NVFMW01	17026460625	2010-11-30	ghill
	DEGAETANO, GABRIELLE	NVFMW01	17023490407	2010-11-30	ghill
	PATTERSON, JAVOHN	NVHDP01	17022925294	2010-12-01	dsbell
	NEWLON, BONITA	NVFMW01	17758277200	2010-12-01	ghill
	TORRES, JOSE	NVHDP01	17753040314	2010-12-01	ghill
	DELEON, CYNTHIA	NVFMW01	18006971234	2010-12-02	ghill
	DELEON, CYNTHIA	NVFMW01	17752478868	2010-12-02	dsbell
	GONZALEZ, RAUL	NVHDP01	18885060466	2010-12-02	ghill
	LOPEZ, RICARDO	NVESP01	17028799126	2010-12-03	ghill
	AGUILAR, JACOB	NVHDP01	15596842850	2010-12-04	ghill

Call Detail Report

02/02/2011 16:01 - Page 1



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



Call Detail Report
Site: Newport DOC
1296680502

Call Start	Dialled 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 Record Statistics Report

02/02/2011 20:04 - Page 1



Call Record Statistics
Site: Newport DOC
Start Time = 01/31/2011 00:00 End Time = 02/02/2011 23:59

Site Name	Call Type	Completion Code	Call Count
	Admin Low Bal	All Trunks Busy	29
	Admin Low Bal	CP to Cust Service	70
	Admin Low Bal	Hangup	152
	Admin Low Bal	Max ring time	2
	Admin Low Bal	Preanswer Hangup	51
	Admin Low Bal	Refused	6
	Admin Setup	All Trunks Busy	13
	Admin Setup	Hangup	79
	Admin Setup	Max Accept Time	2
	Admin Setup	Max ring time	3
	Admin Setup	Normal	6
	Admin Setup	Preanswer Hangup	49
	Admin Setup	Refused	8
	Admin Setup	Time limit	18
	Admin Zero Bal	All Trunks Busy	28
	Admin Zero Bal	CP to Cust Service	100
	Admin Zero Bal	Hangup	159
	Admin Zero Bal	Max Accept Time	3
	Admin Zero Bal	Max ring time	5
	Admin Zero Bal	Preanswer Hangup	99
	Admin Zero Bal	Refused	11
	Balance Check	Digit Timeout	1

Debit Balance Report

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Debit Balance
Site: Newport DOC
Choose Status = All Inmates Choose Balances = All Choose Account Sort = Inmate ID

Site Name	Inmate ID	Name	Acct Num	Call Number	Status	Balance
		Internal, Do Not Delete	14772	Open	Active	0.00
		Barrett, James	15251	Open	Inactive	0.00
		Wendell, Mark	15100	Open	Inactive	0.00
		Newton, Jason	18805	Open	Inactive	0.00
		Randall, William	22304	Open	Inactive	0.00
		Parent, Michael	21772	Open	Inactive	0.00
		Gray, Richard	17302	Open	Inactive	0.00
		Ishida, David	19916	Open	Inactive	0.00
		Hodges, Joyce	20772	Open	Inactive	0.00
		Martina, Anthony	22174	Open	Inactive	0.00
		Simonds, Steven	20400	Open	Inactive	0.00
		Pinard, George	14973	Open	Inactive	0.00
		Mayotte, Darryl	21927	Open	Inactive	0.00
		Goto, Koji	20563	Open	Inactive	0.00
		Sauve, Michael	22386	Open	Inactive	0.00
		Morse, Jason	19894	Open	Inactive	0.00
		Every, Randall	20821	Open	Inactive	0.00
		Kabogo, Victor	16461	Open	Inactive	0.00
		Hamel, Robert	20589	Open	Inactive	0.00
		Call, Dominic	21102	Open	Inactive	0.00
		Washington, Jason	22417	Open	Inactive	0.00
		Steinbach, Nathan	19958	Open	Inactive	0.00
		Warriner, Paul	19821	Open	Inactive	0.00
		Daniels, Michael	15243	Open	Inactive	0.00
		Patten, John Henry	18063	Open	Active	0.00

Debit Statement Report

02/02/2011 20:32 - Page 1



Debit Statement
Site: Newport DDC
Start Time = 12/27/2010 00:00 End Time = 02/02/2011 23:59 Inmate ID = C Called Number = ALL

Debit Account Number	Transaction Type	Description	Date/Time	Duration	Billed Duration	Previous Balance	Deposits	Debits	New Balance
Unrestricted	Call Center		2011-01-01 22:00:24			\$0.00	\$25.00		\$25.00
	Debit	1-301-442-2882	2011-01-01 22:39:20	00:00:00	00:00:00	\$25.00		\$0.00	\$25.00
	Debit	1-301-442-2882	2011-01-02 18:13:52	00:29:36	00:29:36	\$25.00		\$4.50	\$20.50
	Debit	1-603-369-4068	2011-01-03 18:37:34	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50
	Debit	1-603-369-4068	2011-01-03 18:38:23	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50
	Debit	1-603-369-4068	2011-01-03 18:39:34	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50
	Call Center	PMT 3187225 agent: creditcard	2011-01-03 18:59:35			\$20.50	\$15.00		\$35.50
	Debit	1-603-369-4068	2011-01-03 18:41:25	00:59:37	00:59:32	\$35.50		\$9.00	\$26.50
	Debit	1-603-369-4068	2011-01-03 19:49:16	00:41:00	00:41:00	\$26.50		\$6.15	\$20.35
	Debit	1-603-369-4068	2011-01-03 20:33:17	00:09:48	00:09:48	\$20.35		\$1.50	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:44:12	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:45:06	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:46:52	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:47:43	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:48:46	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 22:13:34	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 22:15:05	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 11:05:04	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 11:06:40	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 13:41:43	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 17:22:36	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 17:23:56	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85

Debit Activity Report

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Debit Activity
Site: Newport DDC
Inmate ID = ALL First Name = ALL Middle Name = ALL Last Name = ALL Start Time = 01/29/2011 00:00 End Time = 02/03/2011 23:59

Inmate ID	Last Name	First Name	Middle Name	Debit Account Number	Number Called	Total Duration	Total Debits	Number of Calls
	SUMMA	GINA	STEPHANIE	5359	1-603-273-5055	00:00:00	0.00	6
					1-603-296-5024	01:07:21	8.20	9
					1-617-466-0337	00:21:50	3.45	4
					1-617-523-6044	00:02:06	0.45	1
					1-781-816-0229	00:00:00	0.00	1
Subtotal							12.10	21
	STEPHENSON	JASON	JOSHUA	9440	1-603-623-7145	00:00:00	0.00	1
Subtotal							0.00	1
	POLOSKI	JASON	JON	9387	1-603-508-8484	01:37:04	16.05	22
					1-603-635-1095	00:24:52	3.90	4
Subtotal							19.95	26
	GUDDI	ROBERT	W	100530	1-603-279-0519	00:47:20	7.95	17
					1-603-393-3855	00:04:24	0.75	2
					1-603-455-6075	00:04:16	0.75	2
					1-603-707-0677	00:00:00	0.00	2
Subtotal							9.45	23
	PERKINS	LONNIE	ALLEN	968352	1-603-342-9046	00:00:00	0.00	1
					1-603-371-7057	01:05:13	10.65	10
					1-603-474-7392	00:57:13	9.00	8
					1-603-858-2698	00:20:37	3.30	4
Subtotal							22.95	23
	WATSON	TAHRON	A	968757	1-561-951-4603	00:00:00	0.00	1
					1-603-289-7767	01:50:09	17.55	25
					1-603-554-7333	00:00:00	0.00	1
					1-603-674-7753	00:19:13	3.00	1
Subtotal							17.55	27

Debit Transaction Report

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INMATE CALLING IC Solutions		Debit Transaction Report Site: Newport DOC 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 3382511; online(TERM=72.71.240.143); credit_card
	LABOMBARDO, JAMES	2011-02-02 17:33	70.00	Call Center Debit	hqdata	PMT 3379805; agent: credit_card
	AMBRIDGE, 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	3.50	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=96.229.239.119); 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 3381030; online(TERM=96.61.89.138); 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 3379715; online(TERM=71.232.225.124); credit_card
	JOHN, DAVID	2011-02-02 19:53	15.00	Call Center Debit	hqdata	PMT 3380942; agent: credit_card
	PERKINS, DUNNIS	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	7.00	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
	KYORKIAN, WILLIAM	2011-02-02 23:34	4.00	Call Center Debit	hqdata	PMT 3382490; online(TERM=75.194.12.156); credit_card
	LEJEUNE, MATTHEW	2011-02-03 08:10	50.00	Call Center Debit	hqdata	PMT 3382558; agent: credit_card
	JALBERT, SCOT	2011-02-02 16:09	50.00	Call Center Debit	hqdata	PMT 3379105; online(TERM=75.194.98.98); credit_card
	DIMMICK, JONATHAN	2011-02-02 20:29	50.00	Call Center Debit	hqdata	PMT 3381322; online(TERM=96.217.214.172); credit_card
	FREDIANI, DAVID	2011-02-02 15:50	60.00	Call Center Debit	hqdata	PMT 3379003; agent: credit_card
	ELIAS, JASON	2011-02-02 12:45	50.00	Call Center Debit	hqdata	PMT 3377782; agent: credit_card
	MAGGIO, NICHOLAS	2011-02-02 14:23	20.00	Call Center Debit	hqdata	PMT 3378574; online(TERM=75.68.3.72); credit_card

Frequently Used PANs Summary Report

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INMATE CALLING IC Solutions		Frequently Used Pans Summary Site: Newport DOC Min_PAN_Count = ALL	
Phone Num	Called Party	Num Instances	Num Sites
603-224-1236		911	5
603-669-7888		450	4
603-357-4891		383	5
603-778-0526		362	3
603-524-1831		263	4
603-224-1236		252	5
603-598-4986		251	4
603-224-4220		235	5
603-749-5540		201	3
603-228-9218		169	3
603-353-4440		142	3
603-669-7888		138	4
207-775-4321		131	3
603-444-1185		121	3
603-225-5240		103	3
603-225-7700		99	3
603-778-0526		94	4
603-644-4607		92	3
603-436-8242		77	3
603-224-3500		76	3
603-357-4891		74	5
603-598-4986		67	4
603-644-5813		66	4
603-524-1831		64	4

Frequently Used PANs Detail Report

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Frequently Used Pans
Site: Newport DOC
Min_PAN_Count = 10

Phone Num	Called Party	Inmate	Name	Site
207-651-5965			WATSON, TAHRON	
			BILODEAU, BRIAN	
			VALLEY, TED	
			KYER, JOSEPH	
			BROWN, RAYMOND	
			GILPATRICK, KELLY	
			WATSON, ANDRE	
			MOCCIA, ANTHONY	
			VENEY, BRUCE	
			PEREZ, MIGUEL	
207-775-4321			SMITH, TORREY	
			SILVENT, JOHN	
			BREHM, ROBERT	
			RICHARDSON, ANTHONY	
			SETER, SEAN	
			SMITH, DENNIS	
			RENAUD, KEITH	
			JONES, TREVIS	
			CONVERSE, TIMOTHY	
			RABIDOU, KEVIN	
			MONTALBAN, JUAN	
			BASSETT, GREGORY	
			DANSEREAU, MICHAEL	
			MILLER, DONALD	

Frequently Called Numbers Report

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Frequently Called Numbers Report
Site: Newport DOC
Start_Time = 01/02/2011 00:00 End_Time = 02/02/2011 23:59 Choose_Threshold_Basis = Calls Threshold =

Site Name	Phone Number	Name	Number of Calls	Minutes
	1-603-216-4086		843	
	1-802-281-2447		696	
	1-978-995-1925		692	
	1-603-262-0096		570	
	1-207-899-5632		556	
	1-603-300-1284		511	
	1-603-393-4660		476	
	1-603-558-1688		474	
	1-603-219-8273		464	
	1-603-321-7042		399	
	1-603-717-8584		394	
	1-603-235-4855		393	
	1-603-232-0553		391	
	1-207-699-8195		386	
	1-978-328-2207		383	
	1-603-275-5210		381	
	1-603-892-0831		379	
	1-603-581-6706		377	
	1-603-677-6755		371	
	1-603-831-6062		363	
	1-603-447-4347		361	
	1-603-491-2405		358	

Global Number Report

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Global Number
Site: Newport DOC

Choose_Privileged = All Choose_Fee_Call = All Choose_Passive_Accept = All Choose_Ignore_Silence = All Choose_Ignore_DTMF = All Choose_Any_Alert = All Choose_Email_Alert = All Choose_Pager_Alert = All Choose_Monitor_Alert = All

INMATE CALLING
IC Solutions

Phone Number	Spd	Name	Blk	Dur	Prv	Call Types	Pass	Alert	Max Dur	Ign Dig	Ign SH	Notes	Updated	By
011-297-247						Alt		60					09-07-28 12:29	hborston
5121						Alt		60					10-08-11 05:23	keokeman
0117-701-280-8888						Alt		60					09-06-04 11:25	ent
02-272-4604		GOULD, ELLEN				Alt		60					09-06-04 11:25	ent
02-824-5352		MURPHY, LORETTA				Alt		60					09-06-04 11:25	ent
03		ROCAMORA, TONI				Alt		60					09-06-04 11:25	ent
03115-228-991-0802		COMBAU, ANN				Alt		60					09-06-04 11:25	ent
03-286-7602		NASH, SUE				Alt		60					09-06-04 11:25	ent
03-305-4152		HEWITT, JESSIE				Alt		60					09-06-04 11:25	ent
03-326-2302		WEBSTER, STEVEN				Alt		60					09-06-04 11:25	ent
03-336-7579		BISHOP, CLAY				Alt		60					09-06-04 11:25	ent
03-353-4440		BROOKS, JAMES				Alt		60					09-06-04 11:25	ent
03-356-5819		SMITH, BRIAN				Alt		60					09-06-04 11:25	ent
03-435-7247		COTE, SEAN				Alt		60					09-06-04 11:25	ent
03-437-6127		DARLING, CHARLENE				Alt		60					09-06-04 11:25	ent
03-464-3290		HUNTINGTON, ROBERT				Alt		60					09-06-04 11:25	ent
03-470-3939		BAKER, DORA-LYNN				Alt		60					09-06-04 11:25	ent
03-512-5848		MCMAHON, DOROTHY				Alt		60					09-06-04 11:25	ent
03-522-6856		THURSTON, JOHN				Alt		60					09-06-04 11:25	ent
03-528-6007		ALFRELO, MONIQUE				Alt		60					09-06-04 11:25	ent
03-528-8014		GRIFFITHS, SETH				Alt		60					09-06-04 11:25	ent
03-536-9752		MCWILLIAMS, BARBARA				Alt		60					09-06-04 11:25	ent
03-556-7882		MILTON, JOAN				Alt		60					09-06-04 11:25	ent
03-598-4986		RUSSELL, TODD				Alt		60					09-06-04 11:25	ent
03-623-1916		BENSON, ELAINE				Alt		60					09-06-04 11:25	ent
03-624-0759		PULIO, RICHARD				Alt		60					09-06-04 11:25	ent
03-624-1812		CABREN, MARINA				Alt		60					09-06-04 11:25	ent
03-627-2378		BLODGETT, TAMMY				Alt		60					09-06-04 11:25	ent
03-627-2782		DELISLE, BONNIE				Alt		60					09-06-04 11:25	ent
03-629-6105		PEPPER, MICHAEL				Alt		60					09-06-04 11:25	ent
03-635-2450		KOKOLADIS, MARTHA				Alt		60					09-06-04 11:25	ent

Global Number History Report

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Number History Report
Site: Newport DOC

Phone Number = ALL Start Time = 01/17/2011 00:00 End Time = 02/02/2011 23:59

INMATE CALLING
IC Solutions

Phone Number	Spd	Name	Blk	DSR	Prv	Call Types	Pass	Alert	Max Dur	Ign Dtmf	Ign SH	Greet Off	Act.	TmStamp Updt	User Updt
1-530-666-7999		MARC NORTON LAW OFFICE	NO	YES	YES	All	NO	NO	Dfr	NO	NO	NO	INS	110201 08:08	mhas
1-603-219-3115			YES	NO	NO	All	NO	NO	Dfr	NO	NO	NO	INS	110128 12:44	cp
1-603-232-4294			YES	NO	NO	All	NO	NO	Dfr	NO	NO	NO	INS	110122 19:10	cp
1-603-261-1073			YES	NO	NO	All	NO	NO	Dfr	NO	NO	NO	INS	110126 23:10	cp
1-603-326-3192			YES	NO	NO	All	NO	NO	Dfr	NO	NO	NO	INS	110128 14:04	richards
1-603-348-1187			YES	NO	NO	All	NO	NO	Dfr	NO	NO	NO	INS	110202 14:07	cp
1-603-377-0106		TRIPPETT, NICOLE	YES	NO	NO	All	NO	NO	Dfr	NO	NO	NO	UPD	110121 21:31	cp
1-603-528-4968		MOSS, LARRY	YES	NO	NO	All	NO	NO	Dfr	NO	NO	NO	UPD	110124 10:13	mngrove
1-603-540-9095			YES	NO	NO	All	NO	NO	Dfr	NO	NO	NO	UPD	110121 18:14	cp
1-603-543-7415			NO	NO	NO	All	NO	NO	Dfr	NO	NO	NO	UPD	110120 17:46	richards
1-603-636-1980		DAWN	YES	NO	NO	All	NO	NO	Dfr	NO	NO	NO	INS	110201 08:51	mhas
1-603-674-5183			YES	NO	NO	All	NO	NO	Dfr	NO	NO	NO	INS	110125 15:02	cp
1-603-783-6555		SMITH, SABRINA	YES	NO	NO	All	NO	NO	Dfr	NO	NO	NO	UPD	110117 09:54	richards
1-603-809-3463			YES	NO	NO	All	NO	NO	Dfr	NO	NO	NO	INS	110122 20:08	cp
1-603-820-1286		MEAGAN SHERWIN	NO	NO	NO	All	NO	NO	Dfr	NO	NO	NO	UPD	110201 07:34	mhas
1-603-820-1286		MEAGAN SHERWIN	YES	NO	NO	All	NO	NO	Dfr	NO	NO	NO	INS	110125 08:57	mhas
1-603-826-0218		Carol Daignault & Thomas	NO	NO	NO	All	NO	NO	Dfr	NO	NO	NO	UPD	110125 11:17	pelask
1-603-991-0442		DAWN	YES	NO	NO	All	NO	NO	Dfr	NO	NO	NO	INS	110201 08:50	mhas
1-603-998-0361			YES	NO	NO	All	NO	NO	Dfr	NO	NO	NO	INS	110120 23:41	cp

Inmate Alerts Report

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INMATE CALLING

icSolutions

Inmate Alerts
Site: Newport DOC

Site Name	Inmate ID	Last	First	Middle	Alert	Monitor	Pager	E-Mail
		TREBIAN	JEROD		YES			
		STUTES	KIRK	M	YES			
		BOUDLE	BREXTON	E	YES			
		LABARGE	ERIC	JOSEPH	YES			
		ACHESON	MICHAEL	LANE	YES			
		GRANT	CHRISTOPHER	MICHAEL	YES			
		WARREN	COREY	JOSEPH	YES			
		james	james		YES	603-419-0161		
		LEVESQUE	LUKE	CLAUDE	YES			
		WEBSTER	MATTHEW	R	YES			
		SESTER	JASON	C	YES			
		OROURKE	JOSEPH	WILLIAM HENR	YES			dhamm@nm.state.nm
						603-225-5240 not allowed to call attn. mi-ke -she-ghan		
		SCHILLINGER	GREG	CARL	YES			
		GUERRERO	RAMON		YES			
		LEONARD	JEFF		YES			
		CATTEAU	DALE	JOSEPH	YES			
		DOUGLAS	CHRISTOPHER	WILLIAM	YES	603-419-0562		
		SHULTZ	ASHLEY	M	YES			
		ALICEA	SANDRA	LEIGH	YES			
		HOSKINS	KENDRICK	C	YES			
		MARTINSON	STEVEN	THOMAS	YES			
		DALEY	CHRISTOPHER	STEPHEN	YES			
		LEE	WILLIAM	WARNER JR	YES			
		SCOLTCH	MICHAEL	ANTHONY	YES			
		PARKINSON	ROSE	MARIE	YES			
		GAGNE	SETH	MICHAEL	YES			

Inmate PANs Report

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INMATE CALLING

icSolutions

Inmate Calling List
Site: Newport DOC

Inmate ID = ALL Choose Status = Active Inmates First Name = ALL Middle Name = ALL Last Name = ALL CP Name = ALL CP Phone = ALL
Choose Block = All

Inmate ID	Inmate Name	Phone Number	CP Name	Relationship	Block	Description	Site
	HARRIN, DEAN	1-423-368-7155	LYNETTE RUMMEL	GIRLFRIEND	NO		
		1-423-253-2613	DENNIS MURPHY	FRIEND	NO		
		1-423-253-3827	CHER HOPKEY	MOM	NO		
		1-802-485-6712	NANCEY HARRINGTON		NO		
	TURGE, PAUL	1-978-563-1784	RONALS TURGEON	SON	NO		
		1-603-772-2330	JOHN FULLER	BROTHER	NO		
		1-207-704-0140	KAREN CHAVEZ	FIANCE	NO		
		1-603-387-3852	CINDY SULDESKI		NO		
	KENON, JAMES	1-802-295-3570	IRIS	GRANDMA	NO		
		1-802-295-9683	BILL	FRIEND	NO		
		1-802-295-5569	BEVERLY	MOM	NO		
		1-603-875-4571	CAROL	FRIEND	NO		
		1-978-420-8627			NO		
		1-802-356-2776			NO		
		1-802-763-8218	PHIL	FRIEND	NO		
		1-802-436-1188	JOAN	AUNT	NO		
		1-802-296-7307	FRAN	FRIEND	NO		
		1-802-457-2360	RODNEY	DAD	NO		
		1-802-356-0682	RODNEY	FRIEND	NO		
		1-802-296-2192	PAT	FRIEND	NO		
		1-978-388-1957			NO		

Inmate Status Report



Inmate Status Listing
Site: Newport DOC
Inmate_ID = ALL, First_Name = ALL, Middle_Name = ALL, Last_Name = ALL, Choose_Status = All Inmates, Choose_Inmate_Sort = Inmate

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Inmate ID	Passcode	Name	Site	Location	Status	No. PANS	Notes
6971		INTERNAL, DO NOT DELETE			Allow	0	
3115		BARRETT, JAMES			Inactive	1	
3866		WENDELL, MARK		R and D 1 WEST 07	Inactive	2	
4008		NEWTON, JASON		07B	Inactive	1	
2849		RANDALL, WILLIAM			Inactive	1	
9995		PARENT, MICHAEL			Inactive	10	
5883		GRAY, RICHARD			Inactive	4	
1757		ISHIDA, DAVID			Inactive	2	
2287		HODGES, JOYCE			Inactive	2	
1166		MARTINA, ANTHONY			Inactive	4	
6152		SIMONDS, STEVEN			Inactive	4	
5156		PINARD, GEORGE			Inactive	2	
9787		MAYOTTE, DARRYL			Inactive	6	
2674		GOTO, KOJI			Inactive	7	
9784		SAUVE, MICHAEL			Inactive	1	
4422		MORSE, JASON			Inactive	3	
6553		EVERY, RANDALL			Inactive	9	
1088		KABOGO, VICTOR			Inactive	5	
2182		HAMEL, ROBERT			Inactive	4	
6586		CALL, DOMINIE			Inactive	3	
8738		WASHINGTON, JASON			Inactive	4	
3282		STEINBACH, NATHAN			Inactive	5	
8724		WARRINER, PAUL			Inactive	4	
5461		DANIELS, MICHAEL			Inactive	6	
9910		PATTEN, JOHN HENRY		DORMS (AB) A DORM 17 17B	Allow	4	

Number Alerts Report



Phone Number Alerts
Site: Newport DOC

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Site Name	Phone Number	Name	Alert	Monitor	Pager	E-Mail
All Sites	1-603-290-8448	Brent Warren	YES	603-2-71-0819		
All Sites	1-603-326-3058	HILARY	YES	603-3-26-3058		
All Sites	1-603-393-2651	PLOURDE	YES			
All Sites	1-603-524-0809	O'CONNELL, MEGAN	YES			nnsplit@nndoc.state.nh.us
All Sites	1-603-581-5861		YES	603-419-0562		
All Sites	1-603-635-7320		YES			nnsplit@nndoc.state.nh.us
All Sites	1-603-724-9815		YES			nnsplit@nndoc.state.nh.us
All Sites	1-603-852-9025		YES			
All Sites	1-603-892-6233		YES			nnsplit@nndoc.state.nh.us
All Sites	1-603-998-3913		YES			

PIN Fraud Report



PIN Fraud
Site: New port DOC
Start Time = 11/29/2010 06:00 End Time = 02/03/2011 23:59

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Site	CSN	Ph ID	PH Name	Inmate	Inmate ID	Pass Code	CDR Pin	Pin ID	Extra Digits
	24472296	2216	R7D INTAKE	SUNTHIRUMMANE, BOUNTHAM			065961210	06596	1210
	24266814	2313	MCS-LEVEL-1-RIGHT	TOKANEL, SCOTT		5353	55384112	55384	112
	23997581	3321	SPU-F-LEFT	FORTIN, STEVEN		0218	6034525293	60345	25293
	24100293	6418	MSU DORM 1	FORTIN, STEVEN		0218	603455	60345	5
	24226455	6407	MSU DORM 3	AMBROSE, GREGORY		5550	621845550	62184	5550
	24411246	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635555	63555	5
	24412494	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	24411275	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	24411275	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	23942110	2306	R+D-2-EAST	WILBUR, NICHOLAS		1935	661151234	66115	1234
	23961198	4207	A Tier Right	MAREK, MICHELLE		3583	6627438	66274	38
	23996152	3313	CCU-A-LEFT	GLENN, CHARLES		5619	717635619	71763	5619
	24420194	6311	D-TIER 2	GOVE, BRIAN		6110	779086110	77908	6110
	23948644	2311	H-BLDG-E-3	CIPRIANO, AARON		4200	80884220	80884	220

Prepaid Summary Report

Prepaid Summary

A bill-like summary of a prepaid account

Prepaid Summary

Phone Number Numbers Only

Start Date

End Date

Output

☐ Show zero values



Inmate PAN List
ICS Confidential

[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

Recording Access Report

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Recording Access
 Site: Newport DOC
 Pick_User = All Start_Time = 12/09/2010 00:00 End_Time = 02/02/2011 23:59 Inmate_ID = ALL Phone_Number = ALL
 ALL csn = ALL

User Name	CSN	Inmate ID	Inmate Name	Called Number	Listen Date
bphilbin	24402404		MARCEAU, MARK	1-603-455-2156	2011-01-26 17:09
ewilliams	23940738				2010-12-17 13:36
ewilliams	23940767		WOODARD, THOMAS	1-802-342-9817	2010-12-17 13:39
ewilliams	24012325				2010-12-23 16:57
ewilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:01
ewilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:02
ewilliams	24091061		ARABIA, MARK	1-603-509-7175	2010-12-29 16:53
dhammer	23932119		GILPATRICK, KELLY	1-603-860-7486	2010-12-16 16:57
dhammer	23932215		MATHESON, STEPHANIE	1-617-849-0014	2010-12-16 16:57
dhammer	24193518		DECKER, MATTHEW	1-603-466-7839	2011-01-07 11:53
dhammer	24391362		BEAUDRY, SHAUN	1-978-328-2207	2011-01-25 17:13
dhammer	24391362		BEAUDRY, SHAUN	1-978-328-2207	2011-01-25 17:27
jcarradine	23890030		COOPER, SHAUN	1-603-432-5840	2010-12-13 09:34
lcoleman	24076544		EDGERLY, STEPHEN	1-207-477-4007	2010-12-28 16:43
lsteger	23895458		CRAWFORD, BRIAN	1-603-818-2831	2010-12-13 12:14
lsteger	23928969		JOHNSON, JERAMIE	1-603-581-8286	2010-12-16 12:45
lsteger	23928976		ANDERSON, ANGUS	1-603-419-9375	2010-12-16 12:45
lsteger	23928999		VANDERHORST, LINC		2010-12-16 12:47
mhashem	23924108		SLOCUM, WILLIAM	1-706-647-9464	2010-12-16 09:40
mhashem	23961184		THIBEAULT, JOHN	1-207-273-2479	2010-12-21 09:55
mhashem	24159435		CORREAU, KAYLA	1-603-723-2654	2011-01-04 13:59
mhashem	24169711		DIONNE, JOSHUA	1-603-617-0840	2011-01-05 11:04
mhashem	24169740		GEEHAN, RANDALL	1-352-464-5692	2011-01-05 11:06
mhashem	24169741		DIONNE, JOSHUA	1-603-380-6976	2011-01-05 11:05
mhashem	24333744		CARRIER, THOMAS	1-603-332-6489	2011-01-20 10:05
mhashem	24333744		CARRIER, THOMAS	1-603-332-6489	2011-01-20 10:11
pzelaskows	23978976		HAVENS, DALE	1-207-273-2479	2010-12-21 10:13
pzelaskows	23978976		HAVENS, DALE	1-207-273-2479	2010-12-21 10:16
pzelaskows	23979002		HAVENS, DALE	1-207-273-2479	2010-12-21 10:12
rzaragoza	24385141		FLAGG, ROBERT	1-603-361-5293	2011-01-24 22:12

Revenue Report

Month	MTD	HHSEAD1	NNBEN01	NNGON01	NNLAN01	NNHON01
201102	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV
201101	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV
201012	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV
201011	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV
201010	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV
201009	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV

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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	
Subtotal		2,089	716,567	12,934	2,767.36	0.00	231.56	2,998.92	56.0
Grand Total		3,559	1,302,506	23,390	4,963.24	0.00	396.17	5,359.41	100.0

Revenue Summary Report



Revenue Summary
Site: Newport DOC
Start Time = 01/28/2011 00:00 End Time = 02/02/2011 23:59

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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	43554.65
	2133	952	9651	44.65	985.60	11549	5037	53222	43.61	5566.00
	235	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

Station Activity Report



Station Activity
Site: Newport DOC
Start Time = 01/17/2011 00:00 End Time = 02/02/2011 23:59

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Site Name	Station Port	Station Name	Attempt Calls	Accept Calls	Accept Rev Calls	Rev Mins	Rev Amnt
	6213	I-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
	6306	B-TIER-6	2229	649	600	6273	1049.70
	6307	C-TIER-4	535	177	166	1439	250.20
	6308	C-TIER-5	494	138	129	1711	282.55
	6309	C-TIER-6	994	350	318	3832	625.15
	6310	D-TIER-3	1411	412	371	3368	575.75
	6311	D-TIER-2	1827	478	429	4188	716.60
	6312	D-TIER-1	918	243	233	2763	457.51
	6313	E-TIER-3	164	14	12	112	18.85

Station Group Report

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Inmate Station Group Privileges Site: Newport DOC

Site Name	Inmate ID	Last	First	Middle	Group Name
LCC, Lovel		PATTERSON	JACK	A	LCC 1 A East
LCC, Lovel		PATTERSON	JACK	A	LCC 1 A West
LCC, Lovel		PATTERSON	JACK	A	LCC 1 B East
LCC, Lovel		PATTERSON	JACK	A	LCC 1 B West
LCC, Lovel		PATTERSON	JACK	A	LCC 2 A East
LCC, Lovel		PATTERSON	JACK	A	LCC 2 A West
LCC, Lovel		PATTERSON	JACK	A	LCC 2 B East
LCC, Lovel		PATTERSON	JACK	A	LCC 2 B West
LCC, Lovel		PATTERSON	JACK	A	LCC 3 A East
LCC, Lovel		PATTERSON	JACK	A	LCC 3 A West
LCC, Lovel		PATTERSON	JACK	A	LCC 3 B East
LCC, Lovel		PATTERSON	JACK	A	LCC 3 B West
LCC, Lovel		PATTERSON	JACK	A	LCC 5 East
LCC, Lovel		PATTERSON	JACK	A	LCC 5 West
LCC, Lovel		PATTERSON	JACK	A	LCC 6 East
LCC, Lovel		PATTERSON	JACK	A	LCC 6 West
LCC, Lovel		PATTERSON	JACK	A	LCC Phase 1 Yard
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 A East
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 A West
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 B East
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 B West

Inmate Suspensions Report

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Inmate Suspensions Site: Newport DOC

Site Name	Inmate ID	Last	First	Middle	Full	Start Time	End Time	Notes
		NICHOLS	BRADLEY	S	NO	2009-07-13 11:05	2009-08-21 11:05	LOSS OF PHONES PER HEARINGS
		BENNETT	DENNIS	ALEX	NO	2010-10-05 10:23	2010-10-24 10:23	PER HEARINGS
		LADD	GARY	JOSEPH	NO	2007-12-05 09:03	2007-12-21 09:03	loss of phones per hearing
		RIVARD	JACK	D	NO	2010-07-19 15:43	2010-09-07 15:43	
		NOEL	ROLAND	REAL	NO	2009-09-16 08:27	2009-10-12 08:27	LOSS OF PHONES PER HEARINGS
		NOEL	ROLAND	REAL	NO	2009-08-03 11:42	2009-08-18 11:42	LOSS OF PHONES PER HEARINGS
		BATCHELDER	NORMAN	R	NO	2010-06-28 14:50	2010-09-11 14:50	
		CORDANO	ANTHONY	THOMAS	NO	2010-03-19 07:21	2010-06-09 07:20	LOSS OF PHONES PER HEARINGS
		HART	JASON	PHILLIP	NO	2010-04-29 07:33	2010-06-21 07:33	LOSS OF PHONES PER HEARINGS
		BRUE	RICHARD	J	NO	2011-01-10 11:52	2011-01-30 11:52	
		MAHER	JAMES	PATRICK	NO	2010-11-05 09:52	2010-11-22 09:52	LOSS OF PHONES PER HEARINGS
		MEUCCI	MICHAEL	JOE	NO	2009-07-24 08:34	2009-08-17 08:33	LOSS OF PHONES PER HEARINGS
		GIFTORD	KEVIN	J	NO	2010-01-27 08:24	2010-03-27 08:23	LOSS OF PHONES PER HEARINGS
		FROST	ALBERT	W	NO	2010-12-21 14:59	2011-01-14 14:59	LOSS OF PHONES PER HEARINGS
		FROST	ALBERT	W	NO	2010-11-02 09:33	2010-12-14 09:33	LOSS OF PHONES PER HEARINGS
		BUSH	FRED	W	NO	2011-01-18 15:40	2011-01-23 15:40	PER HEARINGS OFFICER PAUL FORTIER
		LUNDERVILLE	JAMIE		NO	2007-09-21 10:01	2007-11-06 09:01	LOP per Sgt. Barron 09/19/07 through 11/05/07 - jah
		LUNDERVILLE	JAMIE		NO	2007-09-21 10:00	2007-09-20 10:02	LOP per Sgt. Barron 09/19/07 through 11/05/07 - jah
		THIBODEAU	JOSHUA	JOSEPH	NO	2010-03-24 14:01	2010-05-03 14:01	
		THIBODEAU	JOSHUA	JOSEPH	NO	2010-02-11 15:06	2010-02-23 15:06	
		CHAMBERLIN	RICHARD	N	NO	2010-02-26 09:03	2010-05-19 09:03	LOSS OF PHONES PER HEARINGS
		WOODWORTH	MATTHEW	BRETT	NO	2009-03-27 09:20	2009-04-08 09:20	loss of phones per hearings
		BUSH	JONATHAN	W	NO	2010-06-14 13:45	2010-09-22 13:45	
		BEACH	JAMES	M	NO	2010-09-07 09:28	2010-10-25 09:28	
		BEACH	JAMES	M	NO	2010-07-22 10:06	2010-08-11 00:06	
		SIMONEAU	MICHAEL		NO	2010-08-27 08:00	2010-11-22 00:00	LOSS OF PHONES PER HEARINGS
		WHITE	TIMOTHY	D	NO	2010-08-27 08:01	2010-11-22 00:00	LOSS OF PHONES PER HEARINGS
		HALL	JEREMY	SCOTT	NO	2010-05-18 10:49	2010-05-31 00:00	
		TONEY	WILLIE	JAMES	NO	2010-03-03 08:28	2010-03-14 08:28	LOSS OF PHONES PER HEARINGS
		TONEY	WILLIE	JAMES	YES	2009-06-25 11:36	2009-06-29 12:38	Temp. suspend per NHSP-M Investigations

Trunk Usage Report

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Trunk Usage
Site: Newport DOC
Start_Time = 01/26/2011 00:00 End_Time = 02/02/2011 23:59

Site Name	Trunk	Out-dialed Calls	Accepted Calls	Percent Accepted
	6101	210	100	47.62
	6102	646	292	45.20
	6103	580	261	45.00
	6104	677	353	52.14
	6105	509	294	49.08
	6106	548	260	47.45
	6107	685	320	46.72
	6108	659	311	47.19
	6109	660	314	47.58
	6110	645	305	47.29
	6111	674	316	46.88
	6112	567	284	50.09
	6113	676	276	40.83
	6114	641	313	48.83
	6115	630	297	47.14
	6116	670	297	44.33
	6117	1422	632	44.44
	6118	639	292	45.70
	6119	557	273	49.01
	6120	635	295	46.46
	6121	622	302	48.55
	6122	666	280	42.04
	6123	686	324	47.23
	6124	658	319	48.48
	6201	0	0	0.00

Volume Users Report

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High Volume Users
Site: Newport DOC
Start_Time = 02/02/2011 00:00 End_Time = 02/02/2011 23:59 Choose_Threshold_Basis = Calls Threshold =

Site Name	Inmate ID	Last Name	First Name	Middle Name	Number of Calls	Minutes Count
		LAPLACA	LOUIS	COREY	105	47
		BENSON	CHRISTY	HELEN	59	0
		DAYLOR	GREG	ANTHONY	58	204
		TRUE	CLAY	BRUCE	50	4
		COLLINS	LEE	BRIAN	48	35
		SNOW	HARRY	MATTHEW	44	97
		JOHNSON	MICHAEL	JERAMIE	40	8
		SCHILLINGER	CARL	GREG	34	23
		BROUSSEAU	MICHAEL	DANIEN	33	258
		FREDERICKSEN	MICHAEL	ERIC	33	52
		DESROCHERS	MARIE	TINA	31	86
		ROUNDY	RICHARD	SHANE	31	58
		DEAGLE	FRANCIS	STEPHEN	30	31
		BUNTEN	MATT	JOANNE	29	62
		NEALE	PAUL	RYAN	27	0
		HARRIS	THOMAS	JASON	26	4
		CHAMBERLIN	N	RICHARD	26	32
		DESROCHERS	PAUL	DANIEL	26	14
		WHITTEN	RYAN	CLAYTON	26	36
		BRADFORD	ROBERT	KENNETH	26	0
		DELDOTTO	JOHN	RONALD	25	10
		STOW	JAMES	WESTON	24	36
		DAVIS	ALLEN	RICKY	23	58

Payphone *Sample Reports*

Payphone Call Detail Reports

Ani	Destination	Call Date	Duration	Price	Call Type
6032242248	9183299596	12/1/2013	-	0.00	30
6032242248	9183299596	12/1/2013	-	0.00	30
6032242248	3200728	12/1/2013	-	0.00	1
6032242248	9183299596	12/1/2013	-	0.00	30
6032242248	9183299596	12/1/2013	-	0.00	30
6032242248	9183299596	12/1/2013	-	0.00	30
6032242248	3200728	12/1/2013	-	0.00	1
6032242248	3200728	12/1/2013	-	0.00	1
6032242248	3200728	12/1/2013	-	0.25	1
6032242248	18004199434	12/1/2013	11	0.00	104
6032242346	3697031	12/1/2013	-	0.00	0
6032242346	3697031	12/1/2013	-	0.00	0
6032242346	9987416	12/1/2013	282	0.25	1
6032242346	8481868	12/1/2013	188	0.25	0
6032242346	7983208	12/1/2013	76	0.25	0
6032242346	8282545	12/1/2013	5	0.25	1
6032242346	4284400	12/1/2013	4	0.25	1

Payphone Telephone Commission Summary

Client County Client Address Client City, State Pay Telephone Commissions December 22, 2013 through January 21, 2014	
ANI	Amount
6039299936	\$2.75
6039641440	\$6.20
6039299936	\$2.75
6039641371	\$6.20
Phone Usage	\$17.90
Commission Due @ 20%	\$3.58

Payphone Telephone Revenue Detail

Client County Client Address Client City, State Pay Telephone Commissions December 22, 2013 through January 21, 2014				
Facility Name	Ani	Destination	Call Date	Price
Facility1	6039299936	19146101812	12/29/2013	\$0.25
Facility1	6039299936	18005696972	12/30/2013	\$0.00
Facility1	6039299936	4220858	12/31/2013	\$0.00
Facility1	6039299936	4220858	12/31/2013	\$0.25
Facility1	6039299936	15185229940	1/4/2014	\$0.25
Facility1	6039299936	12075966346	1/5/2014	\$0.25
Facility1	6039299936	16036178260	1/8/2014	\$0.25
Facility1	6039299936	16033568282	1/15/2014	\$0.25
Facility1	6039299936	16033568282	1/15/2014	\$0.00
Facility1	6039299936	18888638768	1/17/2014	\$0.00
SubTotal				\$1.50
Facility1	6039641447	16173256282	12/24/2013	\$0.45
Facility1	6039641447	19782581816	12/25/2013	\$0.00
Facility1	6039641447	19788071998	12/31/2013	\$0.25
Facility1	6039641447	19788071998	1/7/2014	\$0.25
Facility1	6039641447	19788071998	1/8/2014	\$0.25
Facility1	6039641447	19788071998	1/8/2014	\$0.00
Facility1	6039641447	19788071998	1/8/2014	\$0.25
Facility1	6039641447	0	1/11/2014	\$0.00
Facility1	6039641447	16178077021	1/11/2014	\$0.00
Facility1	6039641447	12072510066	1/13/2014	\$0.25
Facility1	6039641447	12072510066	1/13/2014	\$0.00
Facility1	6039641447	19788071998	1/14/2014	\$0.00
Facility1	6039641447	16036524522	1/14/2014	\$0.00
Facility1	6039641447	18662284031	1/14/2014	\$0.00
Facility1	6039641447	18662284031	1/14/2014	\$0.00
Facility1	6039641447	0	1/14/2014	\$0.00
Facility1	6039641447	16524522	1/14/2014	\$0.00
Facility1	6039641447	6524522	1/14/2014	\$0.00
Facility1	6039641447	9446755	1/16/2014	\$0.25
Facility1	6039641447	9446755	1/16/2014	\$0.25
Facility1	6039641447	9446755	1/16/2014	\$0.25
SubTotal				\$2.45
Grand Total				\$3.95



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	3,950	21,453	\$ 4,505.33	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	\$ 432.61	55.1%	\$ 238.48
Total Intra Cell		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	\$ 478.60	55.1%	\$ 263.82
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	470	3,218	\$ 675.76	55.1%	\$ 372.35
Total Interstate		847	5,498	\$ 1,154.36		\$ 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

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

Appendix A

NON-DOMINANT INTEREXCHANGE CARRIER REGISTRATION

1. If you requested confidential treatment of the financial portions of your application, it was granted and those materials will remain under seal for one year from the date of the decision. If you wish to continue the seal on those materials beyond the one-year period, you must make a formal request no later than thirty days prior to the expiration of the year explaining the reasons why you believe such extension is necessary.

2. You are subject to the following fees, and you must remit them regularly. Per the instructions in Decision (D.) 00-10-028, the Combined California PUC Telephone Surcharge Transmittal Form must be submitted, even if the amount due is \$0.

- a. The current 1.20% surcharge applicable to all intrastate services except for those excluded by Decision (D.) 94-09-065, as modified by D.95-02-050, to fund the Universal Lifeline Telephone Service (Public Utilities (PU) Code § 879; Resolution T-16689, effective September 1, 2003);
- b. The current 0.047% surcharge applicable to all intrastate services except for those excluded by D.94-09-065, as modified by D.95-02-050, to fund the California Relay Service and Communications Devices Fund (PU Code § 2881; Resolution T-16747, dated June 5, 2003);
- c. The user fee provided in PU Code §§ 431-435, which is 0.11% of gross intrastate revenue for the 2000-2001 fiscal year (Resolution M-4800);
- d. The current 0.210% surcharge applicable to all intrastate services except for those excluded by D.94-09-065, as modified by D.95-02-050, to fund the California High Cost Fund-A (PU Code § 739.30; D.96-10-066, pp. 3-4, App. B, Rule 1.C; set by Resolution T-16702, effective April 17, 2003);
- e. The current 2.700% surcharge applicable to all intrastate services except for those excluded by D.94-09-065, as modified by D.95-02-050, to fund the California High Cost Fund-B (D.96-10-066, p. 191, App. B, Rule 6.F.; Resolution T-16690 effective April 17, 2003); and

Appendix A

- f. The current 0.00% surcharge applicable to all intrastate services except for those excluded by D.94-09-065, as modified by D.95-02-050, to fund the California Teleconnect Fund (set by Resolution T-16686, effective December 5, 2002).

These fees change periodically. You should access the Commission web site (WWW.CPUC.CA.GOV) at least semiannually for current values, use these as of the effective date in your customer bills, and update your tariff when you submit an advice letter for other changes.

3. You are exempt from Rule 18(b) of the Commission's Rules of Practice and Procedure.
4. You are exempt from PU Code §§ 816-830.
5. You are exempt from PU Code § 851 when the transfer or encumbrance serves to secure debt.
6. You shall file a written acceptance of the certificate granted in this proceeding with the Director of the Telecommunications Division.
7. Prior to initiating service, you shall provide the Manager of the Commission's Consumer Affairs Branch with your designated contact person(s) for purposes of resolving consumer complaints and the corresponding telephone number(s). This information shall be updated if the name or telephone number changes, or at least annually.
8. You shall notify the Director of the Telecommunications Division in writing of the date interLATA service is first rendered to the public within five days after service begins and again within five days of when intraLATA service begins.
9. You shall keep your books and records in accordance with the Uniform System of Accounts specified in Title 47, Code of Federal Regulations, Part 32.
10. In the event your books and records are required for inspection by the Commission or its staff, you shall either produce such records at the Commission's offices or reimburse the Commission for the reasonable costs incurred in having Commission staff travel to your office.

Appendix A

11. You shall file an annual report with the Director of the Telecommunications Division, in compliance with GO 104-A, on a calendar-year basis, using the information request form developed by Commission staff and contained in Appendix B. You shall file an annual affiliate transaction report with the Director of the Telecommunications division, in compliance with D.93-02-019, on a calendar year basis, using the form developed by the Commission staff and contained in Appendix C.

12. You shall ensure that your employees comply with the provisions of Public Utilities (PU) Code § 2889.5 regarding solicitation of customers.

13. The certificate granted and the authority to render service under the rates, charges, and rules authorized will expire if not exercised within 12 months after the effective date of this order.

14. PU Code 708 requires public utilities to provide ID badges to all employees with a format specified in that Section, and employees to present that badge when they request entry to customer or subscriber premises. You shall send a letter to the Director of the Telecommunications Division within 60 days of the effective date of this order declaring that you have issued the required badges.

15. If you are 90 days or more late in filing an annual report or in remitting the fees listed above, Telecommunications Division shall prepare for Commission consideration a resolution that revokes your CPCN, unless you have received the written permission of Telecommunications Division to file or remit late.

16. You have requested an exemption from the requirement to file tariffs and have represented to the Commission that you are qualified for such an exemption and further that you will abide by the Commission's consumer protection rules adopted in D.98-08-031 as modified from time to time.

17. You must abide by the Commission's consumer protection rules adopted in D.98-08-031 as modified from time to time. A copy of the currently effective rules is Appendix D to this decision.

Appendix A

18. If your company is planning to discontinue service or to file for bankruptcy, you are required to contact the Bankruptcy Coordinator in the Telecommunications Division immediately. Please ask us for instructions in your particular circumstances; our rules are designed to ensure that your telecommunications customers receive adequate notice and are minimally inconvenienced. Your compliance is necessary so that you are not penalized for failure to follow Commission rules.

(END OF APPENDIX A)

Appendix B

TO: ALL INTEREXCHANGE TELEPHONE UTILITIES

Article 5 of the Public Utilities Code grants authority to the California Public Utilities Commission to require all public utilities doing business in California to file reports as specified by the Commission on the utilities' California operations.

A specific annual report form has not yet been prescribed for the California interexchange telephone utilities. However, you are hereby directed to submit an original and two copies of the information requested in Attachment A no later than March 31st of the year following the calendar year for which the annual report is submitted.

Address your report to:

Director, Telecommunications Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102-3298

Failure to file this information on time may result in a penalty as provided for in §§ 2107 and 2108 of the Public Utilities Code.

If you have any question concerning this matter, please call (415) 703-2883.

Appendix B**Information Requested of California Interexchange Telephone Utilities.**

To be filed with the Director, Telecommunications Division, California Public Utilities Commission, 505 Van Ness Avenue, Room 3251, San Francisco, CA 94102-3298, no later than March 31st of the year following the calendar year for which the annual report is submitted.

1. Exact legal name and U # of reporting utility.
2. Address.
3. Name, title, address, and telephone number of the person to be contacted concerning the reported information.
4. Name and title of the officer having custody of the general books of account and the address of the office where such books are kept.
5. Type of organization (e.g., corporation, partnership, sole proprietorship, etc.).

If incorporated, specify:

- a. Date of filing articles of incorporation with the Secretary of State.
 - b. State in which incorporated.
6. Commission decision number granting operating authority and the date of that decision.
 7. Date operations were begun.
 8. Description of other business activities in which the utility is engaged.
 9. A list of all affiliated companies and their relationship to the utility. State if affiliate is a:
 - a. Regulated public utility.
 - b. Publicly held corporation.

Appendix B

10. Balance sheet as of December 31st of the year for which information is submitted.

Income statement for California operations for the calendar year for which information is submitted.

(END OF APPENDIX B)

Appendix C

CALENDAR YEAR AFFILIATE TRANSACTION REPORT

1. Each utility shall list and provide the following information for each affiliated entity and regulated subsidiary that the utility had during the period covered by the annual Affiliate Transaction report.
 - Form of organization (e.g., corporation, partnership, joint venture, strategic alliance, etc.);
 - Brief description of business activities engaged in;
 - Relationship to the utility (e.g., controlling corporation, subsidiary, regulated subsidiary, affiliate);
 - Ownership of the utility (including type and percent ownership);
 - Corporate officers.
2. The utility shall prepare and submit a corporate organization chart showing any and all corporate relationships between the utility and its affiliated entities and regulated subsidiaries listed in #1 above. The chart should have the controlling corporation (if any) at the top of the chart; the utility and any subsidiaries and/or affiliates of the controlling corporation in the middle levels of the chart and all secondary subsidiaries and affiliates (e.g., a subsidiary that in turn is owned by another subsidiary or and/or affiliate in the lower levels. Any regulated subsidiary should be clearly noted.
3. For a utility that has individuals who are classified as "controlling corporations" of the competitive utility, the utility must only report under the requirements of #1 and #2 above any affiliated entity that either (a) is a public utility or (b) transacts any business with the utility filing the annual report excluding the provision of tariffed services.
4. Each annual report must be signed by a corporate officer of the utility stating under penalty of perjury under the laws of the State of California (CCP 2015.5) that the annual report is complete and accurate with no material omissions.
5. Any required material that a utility is unable to provide must be reasonably described and the reasons the data cannot be obtained, as well as the efforts expended to obtain the information, must be set forth in the utility's annual Affiliate Transaction Report and verified in accordance with Section 1-F of Decision 93-02-019.

Appendix C

6. Utilities that do not have affiliated entities must file, in lieu of the annual transaction report, an annual statement to the Commission stating the utility had no affiliated entities during the report period. This statement must be signed by a corporate officer of the utility stating under penalty of perjury under the laws of the State of California (CCP 2015.5) that the annual report is complete and accurate with no material omissions.

(END OF APPENDIX C)

Appendix D

Consumer Protection Rules

Detariffed Services (Contract Option)

Rule 1:

- a. Rate information and information regarding the terms and conditions of service shall be provided in writing upon request by a current or potential customer. All of the rates, terms and conditions of service must be stated in a contract that must be signed by the customer and otherwise be enforceable. Although no terms may be incorporated by reference, formulae may be used to calculate rates or charges, where the components of the formulae can be readily ascertained from a public source. All ambiguities will be construed against the carrier. A carrier shall make available to any customer, who requests in writing, information about other service plans pertaining to the product(s) or service(s) the customer is ordering and for which the customer is eligible.
- b. The contract must provide for written notice to the customer at least 7 calendar days prior to termination of service by the carrier, and refund of any customer deposits within 30 days after service has been terminated.

Rule 2:

No change in the rates, terms, and conditions of any service specified in such a contract shall be enforceable unless such change is set forth in a writing signed by the customer who signed the original contract, or that customer's duly authorized agent. As currently provided in D.97-06-096 (as may be amended or superceded), customers must be notified of any change of ownership of the company providing service to the customer as follows:

- a. The notice must be in writing;
- b. The carrier must provide it to customers no later than 30 days before the proposed transfer;
- c. The notice must contain a straightforward description of the upcoming transfer, any fees the customer will be expected to pay, a statement of the customer's right to switch to another carrier, and a toll-free telephone number for questions; and

Appendix D

- d. The notice and the carrier's description of service to customers must be included in the advice letter seeking approval of the change in ownership.

Rule 3:

- a. Pursuant to Public Utilities Code § 2889.5, no carrier or any person, firm, or corporation representing a carrier, shall change a customer's presubscribed telephone service provider without the customer's authorization. All carriers shall comply with the provisions of § 2889.5 as well as other applicable state and federal law as they may be amended or superceded from time to time. Carriers shall be held liable for any violation of § 2889.5 including, but not limited to, the unauthorized termination of a customer's service with an existing carrier and the subsequent unauthorized transfer of the customer to the carrier's own service. Violations may incur a penalty or fine pursuant to Public Utilities Code § 2107 as well those allowed pursuant to other law and Commission policy.
- b. No carrier whose service has been terminated by a customer shall re-establish service for that customer without the express consent of the customer, which consent may not be founded upon any purported term in an agreement for service that binds the customer to take service from the carrier for a specified term, or continually.
- c. All solicitations by carriers or their agents provided to customers must be legible and printed in 10 point type at a minimum.
- d. All promotional and marketing materials used in the offering of detariffed telecommunications services shall be wholly separate from the written contract the customer signs. All terms must be plainly stated in understandable language, and must be in the same language employed when the carrier negotiated the contract with the customer.

Rule 4:

- a. Each bill must prominently display a toll-free number for service or billing inquiries, along with an address where the customer may write to the carrier.

Appendix D

- b. In case of a billing dispute between a customer and the carrier, the carrier will comply with any customer request for the carrier to undertake an investigation and review of the disputed amount.
- c. If a customer fails to pay the undisputed portion of the bill by the Due By Date (no sooner than fifteen days of the date of presentation) shown on the bill, the carrier may notify the customer in writing of such delinquency and indicate that service may be terminated
- d. A carrier may not disconnect service to a customer who has submitted a claim to CSD for investigation and decision, has either paid the disputed amount or has deposited the amount in dispute with the Commission within seven calendar days after the date the carrier notifies the customer that the carrier's investigation and review are completed. However, in no event shall the carrier disconnect service prior to the Due By Date shown on the bill.
- e. In no event shall a carrier disconnect service to a customer who has deposited the full amount in dispute with the Commission so long as the undisputed amount is paid.

Rule 5:

Carriers are restricted from releasing nonpublic customer information in accordance with PU Code §§ 2891, 2891.1, and 2893, and any other applicable state or federal statutes or regulations, as they may be amended from time to time, that pertain to customer privacy. Carriers shall also comply, so long as those rules remain generally applicable to other carriers, with the Commission's rules set forth in Appendix B of Decision Nos. 92860 and 93361, as modified, which generally prohibit, with certain exceptions, the release of calling records and credit information of all subscribers – both residential and business – absent the receipt of a search warrant under federal or state or in response to a subpoena or subpoena duces tecum authorized by a federal or state judge.

Rule 6:

Consistent with our authority over all other carriers, IECs offering detariffed service are directed to cooperate fully by responding in a timely fashion to any request by the Commission or its staff for documents including but not limited to the customer-carrier contract, billing records, customer calling records, solicitations and

Appendix D

correspondence from the carrier to the customer, applicable third party verifications, and any other information or documentation regarding a customer complaint. The carrier shall fully comply with a request for such documents or information by the Commission or its staff no later than ten business days from the date of request. Failure by an IEC to comply with this rule may result in penalties as set forth in PU Code §§ 2107, 2110, and 2111. 7.

Any limitation of liability provision contained in a contract for detariffed services shall in no way limit the ability of a complainant to recover reparations before the Commission.

(END OF APPENDIX D)

Registration Detail

FRN:	0010682326
Registration Date:	04/02/2004 12:21:43 PM
Last Updated:	06/30/2014 09:19:00 AM
Entity Name:	Inmate Calling Solutions, LLC
Entity Type:	Private Sector , Limited Liability Corporation
Contact Organization:	
Contact Position:	Director
Contact Name:	Mr 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



OVERVIEW

Nexidia AudioFinder

Mobilizing the power of phonetic search



NEXIDIA AUDIOFINDER

The need to analyze data gathered from low-quality telephony audio sources, in multiple languages, is mission critical for many organizations. Nexidia's technology is specifically designed to search the actual content with a high degree of accuracy, providing the ability to immediately playback the most crucial aspects of the audio files.

Nexidia AudioFinder is a flexible, stand-alone application that enables users to index and search audio-video content. It has been architected especially for remote locations without network access. AudioFinder brings the full power of Nexidia's technology into a

simple application that users can install and use on a single machine. No other software can help with the daunting problem of processing large volumes of audio in challenging conditions.

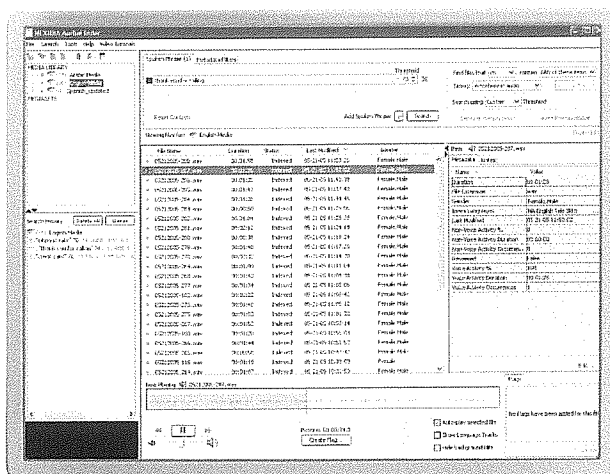
AudioFinder works in over 30 languages across a broad range of acoustic qualities, including almost any collection of low quality audio, voicemails and video files, providing a fast and efficient means of collecting information and analysis. It also provides flexibility in including and excluding topics based on relevance. And with sophisticated review tools, the user is able to start audio playback at the exact point the hit occurred or prior to that point to fully understand the context of the discussion.

HOW IT WORKS

Nexidia's award-winning, patented Phonetic Search Engine (PSE) technology enables audio-video search using phonemes—the smallest unit of human speech. As media files are added into AudioFinder, they are phonetically indexed—broken down into phonemes—which can be searched for the most accurate, relevant results. This phonetic approach supports almost all generally available audio qualities and audio variances such as a speaker's language, accent, dialect, gender and age.

Nexidia's phonetic solution can vastly accelerate the audio mining process through "automated listening," which systematically ingests and identifies content within voice recordings. AudioFinder delivers timely identification of threats and trends contained within these recordings.

AudioFinder is quickly and easily installed on a standard desktop machine or laptop; users can immediately begin to create and import new media for search and analysis. Minimum system requirements include a computer running Windows XP with a 1.8Ghz processor and 2Gbyte of RAM. AudioFinder also supports the Windows 7 operating system.



Nexidia's phonetic indexing technology searches on the spoken word content contained within the media



FEATURES

Phonetic Search: At the core of Nexidia's strength is the ability to execute search criteria against the phonetic indexes that Nexidia creates. This method allows users to enter simple words or phrases and find them wherever they exist in the recordings. The Search function includes the ability to specify multiple search terms in a single query, to nest searches at different levels, and to apply BOOLEAN logic (e.g. AND, OR, NOT) and even time-based proximity logic to a query.

Smart MediaSets: Users can establish standing queries, which are designed to run against any combination of recordings in the application. These Smart MediaSets execute their search criteria and collect all the results in a single place, allowing for rapid retrieval and review. Any newly added audio will be automatically analyzed and those that match the specified search criteria will be added to the existing Smart MediaSets. Additionally, users can "subscribe" to a Smart Media set and receive email alerts when new audio matching the Smart Media Set criteria is added to the system.

Pronunciation Optimizer: Pronunciation Optimizer allows the user to do test searches and identify those results which are most relevant. This feature is essential for words that may be obscure or hard to pronounce. Based on the results of the test search, the system generates a new search term in Nexidia's unique phonetic notation that most closely represents the best hits. This

query can then be used to re-run the current search, or saved and later used in any other search function, dramatically improving the overall results. Additionally, AudioFinder can search by example when users identify a specific segment of audio that contains the desired term.

Language ID: AudioFinder automates the process of identifying languages, and even dialects, spoken in media files. Files can be grouped by primary language spoken, and therefore can be routed to the appropriate specialists for further processing and searching.

Import and Direct Export of Media: AudioFinder supports collaboration and information sharing via easy import of selected media files (optionally including metadata) as well as optimized phonetic pronunciations from the Pronunciation Optimizer. Direct export of media files (optionally including Phonetic Audio Tracks and metadata) is also available.

Portability: AudioFinder is designed to integrate with other applications and not place a large strain on the CPU. If another application requires system resources, AudioFinder will automatically drop into the background, utilizing only whatever resources are "left over." As other applications unload system resources, it will utilize them as needed to most efficiently perform its tasks.

Collaboration: AudioFinder helps users annotate and share the results of their investigation. Files can be easily organized into multiple sets, and flexible

export options allow sending both the audio files and their meta data in different formats. AudioFinder has the ability to select, save and export specific segments of an audio file, to facilitate review and playback outside the application.

FLEXIBLE, OPEN ARCHITECTURE

Multiple File Types: Users can import media into the application in a wide variety of audio and video formats, including: .aif, .avi, .mp2, .mp3, mp4, mpeg, .mov, .wav, .wmv, and many more.

Language Support: AudioFinder supports the full range of languages that are available across the Nexidia product suite. These language packs are produced by collecting many audio samples from native speakers of the language with different backgrounds, from various regions, collected in-country. Because the language packs are phoneme-based and do not require a dictionary, new language capabilities can be developed relatively quickly.

Nexidia currently supports over 30 different languages, with many more planned for development.

Metadata Support: The system allows importing of metadata from various sources which can be used to view, categorize and sort recordings. In addition, users can create new categories for their media and easily assign values for any recording.

Searchable Help: AudioFinder contains a searchable Help system to allow users to easily search its contents.

Nexidia – Headquarters +1 (866) 355 1241
3565 Piedmont Road NE, Building Two, Suite 400, Atlanta, GA 30305, USA

Nexidia – UK +44 (0)20 8973 2440
Gainsborough House, 2 Sheen Road, Richmond TW9 1AE, United Kingdom

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nexidia.com

Easy and Cost Effective Cell Phone Detection



The CellSense detectors worked very well for clearing lots of inmates in a short time with a minimal amount of staff. Previously it would take 10 staff almost an hour to clear a building with 200 inmates using hand wands. With 5 staff we were able to clear a building with 200 inmates in about 40 minutes.

Californian Prison Officer

Detects All Cell Phones

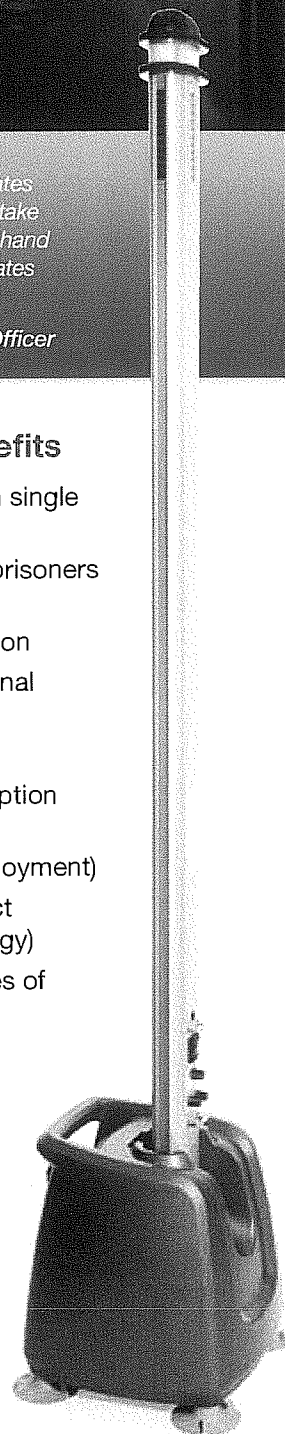
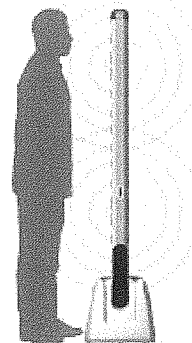
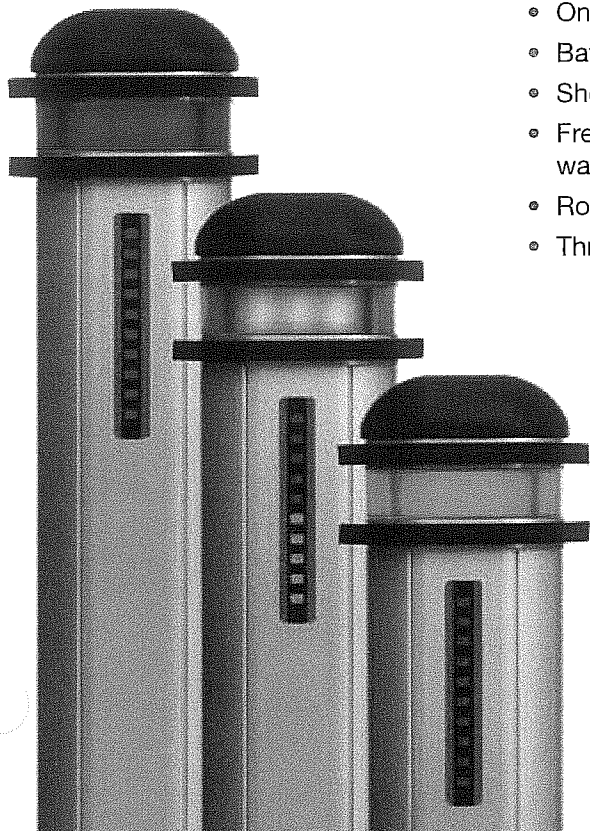
- Even if switched off
- Even if concealed in a body cavity

Key Features

- High portability
- Immediate deployment
- Simple to operate
- Intuitive display
- One person set up
- Battery or mains
- Shower proof
- Freestanding or wall-mounted
- Robust design
- Three year warranty

Operational Benefits

- Full body scan with single walk by
- Large numbers of prisoners scanned quickly
- Body cavity detection
- Bedding and personal effects scanning
- Goods screening
- Covert screening option
- Surprise element (unannounced deployment)
- Psychological effect (unknown technology)
- Suitable for all types of correctional facility





“The strengths of CellSense are its capability to find metals/magnetic materials that traditional metal detectors do not detect and portability.”

Texas DOC
Operations Manager



Unique

CellSense detects moving ferromagnetic objects and is ideal for cell phone detection. Cell phones are increasingly manufactured with reduced metal content, making detection using conventional metal detectors less certain. Cell phones do however contain essential ferromagnetic components that are readily detected by **CellSense**.



Safe

Unlike conventional metal detectors, **CellSense** is entirely passive and so there are no health and safety concerns when scanning subjects overtly or covertly. **CellSense** has no effect on electronic devices such as pacemakers and is harmless to pregnant women. No one can object to being scanned on health grounds.



Flexible

Its award winning design means that it is ready quickly and easily as a freestanding portable unit or as a wall mounted unit. It takes under 60 seconds to set-up and is deployed immediately by one person.



Easy

CellSense is typically deployed without warning at any area of inmate association, e.g. exercise, workshop, worship etc. Since it detects moving ferromagnetic material, stationary metal objects do not cause false alarms, no matter how close. Because it will screen through concrete, brick, wooden or plasterboard walls it is ideal for covert use.

CellSense is also adept at detecting a wide range of other items of interest such as knives, small blades and firearms.

CellSense has the portability of a wand and the full body scanning convenience of an archway metal detector.



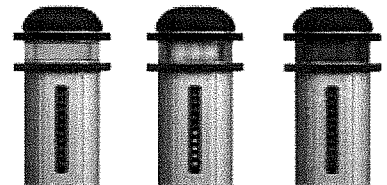
Cost Saving

Up to 40 individuals per minute can be scanned without contact or intrusion, far quicker and easier than using a hand wand or chair type device.

Specifications

Electrical

- Battery; 12V 4.5Ah consisting of 6 x Cyclon DT sealed lead-acid.
- Battery charger; Mascot Type 9940 3-stage lead-acid battery charger.
- In normal use power consumption is 20W continuous and ~50W when charging the internal batteries. Absolute maximum mains current draw is 0.9A rms when charging batteries from flat.



Weights and Dimensions

Item	Weight	Height	Width	Depth
CellSense sensor unit	19.8lb (9kg)	74" (188cm)	5" (13cm)	3.3" (8cm)
CellSense base unit	19.8lb (9kg)	14.2" (36cm)	13.4" (34cm)	13.4" (34cm)
Assembled sensor & base unit operating configuration	39.7lb (18kg)	76" (193cm)	13.4" (34cm)	13.4" (34cm)
Battery charger	0.7lb (0.3kg)	4.3" (11cm)	2.8" (7cm)	1.6" (4cm)

For further information about our products and to arrange your **CellSense demonstration** please contact:



North America

Metrasens
106 Stephen Street #203
Lemont, IL 60439
USA
Tel: 1 (630) 863-7827
Fax: 1 (630) 863 7974



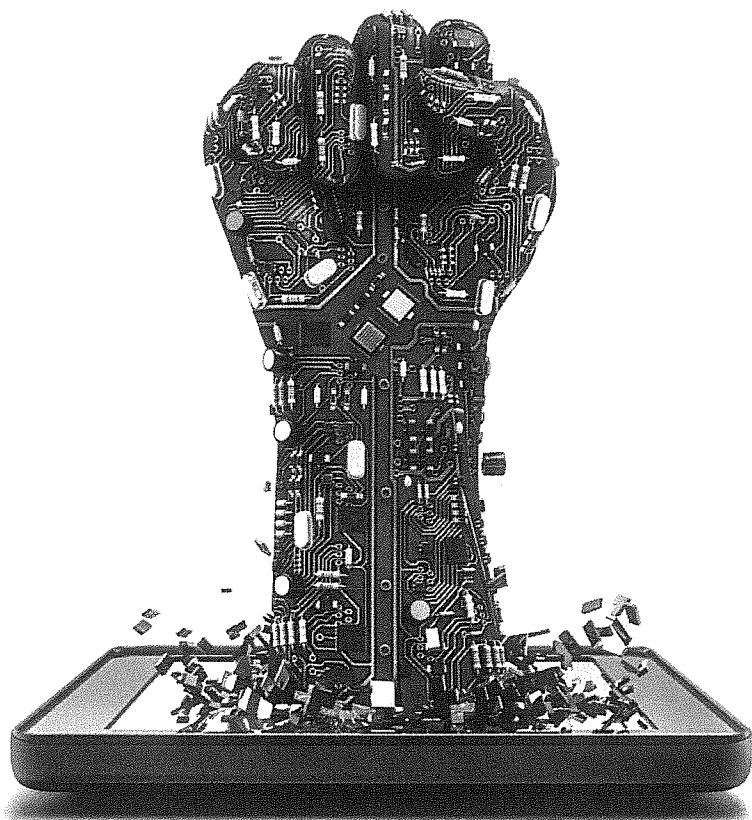
Europe & Rest of World

Metrasens Ltd.
Malvern Hills Science Park
Geraldine Road
Malvern, WR14 3SZ
UK
Tel: +44 (0) 1684 585285
Fax: +44 (0) 1684 893555

Online

Web: www.metrasens.com
Email: Sales Enquiries:
sales@metrasens.com
Technical Support:
support@metrasens.com

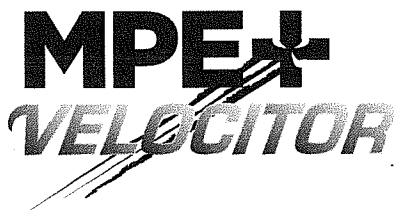
Empower your investigations with an entirely different approach to mobile device forensics.



An integrated solution that addresses BYOD Risk, Big Data and Mobile Device Evidence...all in one.

Expand Your Investigation Capabilities

Mobile Phone Examiner *Plus*® (MPE+®) delivers an intuitive interface, data visualization and smart device support, including app analysis, in a single mobile forensics solution. MPE+ supports even the most challenging mobile device profiles and offers the broad capabilities of high-priced tools at a fraction of the cost. Featuring advanced carving, deleted data recovery, SQLite database browsing and filtering options; MPE+ is the perfect choice for mobile forensics examiners looking to upgrade their capabilities.



MPE+ VELOCITOR Add-on

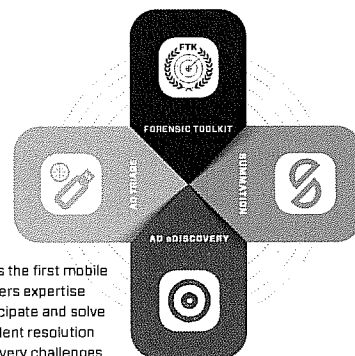
Support 95% of Chinese Devices

In many cases, a mobile device may look like a mainstream smart device, but it is actually a cloned or counterfeit phone containing Chinese components. In those instances, most mobile forensics solutions fall short, making it impossible to process critical data. MPE+ VELOCITOR is an add-on hardware that enables the full flash data extraction from these devices, exposing critical evidence quickly without the need for a third-party tool or software.

MPE+ Feature Highlights

- Supports 10,000+ mobile devices (w/ VELOCITOR Chinese chipset device collection add-on)
- Physical imaging of Android™ devices, with password bypass capabilities
- dSOLO allows the acquisition of any Android™ device via a pre-configured Micro SD card
- Physical extraction of iOS® devices without the need of iTunes®
- 30% faster than leading competitors in logical extraction of iOS® and Android™ devices utilizing the iLogical and dLogical enhancement capabilities
- SQL Builder delivers data from 100% of applications available
- pythonScripter provides users with the ability to parse anything from a mobile device with an easy to use interface; allowing limitless support for any device.
- Advanced Analytics with Graphical Data Visualization
- Customizable reports
- Advanced Alert Manager

MPE+ INTEROPERATES
with FTK®, AD Triage, Summation® and AD
eDiscovery® platforms.



Furthermore, MPE+ is the first mobile device tool that delivers expertise and solutions to anticipate and solve the big security, incident resolution and big data E-Discovery challenges in the enterprise.



A firsthand account from the field

MPE+ uncovers the piece of evidence needed to crack the case...

"After obtaining MPE+, I decided to do an extraction of an iPhone that I had previously done with another mobile forensic system. MPE managed to carve out many more images than the other system we originally used. One image in particular was proven to be vital to the prosecution of a suspect. It was an image the suspect had taken of the victim in which the suspect could be seen in the reflection of a mirror. Had it not been for MPE+, we would not have been able to recover that key piece of evidence."

Sgt. Terry Sineary
Allen County Sheriff's Office
Northwest Ohio Technology Crimes Unit

Empower your investigations with MPE+, the stand-alone mobile device forensic solution that provides the tools necessary to quickly collect, easily identify and effectively uncover the key data other solutions miss.

Stay on top of Mobile Forensic Technology

MPE+ provides you with the tools necessary to keep up with the rapidly advancing mobile technology. With MPE+, you can easily create, upload and use python scripts to assist you in performing specific tasks needed to solve any challenge during data analysis. **No python scripting experience required!**

Uncover the Hidden Application Data

MPE+ is the only tool on the market that allows you to build simple SQL queries to extract the hidden application data from any mobile device application available. Because of this capability, MPE+ can support any application available, even the ones that are yet to come.

Advanced Recovery of Android™ and iOS® Devices

MPE+ not only acquires Android and iOS® devices 30% faster than market leading tools but also uncovers more critical user data from these devices than any other tool on the market. It bypasses select Android and iOS® device "locks" and performs advanced iOS® acquisitions even when the iTunes® password is not known.

Identify Smart Device Malware

The increase in the number of apps on the device increases the likelihood that some may contain malicious code or security holes. MPE+ allows you to identify, analyze and extract these threats without the need of built-in signature-based tools. **With MPE+, you can mount any collected image and use any malware tool to scan for threats.**

Visualize Big Data and Address BYOD Risk

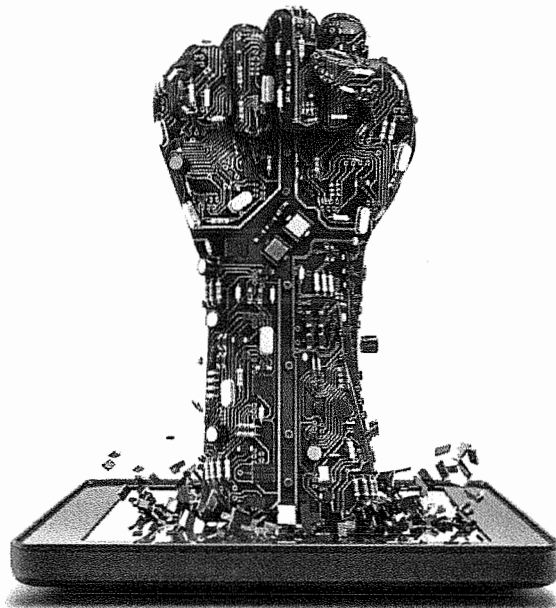
MPE+ helps you address BYOD (Bring Your Own Device) risks, by allowing you to collect data from employees' mobile devices when a threat is identified. Visualize and analyze data not only where it resides (mobile devices) but also while in transit (IP addresses accessed, data breaches). MPE+ transforms this big data into data intelligence, helping you pinpoint the meaningful info needed for data interpretation and incident remediation.



Remote Android™ Device Collections

MPE+ allows you to perform remote Android™ device collections by utilizing just a pre-configured Micro SD card. You can pre-select specific artifacts to be collected from a particular Android™ device, which is particularly useful when by law or company policy; only certain information is permitted during the data acquisition process.





Learn more at
<http://accessdata.com/MPE>

AccessData Group makes the world's most advanced and intuitive incident resolution solutions. AccessData technology delivers real-time insight, analysis, response and resolution of data incidents, including cyber threats, insider threats, mobile and BYOD risk, GRC (Governance Risk & Compliance) and eDiscovery events. Over 130,000 users in law enforcement, government agencies, corporations and law firms around the world rely on AccessData software to protect them against the risks present in today's environment of continuous compromise.

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sales@accessdata.com

INTERNATIONAL SALES
+44 20 7010 7800



AMENDMENT
TO THE AGREEMENT BETWEEN THE COUNTY OF TEHAMA
AND IC SOLUTIONS

This Amendment to Agreement Number 2019-123, dated May 7, 2019, by and between the County of Tehama, through its Department of Sheriff (County) and IC Solutions (Contractor) for the provision of providing an inmate telecommunication system at the Tehama County Jail, shall be amended as follows:

4. TERM OF AGREEMENT

This agreement shall commence on the date of signed by both parties and shall remain in effect for three (3) years, with an option to extend the contract term for up to two (2) additional one (1) year periods, unless terminated due to the conditions set forth herein. If the County elects to exercise the option to extend the term for the two additional one-year periods, the Sheriff must give the contractor written notice of the County's election to extend the term an additional year. Effective May 8, 2022 the county is exercising its option to extend the term for the first one (1) year period through May 7, 2023.

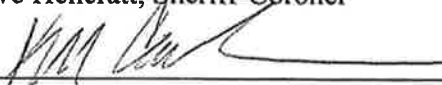
It is mutually agreed that all other terms and conditions of Agreement Number 2019-123 shall remain in full force and effect.

IN WITNESS WHEREOF, County and Contractor have executed this agreement on the day and year set forth below.

Date: Jun 1, 2022

Date: MAY 10 2022

COUNTY OF TEHAMA

DL
Dave Hencratt (Jun 1, 2022 12:27 PDT)
Dave Hencratt, Sheriff-Coroner

Chairman, Board of Supervisors

IC SOLUTIONS

Date: Jun 1, 2022

Miko Kennedy
Vice President, Sales & Marketing

Miscellaneous Agreement
2022-130

AMENDMENT 2
TO THE AGREEMENT BETWEEN THE COUNTY OF TEHAMA
AND ICSOLUTIONS

This Amendment to Agreement Number 2019-123, dated May 7, 2019, by and between the County of Tehama, through its Department of Sheriff (County) and Inmate Calling Solutions, LLC, d/b/a ICSolutions (Contractor) for the provision of providing an inmate telecommunication system at the Tehama County Jail, shall be amended as follows:

3. COMPENSATION

Contractor shall not be entitled to any compensation or reimbursement whatsoever from County under this agreement. Contractor's sole consideration for the services performed under this Agreement shall be Contractor's Portion of the proceeds of the sales of the jail inmate telecommunication services. Such commission shall be deposited into the County's Inmate Welfare Fund.

The Call Rates under the Agreement are hereby ratified to have changed, as of October 7, 2021 with respect to domestic rates and October 26, 2021 with respect to international rates, as follows:

Prepaid, Debit, Qwikcall™ & Direct Bill Calling Rates	
<u>Call Type</u>	<u>Per Minute Charge</u>
Local	\$0.07
Intrastate/IntraLATA	\$0.07
Intrastate/InterLATA	\$0.07
Interstate	\$0.07
International (Debit only)	* Cost + \$0.21

NOTES: Domestic interstate rates apply for calls to U.S. territories including American Samoa, Guam, Northern Mariana Islands, Puerto Rico and U.S. Virgin Islands. All non-U.S. destinations are rated as international.

* "Cost" means Contractor's underlying carrier cost based on an average rate per minute per destination calculated quarterly pursuant to 47 CFR § 64.6030 (e).

Call rates shown do not include local, county, state and federal taxes, regulatory surcharges and pass-through, third-party financial transaction fees as permitted by applicable regulations.

The Service Fees under the Agreement are hereby ratified to be \$0.00 as of October 7, 2021, however, Contractor may pass-through to consumers any third-party, financial transaction fees without mark-up pursuant to California Public Utilities Commission Decision 21-08-037 in R.20-10-002.

The Commission Rate under the Agreement, applicable to calling revenue, is hereby amended to be 15%, effective with revenue generated in January, 2022.

It is mutually agreed that all other terms and conditions of Agreement Number 2019-12 and Amendment Number 2022-130 shall remain in full force and effect.

IN WITNESS WHEREOF, County and Contractor have executed this amendment to Agreement 2019-123 on the day and year set forth below.

Date: Jun 23, 2022

COUNTY OF TEHAMA

Dave Hencratt

Dave Hencratt (Jun 23, 2022 13:32 PDT)

Sheriff-Coroner

Date: JUN 23 2022

[Signature]
Chairman, Board of Supervisors

Date: Jun 23, 2022

ICSOLUTIONS

Miko Kennedy

Authorized Agent

AMENDMENT 3

**TO THE AGREEMENT BETWEEN THE COUNTY OF TEHAMA
AND ICSOLUTIONS**

This Amendment to Agreement Number 2019-123 dated May 7, 2019, by and between the County of Tehama, through its Department of Sheriff (County) and Inmate Calling Solutions, LLC, d/b/a ICSolutions (Contractor) for the provision of providing an inmate telecommunication system at the Tehama County Jail, shall amend the following:

4. TERM OF AGREEMENT

This agreement shall commence on the date signed by both parties and shall remain in effect for three (3) years, with an option to extend the contract term for up to two (2) additional one (1) year periods, unless terminated due to the conditions set forth herein. If the County elects to exercise the option to extend the term for the two additional one-year periods, the Sheriff must give the contractor written notice of the County's election to extend the term an additional year.

Effective May 8, 2023 the county is exercising its option to extend the term for the second (2nd) and final period through May 7, 2024.

It is mutually agreed that all other terms and conditions of Agreement Number 2019-123 shall remain in full force and effect.

IN WITNESS WHEREOF, County and Contractor have executed this Amendment 3 to Agreement 2019-123 on the day and year set forth below.

COUNTY OF TEHAMA

Date: Mar 29, 2023


David P. Kain (Mar 29, 2023 18:16 PDT)

Sheriff-Coroner

Date:

APR 25 2023


Chairman, Board of Supervisors

ICSOLUTIONS

Date: Mar 29, 2023


Michael Kennedy (Mar 29, 2023 17:27 EDT)

Authorized Agent

TEHAMA COUNTY
AGREEMENT # _____

**Amendment No. 4 to the Agreement No. 219-123
between the County of Tehama Sheriff's Office and ICSolutions**

This Amendment No. 4 to the above Agreement dated 05/07/2019, as previously amended (the "Agreement") is made by and between **Inmate Calling Solutions, LLC, d/b/a ICSolutions ("ICS")** and **County of Tehama Sheriff's Office ("County")**.

Whereas, the parties wish to amend the Agreement as follows:

1. Capitalized terms not expressly defined herein shall have the meaning ascribed thereto under the Agreement.
2. Section 4 of the Agreement is hereby amended to read as follows:

This Agreement shall commence as of the date signed by both parties and shall remain in effect until May 7, 2025. Thereafter, this Agreement may be further extended by mutual consent of the parties.
3. Excepted as amended hereby, the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto have executed this Amendment by their duly authorized representatives:

**Inmate Calling Solutions, LLC
d/b/a ICSolutions**

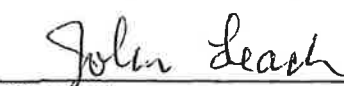

(Signature)

Mike Kennedy
(Printed Name)

Vice President Sales & Marketing
(Title)

5/21/2024
(Date)

Chairman, Board of Supervisors


(Signature)

John Leach
(Printed Name)

Chairperson, Tehama County Board of Supervisors
(Title)

08/20/24
(Date)

Tehama County Sheriff's Department

 052024
(Signature)

Jeff Garrett
(Printed Name)

Undersheriff
(Title)

5/21/2024
(Date)

E x h i b i t B

ADULT DETENTION FACILITY LIVING AREA SPACE EVALUATION Board of State and Community Corrections

BSCC Code: 5800

FACILITY: Tehama County Jail	TYPE: II	RC: 191
FIELD REPRESENTATIVE: Steven Wicklander		DATE: 4/19/2023

ROOMS							EACH ROOM					
Location	Cell Type	Applicable Standards	# Cells	EACH CELL		Total RC	DIMENSIONS (L x W x H)	FIXTURES*				
				# Beds	RC			T	U	W	F	S
Booking/Receiving												
H101	Holding	1991	1		2	(2)	6.7' x 7.5' x 8'	1		1	1	
H102	Holding	1991	1		6	(6)	8' x 10' x 8'	1		1	1	
H104	Holding	1991	1		6	(6)	10' x 10' x 8'	1		1	1	
H105	Sobering	1991	1		6	(6)	10' x 10' x 10'	1		1	1	
H103	Safety	1991	1		1	(1)	10' x 5.4' x 10.0'	1				
Note: A metal holding cell is used in the booking/receiving area and it is a non-rated space.												
Housing												
White Unit	Multiple	1973	1	6	4	4	9' x 11.5' x 10'	1		1	1	
Note: Female inmates.												
	Single	1973	2	1	1	2	9' x 6' x 10'	1		1	1	
	Multiple	1973	1	8	6	6	17' x 14.8' x 10'	1		1	1	1
	Dayroom	1973	1				24' x 12.5'x 10'	2		2	2	1
Green Unit	Single	1973	7	1	1	7	6.5' x 8.0' x 10'	1		1	1	
	Dayroom	1973	1				18' x 16' x 10'	1		1	1	1
Note: Female inmates.												
Ad Seg/Iso	Single	1973	3	1	1	3	8.8' x 6.8' x 10'	1		1	1	
SHU	Single	1991	2	1	1	2	12' x 8' x 8'	1		1	1	1
	Dayroom	1991	1									
Orange Unit	Multiple	1973	1	8	6	6	14.8' x 12.8'x 10'	1		1	1	
	Single	1973	8	1	1	8	8.8'x6' x 10'	1		1	1	
	Dayroom	1973	1				21.8' x 16' x 10'	2		2	2	2
Note: Sentenced inmates.												
Blue Unit	Multiple	1973	1	8	6	6	14.5' x 12.5' x 10'	1		1	1	
	Multiple	1973	2	4	4	8	8.8' x 11.8' x 10'	1		1	1	
Note: Unsentenced inmates.												
Yellow Unit	Multiple	1973	4	12	8	32	25.5' x 16' x 10'	2		2	2	2
Note: Dimensions include dayroom space (dorm and dayroom combined). Inmate workers or work furlough.												
Housing S-103	Dormitory	1994	1	48	42	42		8		8	1	4
Note: Inmate workers and low-level offenders are housed in this area. Triple bunks are used.												

*T = Toilets; U = Urinals; W = Wash Basins; F = Fountains; S = Showers in unit. If "Total RC" appears in brackets (), it is not part of the facility's rated capacity. "+" indicates that capacity includes prorated air space from adjacent areas.

cell side

ROOMS							EACH ROOM					
Location	Cell Type	Applicable Standards	# Cells	EACH CELL		Total RC	DIMENSIONS (L x W x H)	FIXTURES*				
				# Beds	RC			T	U	W	F	S
Housing S-104	Double	1994	25	2	2	50	6' x 14' x 8'	1		1	1	
	Single	1994	3	1	1	3	6' x 14' x 8'	1		1	1	
	Dayroom	1994	1									4
Note: Food ports were added to the lower level.												
Pink Tank	Dorm	2001	1	18	12	12	(37'9"x19'9") + (7'8"x9'3")	2		2	3	1
Note: This housing area was previously referred to as the Female Dorm. Triple bunks. Ceiling height 13'4".												

*T = Toilets; U = Urinals; W = Wash Basins; F = Fountains; S = Showers in unit. If "Total RC" appears in brackets (), it is not part of the facility's rated capacity. "+" indicates that capacity includes prorated air space from adjacent areas.

Monthly Commission Report

January 01, 2025 - January 31, 2025

Settlement Date: March 15, 2025

Exhibit C

Agency:

Tehama County Jail (THMCA)

Tariff Type	Call Type	# of Calls	# of Minutes	Commission Revenue	Commission Percent	Commission Earned
Local	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	789	6,106	\$351.72	15.00%	\$52.76
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	912	8,548	\$510.56	15.00%	\$76.58
	Local Total:	1,701	14,654	\$862.28	15.00%	\$129.34
IntraLata	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	1,361	11,984	\$706.90	15.00%	\$106.04
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	1,443	14,478	\$872.36	15.00%	\$130.85
	IntraLata Total:	2,804	26,462	\$1,579.26	15.00%	\$236.89
IntraState	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	903	8,844	\$530.86	15.00%	\$79.63
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	695	7,061	\$427.61	15.00%	\$64.14
	IntraState Total:	1,598	15,905	\$958.47	15.00%	\$143.77
InterState	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	217	1,606	\$91.84	15.00%	\$13.78
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	79	870	\$53.12	15.00%	\$7.97
	InterState Total:	296	2,476	\$144.96	15.00%	\$21.74
International	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	0	0	\$0.00	15.00%	\$0.00
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	0	0	\$0.00	15.00%	\$0.00
	International Total:	0	0	\$0.00	15.00%	\$0.00
Caribbean	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	0	0	\$0.00	15.00%	\$0.00
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	0	0	\$0.00	15.00%	\$0.00
	Caribbean Total:	0	0	\$0.00	15.00%	\$0.00

Monthly Commission Report

January 01, 2025 - January 31, 2025

Settlement Date: March 15, 2025

Agency:

Tehama County Jail (THMCA)

Tariff Type	Call Type	# of Calls	# of Minutes	Commission Revenue	Commission Percent	Commission Earned
Canada	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	0	0	\$0.00	15.00%	\$0.00
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	0	0	\$0.00	15.00%	\$0.00
Canada Total:		0	0	\$0.00	15.00%	\$0.00
Other	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	0	0	\$0.00	15.00%	\$0.00
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	0	0	\$0.00	15.00%	\$0.00
Other Total:		0	0	\$0.00	15.00%	\$0.00
Agency Total:		6,399	59,497	\$3,544.97	15.00%	\$531.75

ADJUSTMENTS:

Video	262.50	50%	Video Commission	\$131.25
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AGENCY GRAND TOTAL: \$663.00

AGENCY CALL TYPE TOTALS:

Call Type	# of Calls	# of Minutes	Commission Revenue	Commission Percent	Commission Earned
Collect	0	0	\$0.00	15.00%	\$0.00
Debit	3,270	28,540	\$1,681.32	15.00%	\$252.20
Debit card	0	0	\$0.00	15.00%	\$0.00
Prepaid	3,129	30,957	\$1,863.65	15.00%	\$279.55

Monthly Commission Report

January 01, 2025 - January 31, 2025

Settlement Date: March 15, 2025

Facility:

 Client ID: 5651 - Tehama County Jail (THMCA)
 Tehama County Jail
 502 Oak Street
 Red Bluff, CA 96080

Tariff Type	Call Type	# of Calls	# of Minutes	Commission Revenue	Commission Percent	Commission Earned
Local	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	789	6,106	\$351.72	15.00%	\$52.76
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	912	8,548	\$510.56	15.00%	\$76.58
Local Total:		1,701	14,654	\$862.28	15.00%	\$129.34
IntraLata	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	1,361	11,984	\$706.90	15.00%	\$106.04
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	1,443	14,478	\$872.36	15.00%	\$130.85
IntraLata Total:		2,804	26,462	\$1,579.26	15.00%	\$236.89
IntraState	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	903	8,844	\$530.86	15.00%	\$79.63
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	695	7,061	\$427.61	15.00%	\$64.14
IntraState Total:		1,598	15,905	\$958.47	15.00%	\$143.77
InterState	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	217	1,606	\$91.84	15.00%	\$13.78
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	79	870	\$53.12	15.00%	\$7.97
InterState Total:		296	2,476	\$144.96	15.00%	\$21.74
International	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	0	0	\$0.00	15.00%	\$0.00
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	0	0	\$0.00	15.00%	\$0.00
International Total:		0	0	\$0.00	15.00%	\$0.00
Caribbean	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	0	0	\$0.00	15.00%	\$0.00

Monthly Commission Report

January 01, 2025 - January 31, 2025

Settlement Date: March 15, 2025

Facility:

Client ID: 5651 - Tehama County Jail (THMCA)
Tehama County Jail
502 Oak Street
Red Bluff, CA 96080

Tariff Type	Call Type	# of Calls	# of Minutes	Commission Revenue	Commission Percent	Commission Earned
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	0	0	\$0.00	15.00%	\$0.00
Caribbean Total:		0	0	\$0.00	15.00%	\$0.00
Canada	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	0	0	\$0.00	15.00%	\$0.00
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	0	0	\$0.00	15.00%	\$0.00
Canada Total:		0	0	\$0.00	15.00%	\$0.00
Other	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	0	0	\$0.00	15.00%	\$0.00
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	0	0	\$0.00	15.00%	\$0.00
Other Total:		0	0	\$0.00	15.00%	\$0.00
Facility Total:		6,399	59,497	\$3,544.97	15.00%	\$531.75

ADJUSTMENTS:

none

FACILITY GRAND TOTAL: \$531.75

FACILITY CALL TYPE TOTALS:

Call Type	# of Calls	# of Minutes	Commission Revenue	Commission Percent	Commission Earned
Collect	0	0	\$0.00	15.00%	\$0.00
Debit	3,270	28,540	\$1,681.32	15.00%	\$252.20
Debit card	0	0	\$0.00	15.00%	\$0.00
Prepaid	3,129	30,957	\$1,863.65	15.00%	\$279.55

Monthly Commission Report

February 01, 2025 - February 28, 2025

Settlement Date: April 15, 2025

AGENCY:

Tehama County Jail (THMCA)

Tariff Type	Call Type	# of Calls	# of Minutes	Commission Revenue	Commission Percent	Commission Earned
Local	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	696	5,715	\$333.09	15.00%	\$49.96
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	776	8,098	\$490.82	15.00%	\$73.62
	Local Total:	1,472	13,813	\$823.91	15.00%	\$123.59
IntraLata	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	1,037	9,749	\$581.77	15.00%	\$87.27
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	1,376	13,212	\$791.28	15.00%	\$118.69
	IntraLata Total:	2,413	22,961	\$1,373.05	15.00%	\$205.96
IntraState	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	762	7,363	\$441.69	15.00%	\$66.25
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	404	3,742	\$223.18	15.00%	\$33.48
	IntraState Total:	1,166	11,105	\$664.87	15.00%	\$99.73
InterState	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	140	1,234	\$73.02	15.00%	\$10.95
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	103	1,025	\$61.69	15.00%	\$9.25
	InterState Total:	243	2,259	\$134.71	15.00%	\$20.21
International	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	0	0	\$0.00	15.00%	\$0.00
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	0	0	\$0.00	15.00%	\$0.00
	International Total:	0	0	\$0.00	15.00%	\$0.00
Caribbean	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	0	0	\$0.00	15.00%	\$0.00
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	0	0	\$0.00	15.00%	\$0.00
	Caribbean Total:	0	0	\$0.00	15.00%	\$0.00
Canada	Collect	0	0	\$0.00	15.00%	\$0.00

Monthly Commission Report

February 01, 2025 - February 28, 2025

Settlement Date: April 15, 2025

AGENCY:

Tehama County Jail (THMCA)

Tariff Type	Call Type	# of Calls	# of Minutes	Commission Revenue	Commission Percent	Commission Earned
	Debit	0	0	\$0.00	15.00%	\$0.00
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	0	0	\$0.00	15.00%	\$0.00
Canada Total:		0	0	\$0.00	15.00%	\$0.00
Other	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	0	0	\$0.00	15.00%	\$0.00
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	0	0	\$0.00	15.00%	\$0.00
Other Total:		0	0	\$0.00	15.00%	\$0.00
Agency Total:		5,294	50,138	\$2,996.54	15.00%	\$449.48

ADJUSTMENTS:

Voicemail	2.00	25%	Voicemail Commission	\$0.50
Video	425.00	50%	Video Commission	\$212.50

AGENCY GRAND TOTAL: \$662.48

AGENCY CALL TYPE TOTALS:

Call Type	# of Calls	# of Minutes	Commission Revenue	Commission Percent	Commission Earned
Collect	0	0	\$0.00	15.00%	\$0.00
Debit	2,635	24,061	\$1,429.57	15.00%	\$214.44
Debit Card	0	0	\$0.00	15.00%	\$0.00
Prepaid	2,659	26,077	\$1,566.97	15.00%	\$235.05

Monthly Commission Report

February 01, 2025 - February 28, 2025

Settlement Date: April 15, 2025

FACILITY:

Client ID: 5651 - Tehama County Jail (THMCA)

Tehama County Jail

502 Oak Street

Red Bluff, CA 96080

Tariff Type	Call Type	# of Calls	# of Minutes	Commission Revenue	Commission Percent	Commission Earned
Local	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	696	5,715	\$333.09	15.00%	\$49.96
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	776	8,098	\$490.82	15.00%	\$73.62
	Local Total:	1,472	13,813	\$823.91	15.00%	\$123.59
IntraLata	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	1,037	9,749	\$581.77	15.00%	\$87.27
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	1,376	13,212	\$791.28	15.00%	\$118.69
	IntraLata Total:	2,413	22,961	\$1,373.05	15.00%	\$205.96
IntraState	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	762	7,363	\$441.69	15.00%	\$66.25
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	404	3,742	\$223.18	15.00%	\$33.48
	IntraState Total:	1,166	11,105	\$664.87	15.00%	\$99.73
InterState	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	140	1,234	\$73.02	15.00%	\$10.95
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	103	1,025	\$61.69	15.00%	\$9.25
	InterState Total:	243	2,259	\$134.71	15.00%	\$20.21
International	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	0	0	\$0.00	15.00%	\$0.00
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	0	0	\$0.00	15.00%	\$0.00
	International Total:	0	0	\$0.00	15.00%	\$0.00
Caribbean	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	0	0	\$0.00	15.00%	\$0.00
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	0	0	\$0.00	15.00%	\$0.00

Monthly Commission Report

February 01, 2025 - February 28, 2025

Settlement Date: April 15, 2025

FACILITY:

Client ID: 5651 - Tehama County Jail (THMCA)
Tehama County Jail
502 Oak Street
Red Bluff, CA 96080

Tariff Type	Call Type	# of Calls	# of Minutes	Commission Revenue	Commission Percent	Commission Earned
Caribbean Total:		0	0	\$0.00	15.00%	\$0.00
Canada	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	0	0	\$0.00	15.00%	\$0.00
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	0	0	\$0.00	15.00%	\$0.00
Canada Total:		0	0	\$0.00	15.00%	\$0.00
Other	Collect	0	0	\$0.00	15.00%	\$0.00
	Debit	0	0	\$0.00	15.00%	\$0.00
	Debit Card	0	0	\$0.00	15.00%	\$0.00
	Prepaid	0	0	\$0.00	15.00%	\$0.00
Other Total:		0	0	\$0.00	15.00%	\$0.00
Facility Total:		5,294	50,138	\$2,996.54	15.00%	\$449.48

ADJUSTMENTS:

none

FACILITY GRAND TOTAL: \$449.48

FACILITY CALL TYPE TOTALS:

Call Type	# of Calls	# of Minutes	Commission Revenue	Commission Percent	Commission Earned
Collect	0	0	\$0.00	15.00%	\$0.00
Debit	2,635	24,061	\$1,429.57	15.00%	\$214.44
Debit card	0	0	\$0.00	15.00%	\$0.00
Prepaid	2,659	26,077	\$1,566.97	15.00%	\$235.05