

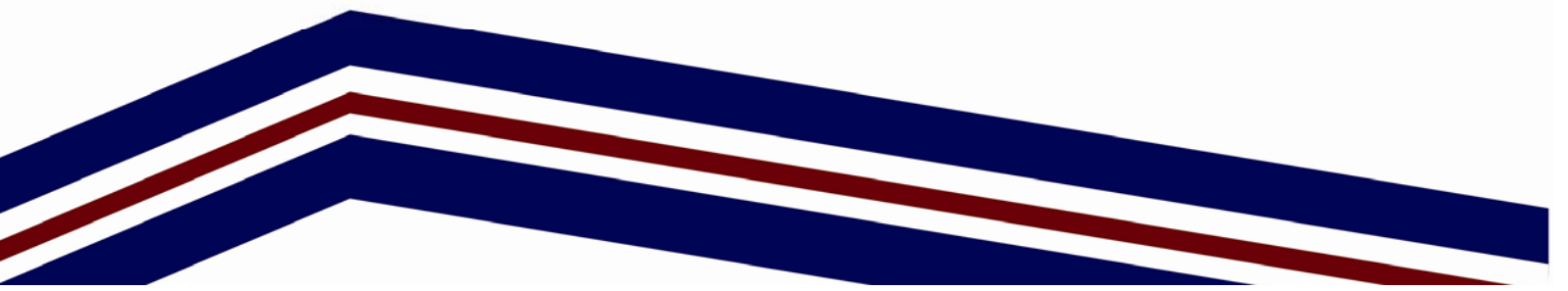
ICSolutions PRESENTS THIS PROPOSAL TO:
**WESTERN TIDEWATER REGIONAL JAIL,
VIRGINIA**

RFP No.: 09182017-01
Inmate Telephone System
COPY

DUE: NOVEMBER 1, 2017 @ 1:00 P.M.
MIKE KENNEDY
VICE PRESIDENT SALES AND MARKETING
RFP@ICSOLUTIONS.COM



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



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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 Detective®	Message of the Day SM
Access Corrections™	The Visitor™

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 (Section 2D)**

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.

**ATTACHMENT A
PROPOSAL SIGNATURE SHEET**

My signature certifies that the proposal as submitted complies with all Terms and Conditions as set forth in **RFP 09182017-01**. My signature also certifies that by submitting a proposal in response to this Request for Proposals, the Offeror(s) represents that in the preparation and submission of this proposal, said Offeror(s) did not, either directly or indirectly, enter into any combination or arrangement with any person, firm or corporation or enter into any agreement, participate in any collusion, or otherwise take any action in the restraint of free, competitive bidding in violation of the Sherman Act (15 U.S.C. Section 1 et seq.) or Sections 59.1-9.1 through 59.1-9.17 or Sections 59.1-68.6 through 59.1-68.8 of the Code of Virginia.

I hereby certify that I am authorized to sign as a Representative for the Firm:

NAME OF OFFEROR: _____

ADDRESS: _____

FED ID NO: _____

STATE CORPORATION COMMISSION IDENTIFICATION NUMBER (or a statement as to why such a number is not required). _____

SIGNATURE:  _____

TITLE: _____

TELEPHONE: _____

E-MAIL: _____

FAX: _____

DATE: _____

SUBMIT THIS FORM WITH PROPOSAL

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October 30, 2017

Office of the Director of Administration & Support
Western Tidewater Regional Jail
ATTN: Tim Wertheimer
2402 Godwin Blvd
Suffolk, VA 23434

RE: RFP No.: 09182017-01 for *Inmate Telephone System*

Dear Mr. Wertheimer and the Evaluation Committee:

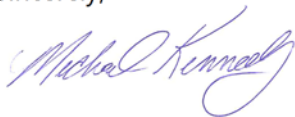
Thank you for the opportunity to provide this proposal in response to Western Tidewater Regional Jail's inmate telecommunications needs. **ICSolutions**, a Keefe Group company, has considered the County's requirements, and the enclosed offer should meet or exceed your expectations for the above-referenced services.

ICSolutions certifies that the attached offer will remain in effect for a minimum of 120 days from the RFP closing date. ICSolutions further certifies that the following **primary point of contact for this proposal** 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

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

Sincerely,



Mike Kennedy
Vice President Sales & Marketing

1B. EXECUTIVE SUMMARY

ICSolutions appreciates the opportunity to submit this Proposal to provide Inmate Telephone Services for the Western Tidewater Regional Jail. 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. *We are **the only company in the industry that can be a total service partner** for phones, tablets, video visitation, and other proposed technologies, as well as commissary and food services.*

As both a prime contractor and a respected technology subcontractor, ICSolutions currently operates our ENFORCER® calling system and related technology at more than 400 individual correctional facilities across the United States, providing calling services to a total of **more than 268,000 inmates**.

In the **Commonwealth of Virginia** alone, ICSolutions provides Inmate Telephone Services for 13 agencies operating **18 correctional facilities**.

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 **Section Two** of this Proposal and letters of reference at the end of this **Section One**. Additionally, we have included contact information for every single one of our current clients *where we serve as the Prime Contractor* later in **Section One**, and we invite the Authority to **call anyone** on this list to hear about their satisfaction with our system and service!

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

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 (résumés provided later in this **Section One**). ICSolutions has numerous regional offices nationwide and field technicians and site administrators stationed across the country to better meet our clients' needs. Highlights of our offer for the Western Tidewater Regional Jail include:

The ENFORCER® Inmate Telephone System

- ✓ Our centralized **ENFORCER® inmate calling platform** – housed in our San Antonio data center and backed up at our data center in Atlanta, GA
- ✓ 80 stainless steel inmate telephones
- ✓ 30 visitation phone sets (60 handsets total), connected to The ENFORCER® for monitoring & recording
- ✓ 10 inmate cart phones
- ✓ 1 workstation with printer
- ✓ 2 TDD/TTY + 1 VRS (video relay service) devices for hearing impaired inmates
- ✓ **1 part-time onsite Site Administrator / Technician (up to 20 hours per week, at the Authority's discretion):**
 - Fully certified on the inmate phone and other deployed technology
 - Available to respond immediately to onsite repair requests
 - Will regularly inspect & maintain onsite equipment
 - Can assist with system administration, such as PIN management, running reports, burning recordings to CD/DVD, etc. as desired by the County
- ✓ Unlimited ENFORCER® user licenses
- ✓ Interface to the County's JMS platform:
 - Automated inmate ID / PIN updates
- ✓ Interface to the County's commissary & banking systems:
 - Automated PIN-based Debit calling
 - Over-the-phone commissary ordering
- ✓ **The ENFORCER® Investigative Suite:**
 - Verifier **real-time inmate voice identification**
 - The Imposter **continuous voice biometrics**
 - The Word Detector **phonetic keyword search technology**
 - The Analyzer **data mining and link analysis**
- ✓ **The ENFORCER® IVR Suite:**
 - The InformerSM **PREA module**
 - The CommunicatorSM **paperless inmate communications portal**
 - The AttendantSM **automated information line** – configured to deliver static & dynamic information
- ✓ Optional inbound inmate voicemail messaging
- ✓ **Online storage of all call recordings** and call data for the **entire contract duration**, plus any required retention period thereafter
- ✓ **24 x 7 x 365 live, U.S.-based service** for called parties and Facility staff
- ✓ Training on the new phone system for all Facility users

Please note that if the Authority had a current Site Administrator that you wish to retain, we would be happy to offer the ICSolutions Site Administrator position to that person.

Optional Video Visitation System – The Visitor

- ✓ **Fully integrated with The ENFORCER® inmate telephone system**
- ✓ **Web-based visitor registration & scheduling for all visits**
- ✓ 30 total Visitor video visitation units, distributed as follows:
 - 24 multi-functional inmate units
 - 1 mobile unit
 - 5 visitor units
- ✓ 1 Monitoring Workstation
- ✓ 1 Lobby Registration & Scheduling Terminal
- ✓ Commissary ordering enabled
- ✓ **MailGuard Virtual Mailroom** provided at no cost to the Authority
- ✓ Long-term storage of recorded visitation sessions
- ✓ Turnkey installation including all necessary cable & network infrastructure
- ✓ **Remote visitation enabled**, with required bandwidth provided by ICSolutions – **generates additional commission revenue**
- ✓ Remote Visitation Fee collection & accounting
- ✓ All-inclusive warranty, support, repair/replace maintenance package

Other Optional Services

Our proposal contains information about our ability to provide additional optional services – such as cell phone detection, cell phone data extraction / analysis, and Argus post-call voice biometrics analysis. Pricing for these optional services is available upon request. Our Access Corrections product suite is available at no cost.

Thank you for taking the time to review our Proposal for the Western Tidewater Regional Jail. 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.

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1C. ORGANIZATION AND STAFFING

3. Offeror's Organization and Staffing

This section shall include identification of the staff members of the project team, their duties and responsibilities and their background and experience.

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 Regional Jail 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 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 the Regional Jail 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 ***at the end of this Section 1, Tab C.***

Client Services

Mike Kennedy, Vice President 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.

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 (ITS Installations)

Responsibilities

During the implementation, Geoff will be responsible for managing the installation, including development of the Regional Jail'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.

John Gardner, Regional Field Service Manager

Responsibilities

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

Qualifications

Mr. Gardner holds an A+ Certification and has more than 20 years of experience in installations and project management. John is skilled at installations of both inmate telephone systems and video visitation systems. John has led many installations, including the installations at Placer County, California – Howard County, Maryland – and Graham County, Arizona.

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 nearly 10 years of technical support experience, with more than 6 years 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.

Josh Hatzenbuehler, Engineering Manager

Responsibilities

Josh directs the Engineering team responsible for designing the software and hardware for The ENFORCER® inmate call processing platform and The Visitor™ Video Visitation & Scheduling Management platform. Josh also serves as a point of contact for escalated software engineering tickets and software support issues.

Qualifications

Josh has ten years' experience in the development and configuration of software systems. He joined ICSolutions in 2013 as a software engineer, focusing on developing flexibility in user customization of ICSolutions' IVR system. He has worked with software systems since 2007, with several years' experience as a lead software engineer on multiple projects. Josh earned his Bachelor of Science in Electrical Engineering from Texas A&M in 2010. Josh managed development of all aspects of the Video Visitation software, including managing customer and vendor relationships. In addition, Josh developed the software configuration for customer facilities during the installations and upgrades of video visitation systems.

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 25 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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Michael Kennedy

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

PROFESSIONAL EXPERIENCE

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

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

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

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

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

Account Manager, National Data Corporation 1989 - 1992

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

Field Service Technician, PAR Microsystems 1988 - 1989

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

Avionics Technician, United States Marine Corps 1980 - 1988

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

EDUCATION

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

INTERESTS

Technology, college athletics, furniture restoration.

Sylvia Castillo

Client Services Manager, Inmate Calling Solutions, LLC

SUMMARY

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

PROFESSIONAL EXPERIENCE

Manager of Client Services, Inmate Calling Solutions, LLC 2010 - Present
As the Client Services Manager, Sylvia maintains excellent business relationships with all of ICSolutions' clients. Part of her role is to ensure that the products and services that are operating within each of our client's facilities are meeting and/or exceeding their expectations. Any time there is a concern; Sylvia is one of the primary points of contact in resolving client-specific issues.

Director of Compliance and Regulatory Affairs, BSG Clearing Solutions 2003 - 2010
As the Director, Sylvia developed and implemented BSG's Compliance Department which is responsible for identifying all relevant state and federal laws and engineering effective solutions and processes to ensure BSG's compliance with such laws. In addition, she also prepared responses to over 300 subpoenas and data requests which require the identification of the relevant documents, awareness of BSG's document retention location and processes, retrieving the relevant documents, and drafting appropriate objections and responses.

Regulatory Supervisor, Billing Concepts, Inc. (Bci) 1993 - 2003
As a supervisor, Sylvia managed a staff of 30 customer service representatives which included completing performance reviews, addressing performance issues, tracking attendance, and terminating representatives as necessary. Part of her job duties also included: Completing annual budget forecasting and analyses with oversight from executive management; developed and achieved customer service department goals; developing and implementing customer service policies and procedures; and established and maintained quantity and quality standards developed in order to ensure compliance.

EDUCATION

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

San Antonio College 1995
Associate of Art Degree, San Antonio, Texas

Latisha Steger

Director of Sales Engineering, Inmate Calling Solutions, LLC

SUMMARY

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

PROFESSIONAL EXPERIENCE

Director of Sales Engineering, Inmate Calling Solutions, LLC 2012-Present
Responsible for product demonstrations nationwide, conduct training for all customers' accounts, and provide training updates for ICSolutions sales team. Assist during implementation to complete staff training and ensure system setting match contract requirements. Provide advanced product implementation, monitoring software changes and custom system settings, Create and maintain sales presentation, training curriculum, and all other customer documentation. Develop internal processes and controls to ensure service requirements are met; monitoring and adapting relationships with customers and vendor partners.

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

Regional Account Manager, Inmate Calling Solutions, LLC 2007 - 2012
Responsible for marketing and sales development for inmate telephone companies and county/state correctional facilities, providing local and long distance telephone service for inmates utilizing automated call processing, call control, and LAN/WAN database security incorporating both traditional and alternative billing & payment solutions.

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

Senior Recruiter, MISource, Inc. 2006 - 2007
Responsible for seeking out, screening, and interviewing candidates for engineering or technical positions. Clients include several government contractors for the department of defense such as General Dynamics and Lockheed Martin. Maintained relationships with clients and work with their Human Resource departments directly to ensure precise qualifications were met; interviews scheduled, and act as a liaison between the client and candidates. Travel to various clients to walk candidates in for interview, discuss current open positions, and retrieve interview feedback. Follow up with candidates during waiting periods, provide feedback, and confirm appointments. Administer payroll paperwork complete, drug test and background check scheduled, and verify start dates.

Account Support Manager, Pro Tech Monitoring, Inc.

2006 - 2007

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

Senior Representative, Verizon Wireless

2000 - 2006

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

EDUCATION

American InterContinental University, Bachelor's Degree/Business Administration
Florida Metropolitan University, Associates Degree

2005 - 2007
2003

Don Newsome

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

SUMMARY

- Gained nearly 20 years of experience in the corrections industry serving as Deputy Sheriff and Corrections Sergeant for Wakulla County Sheriff's Office and Lee County Sheriff's Office
- Extensive experience working directly with correctional facility Administrators and Staff
- Uniquely familiar with correctional procedures and processes to enhance his ability to optimize specifically for correctional facilities
- Received a degree from Tallahassee Community College in 1992

PROFESSIONAL EXPERIENCE

Corporate Account Manager / Video Visitation Trainer, Inmate Calling Solutions, LLC 2017 - Present
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 face-to-face, over-the-phone, or via WebEx, as the facility prefers.

Project Manager, CTS - SmartCOP 2007 - 2017
As project manager, Don was responsible for implementation of CTS Software Projects.

Deputy Sheriff, Wakulla County Sheriff's Office, Crawfordville, Florida 2003 - 2007
Don worked in the Patrol Unit, K-9 Unit, and Narcotics Intervention.

Corrections Sergeant / Accreditation Team, Wakulla County Sheriff's Office 2002 - 2003
Don's major responsibilities included training new officers in the Booking Unit on Procedural and State Requirements and to train all employees on CTS America's Jail Management System.

Deputy Sheriff, Lee County Sheriff's Office, Ft. Myers, Florida 1999 - 2002

Corrections Deputy / Training Officer, Lee County Sheriff's Office, Ft. Myers, Florida 1998 - 1999

Law Enforcement Instructor, Madison County Community College, Madison, Florida 1995 – 1998

Corrections Sergeant / Training / Accreditation Manager, Florida DOC 1995 – 1998

Corrections Deputy, St. John's County Sheriff's Office, St. Augustine, Florida 1992 – 1995

Communication Officer, Leon County Sheriff's Office, Tallahassee, Florida 1988 – 1991

EDUCATION

A.A. Degree, Tallahassee Community College 1992

Brian P. Dietert

Director of Operations, Inmate Calling Solutions, LLC

SUMMARY

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

PROFESSIONAL EXPERIENCE

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

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

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

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

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

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

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

Director of Sales Engineering, Solutions, Evercom Systems, Inc. 1998 - 2003
Directed all aspects of a \$24M annualized client base that included high profile companies such as AT&T, Sprint, BellSouth, DynCorp, Federal Bureau of Prisons, Vartec, and Qwest. Responsible for hardware and software solutions to national and regional Inmate Telecommunication providers, mega county, state municipalities, and small to large private companies. Responsible for recognizing new business opportunities and developing non-traditional lines of business for the company and cultivating key business relationships to facilitate further sales.
Collaborate with multiple groups of IT professionals, engineers, product managers, and marketing teams for product implementation. Proactively identified client needs then formulated appropriate product packages for effective sales presentations.

Director of IT Operations 2000 - 2002
Responsible for leading a team of cross functional departments heads to contribute to the success of the company's most critical projects. During this process I was responsible for adding \$12M annualized to top line revenue by identifying a number of deficiencies in process and procedures. Designed and directed my team to deploy a corporate wide validation system to increase control of bad debt and provide enhanced management capabilities of the call processing system. Managed a team of engineers responsible for the companies wide and local area network. In addition, supported all desktops, servers, routers, switches, and other network associated hardware. Responsible for the company's enterprise billing system that processed over \$300M annualized revenue.

Director of Network Engineering 1999 - 2000
Planned facility and trunking requirements for over 2,000 facilities nationwide, supporting both toll and local services. Administered the selection, configuration, purchase, and installation of network transport elements, digital loop carrier gear, and switching equipment from various vendors. Managed the vendor service contracts for the network facilities and the wholesale voice and data related services (e.g., negotiation, cost comparisons, selection, and implementation). Prepared budgetary information for projecting network costs based upon deployment schedules.

Director of Operations 1998 - 1999
Managed day to day operations for all company correctional facilities west of the Mississippi River. Managed Inside and Outside Technical Support for all private and regional correctional facilities west of the Mississippi River. Managed and oversee all Installation activities. Performed as primary liaison to Wackenhut Corrections Corporation.

Director of Engineering, NAI/TSC/VAC 1990 – 1998
Developed and maintained the Domestic and International least-cost routing design for the long distance network.
Managed a group of switch engineers responsible maintaining tandem (OSP) switch, prepaid calling platform, and earth station. Managed the implementation of network integration/optimization plans to maximize network synergy of multiple carriers and systems.

Manager of Engineering and Technical Support 1992 - 1996
Supervised various personnel performing functions in project management, switch engineering, transport engineering, data engineering, network operations, field operations, IT, construction, outside vendors, and contractors. Responsible for the research, recommendation, requirement gathering, technical development, process flows, and activities/tasks for the Customer Care Call Center, Billing, Provisioning and Customer Operations Organizations.

Installation Manager 1986 - 1992
Responsible for the management and installation of all correctional facilities.
Responsibilities included design, procurement, and implementation of all associated hardware.
Supervised a team of several installers and inside support personnel.

Geoffry Larkin

Installations Project Manager & Technical Support Manager, Inmate Calling Solutions, LLC

SUMMARY

Professional Profile

- Strong Operations Management and General Business Knowledge
- P&L Responsibility
- Consistently Meeting or Beating Forecast
- Training and Motivating
- Problem Identification and Solutions
- Customer Service Oriented
- Purchasing
- Accounts Receivable
- Accounts Payable

Operations Management

- Operations Manager of the Year 1996 – Gateway Healthcare
- Eagle Award Winner – Operations 1998 – Gulf South Medical Supply
- Operations “Fast Track” Member 2002 – PSS World Medical
- Operations “Fast Track” Member 2003 – PSS World Medical

Training and Systems

- Member System Training & Conversion Team – General Medical 1987
- Member System Training & Conversion Team – General Medical 1992
- Lead System Training & Conversion Team in NH – Gateway Healthcare 1995
- Member System Training & Conversion Team – Gulf South Medical Supply 1996

PROFESSIONAL EXPERIENCE

Technical Support Supervisor , Inmate Calling Solutions	2007 - Present
Geoff is 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. After implementation, Geoff will support the project as Technical Support Manager. He has supervised the Technical Support team for eight years, and has applied that technical expertise by directly leading or assisting the lead in implementations at dozens of client facilities.	
Operations Manager , Gulf South Medical Supply Ridgeland	2005 - 2006
Director of Operations , Gateway Healthcare	1995 - 1996
Operations Manager , General Medical Supply	1978 - 1995

EDUCATION

Certification - CompTIA A+, NET+

B.A. Biology, Univ. of RI, Kingston, RI July 1972

M.B.A., Anna Maria College, Paxton, MA May 1987

John Gardner

Regional Field Service Manager, Inmate Calling Solutions, LLC

SUMMARY

A technology professional with an A+ Certification and serving in the corrections industry since 1994, including project management, installation, maintenance, and business development.

PROFESSIONAL EXPERIENCE

Regional Field Service Manager - Inmate Calling Solutions, LLC 2015 – Present
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. After implementation, Geoff will support the project as Technical Support Manager. He has supervised the Technical Support team for eight years, and has applied that technical expertise by directly leading or assisting the lead in implementations at dozens of client facilities.

Project Manager - Video Visitation Systems, Inmate Calling Solutions, LLC 2013 – 2015
Lead numerous video visitation system installations ranging from 10 units to 350 units from initial planning to complete documentation upon project completion. Manage each installation with a focus on client satisfaction, timely completion, minimizing downtime, and maximizing revenue streams.

Project Manager – Video Visitation Systems, Global Tel*Link 2009 – 2013
Integrated facilities using PCS to the Global Tel*Link system after Global Tel*Link acquired PCS. Led numerous inmate telephone systems installations for new clients and implementing upgrades for existing clients. Responsible for projects ranging from 12 phones to 500 phones.

Field Services Manager, PCS 2009
Promoted to Field Services Manager after two months of contracting services. Worked closely with project managers on several upgrades and installations and traveled to any site that was in need of service or installation. Completed upgrades and installations in a timely and efficient manner.

ITS Specialist (Inmate Telephone Systems Specialist), DC Telesystems 2006 – 2008
Marketed, engineered, installed, and maintained inmate telephone systems for an upstart company. Established strong client relationships and responsible for business development. Trained end users on new software, workstations, and equipment. Cut costs by 40% for each install by engineering a more cost effective call processing platform that replaced expensive routers and MPLS circuits with a single, low-cost router and internet circuit.

Technician, Securus 1994 – 2006
Promoted to Installation Technician after 9 years of providing exemplary, reliable service as a Service/Repair Technician. Installed systems that ranged from 4 phones to 500 phones at a facility with 6,000 inmates. Consistently completed projects on time, and worked with project owners to ensure client satisfaction.

CERTIFICATIONS & TRAINING

- Comp TIA A+ Certification

Latoya Coleman

Technical Support Manager, Inmate Calling Solutions, LLC

PROFESSIONAL EXPERIENCE

Technical Support Manager, Inmate Calling Solutions 2015 - Present

Oversee Technical Services team to assist clients with product related concerns, troubleshooting hardware and software issues, and coordinate with field technicians via telephone to change hardware and software configurations. Work to resolve escalated client issues quickly and efficiently.

Systems Engineer, Inmate Calling Solutions 2012 - 2015

Assembling and testing Linux servers Responding to trouble tickets reported in ticketing system Configuration of ICSolutions developed software for new installs Updating ICSolutions developed software in a production environment

Tech Support Representative, Inmate Calling Solutions 2009 - 2011

Assisted customers with product related issues. Assisted in troubleshooting hardware and software issues across multiple Microsoft Windows and Linux platforms. Coordinated with field tech via telephone to change hardware and software configurations. Field tested new applications on live systems.

Tier II Technical Support Representative, Comcast 2008 - 2009

Provided customer service/technical support for hardware/software, and operating system issues, as well as, installation of hardware and software (Windows and Macintosh Environments).

Computer Forensics Lab Teachers Assistant, Jackson State University 2006 - 2007

Assisted in testing and maintaining forensics hardware for lab usage. Also, created procedural study material for student testing.

Voluntary Internship, CyberCrime Fusion Center of MS 2005 - 2006

Assisted with development of informational material regarding various cybercrimes and prevention.

EDUCATION

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

Brendan Philbin

Vice President of Product Development, Inmate Calling Solutions, LLC

SUMMARY

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

PROFESSIONAL EXPERIENCE

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

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

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

EDUCATION

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

Joshua T. Hatzenbuehler

Video Visitation Product Manager

PROFESSIONAL EXPERIENCE

Video Visitation Product Manager, Inmate Calling Solutions, LLC 2015 – Present
Responsible for all aspects of the VizVox Video Visitation software. Manages customer and vendor relationships. Works on the installations and upgrades of the video visitation systems. Manages the escalated Video Visitation service tickets from Technical Services. Routes and assigns tickets to the VizVox Video team.

Software Engineer, Inmate Calling Solutions, LLC 2013 – 2015
Integrate audio telecommunications into the Enforcer platform. Lead the effort to standardize dynamic Interactive Voice Response (IVR) system based on customer specifications. Reduce development time by standardizing and automating the development process. Created application to process RESTful web service xml and insert it into a database.

Software Engineer / Interim Team Lead, BAE Systems 2011 – 2013
Support MCRP (Mission Computer Replacement Program) by providing software engineering solutions for the new hardware and existing AC-130U Operational Flight Program. Assign developers individual tasks based on code complexity and project deadlines. Responsible for merging feature branches into trunk to maintain reliability of code. Worked with Quality Assurance to iteratively release AC-130U code for testing. Kept program management informed on feature progress and team statistics. Led and oversaw the Software Requirements Specification Document and Software Design Document through the Critical Design Review process. Served as mentor for new employees and responsible for teaching the MCRP project and program. Setup a team SharePoint site to facilitate communication and allow collaboration across Office Products. Led the effort to identify the existing use of Persistent Memory and design to replace it. Led the design and programmed the Discrete Manager and Peripheral Input / Output (GEIP PIO3CP5) card driver. Led the design and programmed the Executive (Tasking, Initialization, Timing) based on MIL-STD-1750A Assembly. Led the design and programmed build scripts for an integrated VxWorks image with source code.

Systems Engineer / Installation Lead, BAE Systems 2011
Support AIE (Automated Installation Entry) by providing solutions for software and networking. Led installation of new AIE sites. Maintained rigorous site installation schedule. Served as Subject Matter Expert for AIE training of Army and Air Force personnel. Trained personnel and created procedures for proper configurations for software and hardware. Developed and revised test procedures to ensure equipment meets the required operation specifications. Develop manuals for programming network devices to specific requirements. Support the AIE project by traveling to sites, and ensure the software and network equipment is functional.

Lead Computer Technician, Texas A&M University 2007 - 2011
Supervise and train technicians in the Civil Engineering Technology and Information Services Office. Maintain 500 computers and 5 server racks including hardware, software, and networks. Orchestrated the replacement and re-arrangement of 180 computers including the removal, storage, unpacking, and installation. Responsible for migration from Windows XP to Windows 7 for all lab, classroom, and staff computers. Develop and revise manuals for the Microsoft Deployment Toolkit and Mac setup procedures. Responsible for application scripts, software licensing updates, and bug fixes for labs and classrooms.

EDUCATION

B.S. Electrical Engineering, Texas A&M University, 2010

- Minor in Mathematics
- Studies have included computer programming in C++, C, Verilog, VHDL, Electrical Circuit Design, Electric Motors and Drives, Power Electronics, extensive use of Microsoft Office, and Operating Systems
- Passed the Fundamentals of Engineering Exam (FE)

SKILLS

Ada	VHDL	Gnat	Platforms
Verilog	Perforce	Windows	Tornado
On-Time	Bazaar	VxWorks 5.5	SharePoint
Postgresql	Python	MIL-STD-1553B	Studio
C/C++	MIL-STD-1750A	Programming	Linux Platforms

ACTIVITIES AND INTERESTS

- Dave Ramsey Entre Leadership course
- Assistant Scout Master with Troop 498 in Alamo Area Council
- St. Francis of Assisi Mens ACTS retreats
- Enjoy all outdoor activities Fishing, Hunting, Skiing, Camping, Snorkeling, Warrior Dash, and 5k races.
- Charity cycling events-MS150, Ride to remember, Tour De Tots and etc.
- Eagle Scout

George W. Langdin
Technical Services Manager (IT Engineering)

PROFESSIONAL EXPERIENCE

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

Student Asst. IV, IET MediaWorks, UC Davis April - Sept. 2003
Developed interactive lessons for Spanish classes using Adobe Flash.

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

Teaching Assistant/Advisor, Steve Wozniak June - Sept. 2001
Assisted in teaching classes and provided general technology advice and assistance.

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

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

Private consulting and tutoring

SKILLS

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

VOLUNTEER EXPERIENCE

TheSiteClub 2004 - present
Provided free web and e-mail hosting for friends and local small businesses. Also provided web site design and custom JavaScript and PHP scripting.

Los Gatos High School 2002 - present
Collaborated with AP Biology teacher to integrate his Macintosh lab with his class work. Provided instruction on building and maintaining web sites. Assisted in creating presentations and putting course materials on web site. Provided general technical support
<http://www.lghs.net/teachers/science/shammack/>

Berkeley Macintosh Users Group 1996
Answered questions, sold memberships and merchandise at Macworld Expo, San Francisco.

EDUCATION

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

Timothy P. McAteer

President & General Manager, Inmate Calling Solutions, LLC

SUMMARY

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

PROFESSIONAL EXPERIENCE

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

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

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

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

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

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

Purchasing Agent, Keefe Group

1995 - 2001

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

Staff Accountant, Keefe Group

1992 - 1994

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

EDUCATION

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

1992

1D. DOCUMENTED EXPERIENCE

4. Documented Experience

The Offeror must describe the Offeror's background and experience to demonstrate the Offeror's ability to operate an inmate telephone system as described in the Inmate Telephone System RFP.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. **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 **servicing 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 WTRJ's commission revenue due to our easy-to-use prepaid calling and funding options.

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 more than 400 individual facilities, making up over 200 agencies across the United States, providing calling services to a total of **more than 250,000 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**.

IV. OFFEROR PARTICIPANT CONSIDERATIONS

A. Contractor Qualifications

To qualify for this contract, the Contractor should:

1. Demonstrate the Contractor has experience providing inmate telephone services in jails with an average daily inmate population of 800 or more.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. In the role of Prime Contractor, ICSolutions currently provides inmate calling services to more than 200 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 8,000 inmates, to as few as 50 or less. Over 40 of these clients house 800 or more inmates. 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.

2. Demonstrate financial stability.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is a financially strong and stable company that has been providing inmate telecommunications services in correctional environments for the last 15 years. We currently provide service to more than 200 correctional facilities across the United States. We would also like proudly highlight that *all* of our client facilities are ICSolutions customers because they chose to be. ICSolutions has never purchased a contract or another inmate telephone company - **100% of our clients are with us because they had a choice, and they chose ICSolutions.**

ICSolutions is wholly owned by Keefe Group, LLC, a subsidiary of TKC Holdings, Inc. Keefe Group - the nation's largest commissary provider - has served the corrections industry successfully for over 40 years! The Keefe Group companies have brought a tremendous depth to ICSolutions' operations and provided strategic financial resources as well as synergistic supply-chain relationships since 2010.

ICSolutions is one of the fastest growing inmate calling providers in the country. And now, as a member of the Keefe Group of companies, ***we are backed by the experience and financial strength of the nation's largest commissary company.***

To further demonstrate our financial stability and the depth of our financial resources, we have included TKC Holdings' Confidential Financial Statements as **Section 2D** of this proposal response.

INMATE CALLING SOLUTIONS

3. Have operated under the same business name for the last three (3) years.

ICSolutions Response:

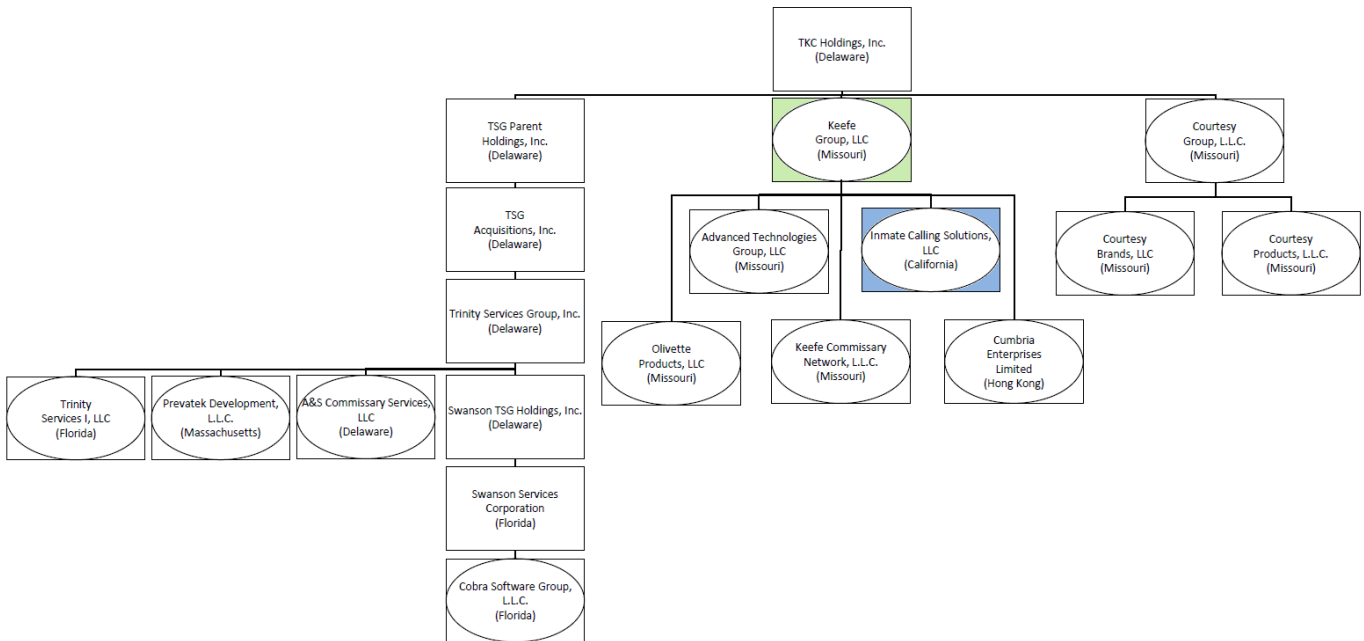
ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has operated under Inmate Calling Solutions, LLC (d/b/a "ICSolutions") since our inception in 2002.

4. Demonstrate that the Contractor has the corporate staffing and organizational structure required to support the contract.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is wholly owned by Keefe Group, LLC, a subsidiary of TKC Holdings, Inc. Keefe Group - the nation's largest commissary provider - has served the corrections industry successfully for over 40 years! The Keefe Group companies have brought a tremendous depth to ICSolutions' operations and provided strategic financial resources as well as synergistic supply-chain relationships since 2010. ICSolutions has provided below a high-level organizational structure of TKC Holdings companies, as well as an organizational chart of ICSolutions management team.

TKC Holdings Companies



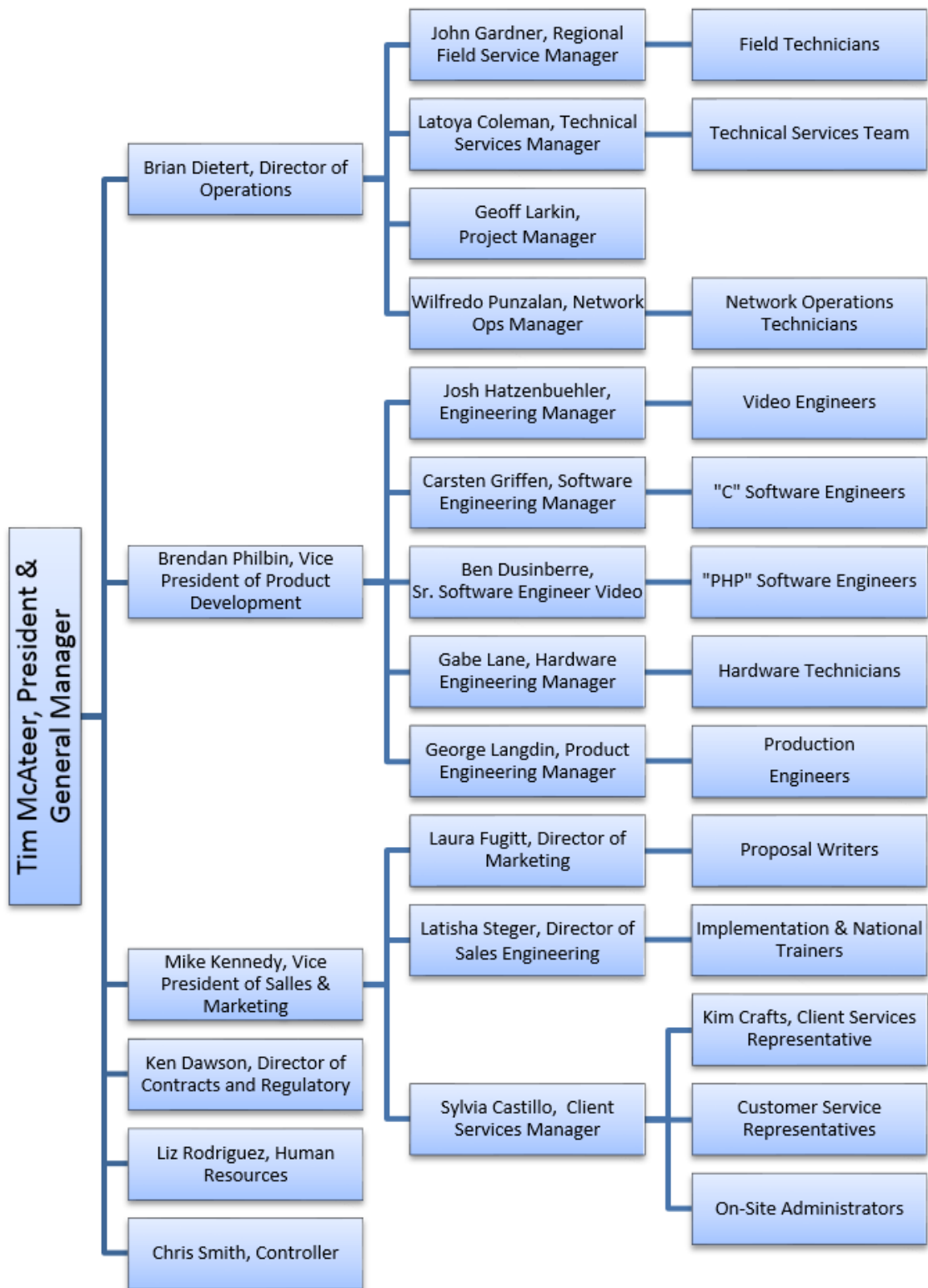
ICSolutions

ICSolutions is staffed by a management team with more than 200 years of collective experience advancing inmate telecommunications. ICSolutions allocates our resources based on our clients' needs. Our headquarters is staffed by National Account Support teams, including Customer Service for called parties, Technical Services for facility support, and Engineering. Our Regional Account Managers provide account management services for clients divided into seven regions. When a contract is awarded, ICSolutions recruits a local team of field staff dedicated to the account based on that client's requirements. Our Engineering staff is dedicated to updating our ENFORCER® call processing platform based on our clients' feedback and suggestions.

ICSolutions has more than 120 employees dedicated to the development, installation, maintenance, and service of The ENFORCER® inmate telephone system. On the technical side, the final authorities on the highest level will be Brian Dietert, Director of Operations and John Goetsch, Vice President of Technology – both of whom report to our President and General Manager, Mr. Tim McAteer. Mr. Mike Kennedy, VP of Sales & Marketing, will manage and serve as your direct point-of-contact throughout the life of the contract. Your Project Team will be led by Mr. Geoff Larkin in partnership with your Mr. Mike Kennedy, VP of Sales & Marketing. Please refer to **Tab 1C** for full résumés, roles, and qualifications for the key personnel assigned to this contract.

INMATE CALLING SOLUTIONS

ICSolutions' Organizational Chart



B. Geographic Scope

The Contractor must identify the geographic scope of the firm, whether local, within Virginia, regional, national or international. If the company is not local, it must identify the location of the closest office designated to provide project support, supervision and oversight. Contractor must provide details regarding off-site (from WTRJ) resources dedicated to this contract.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. WTRJ will be served by employees out of our regional offices in New Jersey and Virginia, as well as our headquarters in San Antonio, Texas.

The Western Tidewater Regional Jail 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.

Regional Offices

The WTRJ will be serviced by local technicians and account managers dispatched from the Keefe / ICSolutions Regional Office in Edison, NJ:
301 Mill Road Edison, NJ 08837

A regional office is also located within the state of Virginia:
919 Corporate Lane Chesapeake, VA 23320
Approximately 30 miles from WTRJ

Headquarters

ICSolutions' headquarters and primary data center is located in San Antonio.
2200 Danbury St, San Antonio, TX 78217

ICSolutions' San Antonio Headquarters houses

- **Technical Services** – 24 x 7 x 365 live support for facility staff
- **Customer Service** – 24 x 7 x 365 live support for call recipients
- **Engineering & Product Development** – the technical experts who developed, maintain, and continue to enhance our proprietary ENFORCER® calling platform
- **Executive Management** – the leaders who are ultimately responsible for each client's continued satisfaction

Customer Call Center

1127 Alderson Ave, Billings, MT 59102

Other Regional Offices

ICSolutions has several Regional offices across the country in Arizona, Texas, California New Jersey, Ohio, Missouri, Washington, Idaho, Nevada, Colorado, Mississippi, Virginia, Maryland, and Massachusetts.

C. Client References

Each submission must include a minimum of three (3) current client references with the client's name, address, telephone numbers, name and email of client contact, number of years under contract, and if the contract is active or non-active. References must be from contracts with jails with average daily inmate population greater than 800. This information must be provided or the submission may be disqualified. Include Attachment C, Client References with submission.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions serves **hundreds of correctional facilities** across the U.S. as the **Prime Contractor**, at Counties and State DOCs ranging in size from less than 100 beds to more than 8,000. As a technology subcontractor, we have also installed and continue to maintain and support The ENFORCER® calling system in hosts of other accounts, including State DOCs with as many as 44,000+ beds.

We are pleased to offer references of 800+ beds that enjoy similar equipment and services offered to WTRJ, four of which are within the state of Virginia. These references can attest not only to the quality of our technical solution, but also to our commitment to outstanding service and customer care. We have also included these references in **Section 2.A, Current Contracts** using RFP Attachment C. At the **end of this section** we have provided our complete list of correctional clients that we are under contract with to perform inmate telephone services as the Prime Contractor, and we have also included **Letters of Reference** from a few of our clients. ICSolutions is proud of our service history, and **we encourage you to call anyone on our Client List**, in addition to the references below.

Customer Name:	Chesapeake Correctional Center, VA	Number of Facilities:	1
Contact Person:	Lt. Colonel William Bennett wbennett@cityofchesapeake.net	Telephone Number:	(757) 382-6159
Address:	400 Albemarle Drive	Total Number of Phones:	165
	Chesapeake, VA 23322	Total Inmate Population:	1170
Former Provider:	GTL	Date Service Began:	May 2015
Services Provided:	Inmate Telephone System	Video Visitation	The Verifier SM

Customer Name:	Western Virginia Regional Jail Authority	Number of Facilities:	1
Contact Person:	Colonel Bobby Russell Major Amanda Trent	Telephone Number:	(540) 378-3701 (540) 378-3706
Address:	5885 West River Road	Total Number of Phones:	68
	Salem, VA 24153	Total Inmate Population:	901
Former Provider:	Paytel	Date Service Began:	August 2015
Services Provided:	Inmate Telephone System	The Verifier SM	

Customer Name:	Fairfax County Adult Detention Center	Number of Facilities:	2
Contact Person:	Captain Derek DeGeare derekdegeare@fairfaxcounty.gov	Telephone Number:	(703) 246-7839 (703) 273-2464 fax
Investigator TM Contact Person:	Captain Derek DeGeare derekdegeare@fairfaxcounty.gov	Telephone Number:	(703) 246-7839 (703) 273-2464 fax
Address:	10520 Judicial Drive	Total Number of Phones:	199
	Fairfax, VA 22030	Total Inmate Population:	1,400
Former Provider:	Verizon/T-Netix	Date Service Began:	December 2004
Services Provided:	Inmate Telephone System		

Customer Name:	Southwest Virginia Regional Jail Authority	Number of Facilities:	4
Contact Person:	Mike Price mprice@swvrja.com	Telephone Number:	(276) 739-3520
Address:	15205 Joe Derting Road	Total Number of Phones:	127
	Abingdon, VA 24210	Total Inmate Population:	1,673
Former Provider:	GTL	Date Service Began:	June 2013
Services Provided:	Inmate Telephone System	Cell Phone Detection by CellSense	Video Visitation

Customer Name:	Bexar County Detention Center	Number of Facilities:	2
Contact Person:	Lt. Mark Padilla Classification Manager mpadilla@bexar.org	Telephone Number:	(210) 335-6275 (210) 335-6131 fax
Address:	200 North Comal	Total Number of Phones:	407
	San Antonio, TX 78207	Total Inmate Population:	4,000
Former Provider:	Securus	Date Service Began:	September 2011
Services Provided:	Inmate Telephone System	The Investigator Pro™	

D. Software Interface Application

Each submission must include a detailed list of software interfaces created that are currently in use. Interface references must be from contracts with jails with average daily inmate population greater than 800. Contracts with reference jails must have been in effect for at least one year and at least five of the references must be from current contracts. This information must be provided or the submission may be disqualified.

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.

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 WTRJ'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 SOAP, 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.

Current Interfaces

ICSolutions has successfully integrated with the following JMS and commissary providers to date:

Commissary	JMS
<ul style="list-style-type: none"> • Oasis • Canteen • Swanson • Stellar • Tech Friends • Keefe • Snackery Vending Systems • Cashless Systems • Visionaire • Turnkey • Aramark • Union Foods/ATG • Facility in-house systems 	<ul style="list-style-type: none"> • ATG • Spillman • New World • Syscon • OSSI • DSI • CTS America • DaPro Systems • JALAN • M&M MicroSystems • NetData • Police Central • Zuercher • Facility in-house systems

Integrations References 800+ ADP

ICSolutions has provided references for our integrations at facilities with 800+ ADP below.

Anne Arundel County, MD

Superintendent Terry Kokolis
 (410) 222-7084
 1,100 ADP
 Anne Arundel County in-house system

Baltimore County, MD

Mike Novia
 (410) 512-3427
 1,400 ADP
 Baltimore County in-house system

Bexar County, TX

Raul Banasco
 (407) 702-5666
 4,000 ADP
 Bexar County IT in-house system

Chesapeake City, VA

Lt. Colonel William Bennett
 (757) 382-6159
 1,170 ADP
 Keefe Commissary

Fairfax County, VA

Captain Derek Degear
(703) 246-7839
1,400 ADP
Praeses system

Southwest Virginia Regional Jail Authority

Mike Price
(276) 739-3520
1,673 ADP
SWVRJA IT in-house system

Oasis Integrations

ICSolutions can integrate with Oasis' Lock-Down inmate accounting software at no cost to the WTRJ. ICSolutions' integration between our inmate phones and the Oasis Commissary system allows us to provide Integrated Cardless Debit and **enables inmates to complete their commissary ordering via the inmate phones.**

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.

Commissary ordering over the phone will save your staff countless hours of time distributing and collecting order sheets; speed up order processing; and will automate and streamline tracking and reporting of orders and payments. Using their secure PIN inmates can order Debit phone time in addition to ordering all standard commissary items, all via an automated operator system using any standard inmate telephone. ICSolutions has already built and tested integrations with Oasis to provide Cardless Debit and over-the-phone debit and commissary ordering at multiple client facilities, including a few in Virginia.

Virginia Peninsula Regional Jail Authority, VA

Major Frank Huotte
(757) 820-3903

Middle Peninsula Regional Jail Authority, VA

Lt. Mary Hodges
(804) 758-2219

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 over 200 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 8,000 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 more than 20 additional clients. These accounts 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.**

Adams County, CO

Commander Scott Miller
(303) 655-3415

Anderson County, TN

Lt. Richard Parker
(865) 457-7100

"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

Anoka County, MN

Admin. Lt. Dave Tedrow
(763) 323-5071

Ashland County, WI

Lt. Tony Jones
(715) 685-7640

Atlanta City, GA

Captain R. G. Johnson
(404) 865-8001

Baltimore County, MD

Mike Novia
(410) 512-3427

Beaufort County, SC

Jeff Vortisch
(843) 255-5180

Bexar County, TX

Lt. Mark Padilla
(210) 335-6275

Boone County, IN

Major Mike Nielsen
(765) 482-1412

Bulloch County, GA

Warden Chris Hill
(912) 764-6217

Albemarle-Charlottesville Regional Jail, VA

Colonel Martin Kumer
(434) 977-6981 ext. 230

Anne Arundel County, MD

Superintendent Terry Kokolis
(410) 222-7084

Arlington County, VA

Captain Bruce Black
(703) 228-7263

Athens-Clarke County Correctional, GA

Warden Ray Covington
(706) 613-3400

Baldwin County, AL

Lt. Greg Thicklin
(251) 580-2524

Bartow County, GA

Major Dover
(770) 382-550

Benton County, WA

Robert Guerrero
(509) 222-3788

Blackford County, IN

Tasha Fultz
(765) 348-0930

Boulder County, CO

Anthony Amaya / Jeff Goetz
(303) 441-4682

Butler County, MO

David Light
(573) 785-4444

Caldwell County, NC

Captain Matthew Shook
(828) 759-1511

Calhoun County, TX

Michelle Velasquez
(361) 533-4482

Camden County, MO

Lt. Chris Noehle
(573) 346-2243 x4246

Carroll County, GA

Warden Robert Jones
(770) 830-5905

Calhoun County, MI

Chief Deputy James McDonagh
(269) 207-8068

Calumet County, WI

Lt. Mark Wiegert
(920) 849-2335

Cameron County, TX

Mike Leinart
(956) 371-5788

Carroll County, MD

Major Steve Reynolds
(410) 386-2445

"The county expects to see approximately \$115,500 [in commissions] for the first year, which is more than double the amount brought in by the previous system last year...this is possible because the new system is simply a better service and it gets used more..."

Major Steve Reynolds
Carroll County, MD

Carson City, NV

Sgt. Carl Fry
(775) 283-7845

Cass County, MI

Captain Kevin L. Garrelts
(269)445-1227

Cass County, MO

Captain Mitch Phillips
(816) 380-8336

CCA- Laredo Processing Center, TX

Lisa Helgesen
(318) 424-8125 x3137

CCA- Webb County, TX

Lisa Helgesen
(318) 424-8125 x3137

CCS – Texas Civil Commitment Center, TX

Jeri Roever
(806) 485-8103

CEC - Kinney County, TX

Assistant Warden Juan Saucedo
(830) 563-6222

Cecil County, MD

Major Randy Rudy
(410) 996-5800

Champaign County, IL

Captain Karee Voges
(217) 819-3534 or (217) 621-1235

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

Cherokee County, NC

Glen Weeks
(828) 736-9554

Chester County, SC

Major Wayne Alley
(803) 581-2602

Clark County, WI

Captain Rich Englebreston
(715) 743-5377

Coshocton County, OH

Lt. Tim Crawford
(740) 622-2411

Cowley County, KS

Sheriff Don Reed
(620) 221-5444/(620) 441-4555

Dane County, WI

Captain Richelle Anhalt
(608) 284-6165

Davis County, UT

Keith Major
(801) 451-4112

Dent County, MO

Jennie McMullin
(573) 729-3241

Chesapeake City, VA

Lt. Colonel William Bennett
(757) 382-6159

Christian County, MO

Sgt. Casey Smith
(417) 582-1976

Clay County, MS

Treva Hodge
(662) 295-0909

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

Dodge County, WI

Lt. Thomas Polsin
(920) 386-3959

"...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 Sternard
(920) 746-5660

Douglas County, KS

Lt. Gayland Guinn
(785) 830-1019

"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

Steve Hahlen
(563) 599-0746

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

Farmville Detention Center, VA

Director Jeffery Crawford
(434) 395-8114

Fayette County, IL

Sgt. Brian Glidden
(618) 283-2141 or (618) 570-5869

Fayette County, IN

Captain Zac Jones
(765) 825-1110 ext. 616

Finney County Jail, KS

Assistant Jail Administrator Jeff Orebaugh
(620) 272-3700

Floyd County Correctional Institute, GA

Deputy Warden Jackson
(706) 236-2490

Floyd County Jail, GA

Chief Deputy Tom Caldwell
(706) 233-0075

Fond du Lac County, WI

Captain Kevin Galske
(920) 929-3259

Franklin County CBCF, OH

Director Jacki Dickinson
(614) 525-4600 x223

"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, MD

Lt. Joe Crisp
(301) 600-3065

Gaston County, NC

Major Becky Chauthran
(704) 869-6800

GEO – Southbay, FL

Hunter McDonald
(704) 543-3400

Grafton County, NH

George Baldwin
(603) 787-2019

Greene County, OH

Major Kirk Keller
(937) 562-4851

Hamilton County, FL

Sheriff J. Harrell Reid
(386) 792-2004

Sheriff J. Harrell Reid
Hamilton County Jail, FL

Harford County, MD

Captain Tim Keggins
(410) 638-3140 ext. 2220

Hillsborough County DOC

Supt. David Dionne
(603) 627-5620

Howard County, MD

Captain Larry Wilson
(410) 313-5215

Gallia County, OH

Lt. Kevin Werry
(740) 367-5033

GEO – Correct Care, LLC

Linda Stewart
(936) 522-4200 ext. 4205

GEO - Western Region Detention Facility, CA

Christopher St. Jean
(619) 232-9221

Graham County, AZ

Commander Tim Graver
(928) 428-3141

Hall County, GA

Warden Walt Davis
(770) 718-2370

Hampshire County, MA

Deputy Superintendent Patrick Cahillane
(413) 584-5911 ext. 203

"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."

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

Huntington County, IN

Karen Polling
(260) 356-2520

Huron County, MI

Lt. Josh Powell
(989) 269-6500

"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, OH

Major Cooksey
(419) 668-6912

Iowa County, WI

Pam Steffes
(608) 935-3314

Iowa Department of Corrections

Fred Scaletta
(515) 725-5707

Jackson County, GA

Henry Thompson
(706) 387-6453

Jackson County, IN

Charlie Murphy
(812) 358-1982

Jackson County, TX

Jim Omecinski
(361) 782-5407

Jasper County, IA

Wendy Hecox
(641) 791-7081

Jefferson County, PA

Warden Tom Elbel
(814) 849-1560

Jo Daviess County, IL

Sgt. John Korth
(815) 777-2141

Kalkaska County, MI

Sheriff Pat Whiteford
(231) 258-8686

Kane County, IL

James C. Lewis, Director of Corrections
(630) 208-2004

Kane County, UT

Lt. Marson Keller
(435) 644-4974

Kent County, MD

Warden Herbert Dennis
(410) 778-6025

Kewaunee County, WI

Lt. Joe Trembl
(815) 777-2141

King's County, CA

Commander Kim Pedreiro
(559) 469-6161

Laclede County, MO

Commander Ralph Robinson
(417) 532-7495

Lafourche Parish Sheriff's Office

Lt. Brett Exnicious
(985) 228-2796

Lamar County, MS

Major Mike Harlin
(601) 794-3559

Langlade County, WI

Donald W. Bergbower
(715) 627-6403

"We are most pleased that we chose ICSolutions for our inmate phone provider."

Diane Baker, Jail Administrator
Langlade County, WI

Larimer County, CO

Tim Palmer
(970) 498-5213

Lafayette County, FL

Sheriff Brian Lamb
(386) 294-1222

Lake County, MI

Chief Deputy Dave Dagen
(231) 745-2712

Lancaster County, NE

Brad Johnson
(402) 441-1900

Laramie County, WY

Mike Sorensen
(307) 633-4715

"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

Lasalle Claiborne Parish Detention Facility, LA

Kevin Sumrall
(318) 232-1500

Livingston County, MI

Lt. Jeff Leveque
(517) 540-7939

Lorain/Medina Correctional Facility, OH

Don Nickerson
(440) 281-9708

Lubbock County, TX

Kathleen Finley
(806) 775-7008

Macomb County, MI

Captain Walter J. Zimny
(586) 307-9348

Madison County, IL

Captain Christopher J. Eales
(618) 296-4832

Marinette County, WI

Robert Majewski
(715) 732-7630

Marion County, IL

Jail Commander Michelle Sheeler
(618) 548-2141

Marion County, MO

Sgt. Kevin Coates
(573) 769-2077

"...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

Mason County, MI

Lt. Eric Soneral
(231) 843-3475

McHenry County, IL

Janice Lumpp
(815) 334-4683

"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 Lumpp, Program's Director
McHenry County, IL

McNairy County, TN

Sheriff Guy Buck
(731) 645-1004

Mecosta County, MI

Captain Wood
(231) 592-0150

Mesa County, MO

Captain Art Smith
(970) 244-3903

Middle Peninsula Regional Jail, VA

Superintendent Tim Doss
(804) 758-2338

Milam County, TX

Captain Katrina Douglas
(254) 697-7063

Miller County, MO

Captain Louie Gregoire
(573) 369-2341

Minnehaha County, SD

Lt. Rod Axsom
(605) 978-5510

Missoula County, MT

Commander Jason Kowalski
(406) 258-4498

Mitchell County, GA

Warden Bill Terry
(239) 336-2045

Mohave County, AZ

Robert Vollbracht,
(928) 753-0759 ext. 4689

Monroe County, FL

Sarah Saunders
(318) 841-3130

Monroe County, MI

Adam Socha
(734) 240-8037

"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

Montgomery County, MD

Warden Robert Green
(240) 773-9747

MTC - Bridgeport TTC

Warden David McComis
(940) 683-3010

MTC - East Mississippi Correctional Facility

Terry Arnsdorff
(604) 485-5255

MTC - East Texas Treatment Facility

Warden Mike Bell
(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 - West Texas
Intermediate Sanction Facility**

Warden Susan Payne
(806) 637-4032

MTC - Wilkinson Correctional Facility, MS

Assistant Warden Troy Gordanier
(601) 888-3199

MTC - Willacy Correctional Facility, TX

Warden John Ybarra
(956) 689-5099

Muscatine County, IA

Captain Dean Naylor
(563) 262-4190 ext. 102

Nacogdoches County, TX

Chief Deputy Stephen Godfrey
(936) 553-2146

Navajo County, AZ

Lt. Dennis Warren
(928) 524-4127

New Hampshire DOC

William Wrenn
(603) 271-5603

"ICS' technology has improved the ability of our inmates and their families to communicate over the phone system with fewer difficulties than previous vendors. We were aware that the call count per month with the previous vendor had actually been dropping from year to year, as had the average number of call minutes per month. When we were first considering ICS, they had indicated to the state that the ease of use of their prepaid calling service would most likely increase the call volume from the previous vendor by approximately 40%. In actuality, the increase in call volume realized by the state was nearly 100%. Within just a four month period, from March through June, 2008, the average call count per month rose from approximately 30,000 calls with the previous vendor (in 2007) to almost 60,000 with ICSolutions. In March 2009, our call volume reached 68,452 which represents an increase of 128% from calls in 2007, and this with an inmate population increase of about 5%."

William Wrenn, DOC Commissioner
New Hampshire DOC

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

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

Captain Yuberky Almonte
(407) 742-4426

Osceola County, MI

Captain Russ Wayne
(231) 832-2288

Ozaukee County, WI

Lt. 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."

Lt. Jeffrey Sauer, Jail Administrator
Ozaukee County, WI

Palo Pinto County, TX

Walt Rucker
(940) 659-1290

Pemiscot County, MO

Lt. Josh Bost
(573) 333-4101

Placer County, CA

Sgt. Mark Mackay
(530) 889-6931

Ramsey County, MN**Adult Workhouse Center**

Captain Marshall Tschida
(651) 266-1458

Ramsey County Law Enforcement Center, MN

Bill Burkhart
(651) 755-8088

"Since replacing our old phone service with ICS, we have not only had much better service but we have also had all of our phones in operation. When ICS came to our jail we had 13 phones from the old company not working and by the time we were cut over to ICS all of the phones were operational."

Also, I am a person that enjoys being treated like a customer, and most vendors tend to treat counties as if there is no need to treat us like private customers. ICS has treated us like a private customer and the response on questions and service has been impeccable. Here at Ramsey County, we think ICS is by far one of our best vendors."

Bill Burkhart, Program's Director
Ramsey County Sheriff's Office, MN

Roanoke County, VA

Lt. Eric Alexander
(540) 521-6381

Rogers County, OK

Major Bob Darby
(918) 284-1282

Rutherford County Jail, TN

Bernard Salandy
(615) 904-3107

Rutherford County**Correctional Work Center, TN**

Superintendent Bernard Salandy
(615) 642-9133

Sacramento County, CA

Sgt. Steve Ayers
(916) 874-7166

Santa Barbara County, CA

Lt. Tim McWilliams
(805) 681-4047

Sangamon County, IL

Lynn Evans
(217) 753-6763

Santa Cruz County, CA

Michelle Rodriguez
(831) 454-3184

"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

Screven County, GA

Warden Wayne Morris
(912) 863-4555

Simpson County, MS

Captain Fred Williams
(601) 847-2130

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

Michael Merican
(301) 475-4200 ext. 2241

Stanislaus County, CA

Lt. Ron Lloyd
(209) 525-5629

Stark County, OH

Major Brian Arnold
(330) 430-8300

Stephens County, GA

Chief Deputy Andy Myers
(706) 886-2525

Sunflower County, MS

Sheriff James Haywood
(662) 887-2121

"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

Sussex County, VA

Sheriff Raymond Bell
(434) 246-5000

Thomas County, GA

Deputy Warden Troy Gay
(229) 226-4394

Troup County Correctional Institute, GA

Deputy Warden Sadie Lee
(706) 883-1720

Tuscola County, MI

Lt. Brian Harris
(989) 673-8161

Van Zandt County, TX

Terri Gillispie
(903) 567-4133 x453

Stearns County, MN

Mary Ann Terwey
(320) 656-6649

Summit County, OH

Deputy John D. Barrickman
(330) 643-2151

Terrell County, GA

Warden Billy McClung
(229) 995-3005

Transition House, FL

Facility Director Rivera
(407) 846-0068

Tuscarawas County, OH

Lt. Jeremy Everett
(330) 339-7783

Ulster County, NY

Sheriff Paul VanBlarcum
(845) 340-3303

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

Adela H. Dingman
(513) 695-1320

Washington County, GA

Captain Corey King
(478) 552-8888

"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, MD

Warden Craig Rowe
(240) 313-2121

Washington County, OH

Lt. Bradley T. Thorpe
(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

Cindy Greco
(262) 548-7889

West Central Community Correctional Facility

Kim Ratliff
(937) 644-2838

Wicomico County, MD

Major Les Moore
(410) 548-4850 ext. 330

Winnebago County, WI

Captain Todd Christie
(920) 236-7339

Wyoming DOC

Jamie Spezzano
(307) 777-8508

Waushara County, WI

Lt. Heather Wittig
(920) 787-0476

Western Virginia Regional Jail Authority, VA

Colonel Bobby Russell
(540) 378-3701

Williamson County, TX

Paul C. Jordan
(512) 943-1325

Winston-Choctaw County, MS

Warden Neal Higgason
(662) 773-2528

Yakima County, WA

Milt Ewing
(509) 574-2104

"All requests for service are handled promptly and we are always kept apprised of project progress and completion. With our previous vendor, we were never advised of advances in technology. When we did decide to go out to RFP, we were amazed at the new options available. ICS is always approaching us with new technology and making it available to us. With our old vendor, our checks were always for the same amount every month. We were never given breakdowns on why our revenue remained the same and we had no access to that call detail information. We reduced the cost of calls with ICSolutions and still our revenues increased from \$16K per month to approximately \$26K per month."

Jamie Spezzano
Wyoming DOC



Susan Pamerleau
Sheriff
Bexar County, Texas

December 12, 2016

Re: Letter of Reference for IC Solutions

To whom it may concern:

It is with great pleasure and sincere honor that I write this letter of reference on I C Solutions.

I C Solutions have been a contract provider for the Bexar County Sheriff's Office Adult Detention Center for over five years, during this period they have performed with excellent customer service, repair response time and very supportive of the inmate's families as it relates to resolving any of their concerns.

As the jail Chief it is extremely important that we have an excellent communication company as it relates to inmate phones. I C Solutions continue to exceed in their performance.

I would like to give I C Solutions my highest recommendation. I have no doubt that I C Solutions would make a great partner for any correctional operation.

Please do not hesitate to contact me if I may be of further assistance 407-702-5666.

Sincerely,

A handwritten signature in blue ink, appearing to read "Raul S. Banasco".

Raul S. Banasco, MPA, CPM, CJM, CCE
Jail Administrator/ Deputy Chief
Bexar County Sheriff's Office

MOHAVE COUNTY

Jim McCabe
SHERIFF



Rodney Head
CHIEF DEPUTY

SHERIFF'S OFFICE

November 3, 2016

To Whom It May Concern

In April 2014 the Mohave County Sheriff's Office reviewed bids from seven (7) inmate telephone providers to take on our facilities inmate phone system needs. As we worked through the selection process we essentially had only two primary objectives:

1. Provide a quality telephone system for inmates at a more reasonable cost to friends, family, and neighbors who generally pay for the service.
2. Enhance our investigative abilities with the system selected, using our own staff.

Of all the providers bidding on our facility, ICSolutions allowed us to best meet our objectives and therefor became our new inmate phone provider on April 7, 2104. Our current contract, with renewals, will run through June 2019.

Within the first 60 days of becoming fully functional, our staff was able to intercept escape plans using the inmate phone system and its investigative product. This inmate was on pre-trail status for armed robbery, aggravated assault with a deadly weapon, and kidnapping. We feel that had the escape gone undetected, serious injuries and perhaps even death could surely have taken place in the course of the escape.

We have worked collaboratively through the FCC rulings and resulting impacts and continue to uphold the objectives originally established. We use our own staff to monitor and administer the telephone system and have done so with ease. We also have rock solid backup assistance from the provider anytime necessary.

We continue to be an extremely satisfied customer enjoying trouble free service and excellent service after the sale. It's refreshing to work with a partner that has strong business ethics and conducts its business with the highest level of professionalism.

Director Don Bischoff, CCHP
MCSO - Detention Division
don.bischoff@mohavecounty.us

501 W. Highway 66 • Kingman, Arizona 86401
PHONE: (928) 753-0759 • FAX: (928) 753-8553



GRAHAM COUNTY SHERIFF'S OFFICE

523 10TH AVENUE · SAFFORD, ARIZONA 85546 · TELEPHONE: (928) 428-3141 · FAX: (928) 428-2487

SHERIFF
PRESTON "PJ" ALLRED

UNDERSHERIFF
C. JEFF McCORMIES

October 31, 2016

RE: INMATE CALLING SOLUTIONS

The Graham County Sheriff's Office entered into agreement with Inmate Calling Solutions for our inmate telephone and visitation services (Vizbox) on September 7, 2005 and is due to expire on December 15, 2018.

The ICSolutions representatives are very professional and knowledgeable. Their tech support staff are very quick with their responses to fix issued that may arise. All upgrades are done in a timely manner which do not interfere with the jail operations. We have been very satisfied with the services ICSolutions provides to Graham County.

If you have any questions, please feel free to contact me at (928) 428-3141 or pallred@graham.az.gov.

Respectfully,

A handwritten signature in black ink that reads "P.J. Allred".

Sheriff Preston J. Allred

Office of the Sheriff



SANTA BARBARA COUNTY

BILL BROWN
Sheriff-Coroner

STATIONS

Buellton
140 W. Highway 246
Buellton, CA 93427
Phone (805) 686-8150

Carpinteria
5775 Carpinteria Avenue
Carpinteria, CA 93013
Phone (805) 684-4561

Isla Vista
6504 Trigo Road
Isla Vista, CA 93117
Phone (805) 681-4179

Lompoc
3500 Harris Grade Road
Lompoc, CA 93436
Phone (805) 737-7737

New Cuyama
70 Newsome Street
New Cuyama, CA 93254
Phone (661) 766-2310

Santa Maria
812-A W. Foster Road
Santa Maria, CA 93455
Phone (805) 934-6150

Solvang
1745 Mission Drive
Solvang, CA 93463
Phone (805) 686-5000

Sheriff - Coroner Office
66 S. San Antonio Road
Santa Barbara, CA 93110
Phone (805) 681-4146

Main Jail
4436 Calle Real
Santa Barbara, CA 93110
Phone (805) 681-4260

COURT SERVICES CIVIL OFFICES

Santa Barbara Division
1105 Santa Barbara Street
P O Box 690
Santa Barbara, CA 93102
Phone (805) 568-2900

Santa Maria Division
312 E. Cook Street, "O"
Santa Maria, CA 93456
Phone (805) 346-7430

P. O. Box 6427 · 4434 Calle Real · Santa Barbara, California 93160
Phone (805) 681-4100 · Fax: (805) 681-4322
www.sbsheriff.org

BERNARD MELEKIAN
Undersheriff

October 31, 2016

To Whom It May Concern:

Inmate Calling Solutions (ICSolutions) has been providing Inmate Telephone Services for the Santa Barbara County Sheriff's Office Custody Facilities since December 06, 2010. They will remain our current inmate telephone provider until December 2020 when the contract will be due for a re-bid process.

The service ICSolutions provides to our Office includes all types of inmate telephone calls: credit, debit, collect, prepaid as well as a voice-mail product. Included in our contract is the maintenance of the telephones and the installation of new telephones. During this contract phase we went from a premise-based system to a centralized system. ICSolutions provided the technicians to meet the work demand and had the capacity to ensure that all technology-related issues were addressed in a timely fashion.

ICSolutions has been very responsive to our requests and worked with us to ensure that all of our needs are met.

I would highly recommend ICSolutions as an inmate telephone services provider. Please feel free to contact me if you have any questions. I can be reached at (805)681-4047 or via email tfm2204@sbsheriff.org

Sincerely,

A handwritten signature in blue ink, appearing to read "Tim McWilliams", written over a horizontal line.

Tim McWilliams
Custody Lieutenant
Programs Unit



SPALDING COUNTY

CORRECTIONAL INSTITUTION

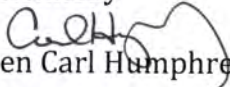
CARL HUMPHREY
Warden

ANTHONY WASHINGTON
Deputy Warden
Security

BETH GRIFFIN
Deputy Warden
Care & Treatment

DATE: September 26, 2016

TO: Mike Kennedy

FROM:  Warden Carl Humphrey, SCCI

RE: Testimonial for the ICSolutions Enforcer System

Spalding County Correctional Institution in Griffin, Georgia began using the ICSolutions Enforcer System in early 2016. The system has been extremely successful in aiding the facility in the gathering of intelligence leading to the identification of civilians, inmates and visitors who were introducing or attempting to introduce contraband into the facility.

Using the Word Detective 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.

Another case involved an employee of a neighboring county and his wife, who were leaving contraband for our detail inmates to pick up and introduce into the facility. Using the Enforcer system, SCCI was able to gather enough intelligence that combined with inmate interviews, lead to warrants for the arrest of the employee and his wife.

SCCI has also seen a dramatic decrease in the number of cellular telephones found in the facility since the introduction of the ICSolutions Enforcer system.



Steve Barry, Sheriff

May 18, 2015

To Whom It May Concern:

The Summit County Jail has been using "The Attendant" automated information system since 2011, when it was installed by ICSolutions in conjunction with our Inmate Phone Services contract. We have been very happy with this system, which has provided many benefits for the public and the Jail staff.

Prior to installation of "The Attendant", all information requests had to be handled by the front desk staff. This included requests for directions to the Jail, visitation rules, charges and bond amounts, court dates, and release dates. All of this information and more is now provided using automated operator prompts by "The Attendant", which interfaces to our jail management system to pull in this information dynamically. In the "automated information system" (IVR) - information is organized by category:

- Facility Overview (directions, hours)
- Facility Visitation Rules & Policy
- Payment Options to Receive Phone Calls
- Inmate Charges & Bond Amounts
- Inmate Court & Release Dates
- Commonly Requested Information
- Other
- Replay & Start Over menu options

Through "The Attendant", a public caller can also connect directly to the ICSolutions Payment Center to set up or fund a Prepaid calling account. If necessary, the public caller has the option to opt out of the IVR menu and connect to a live operator at the front desk. For inmates, "The Attendant" is accessible using any inmate telephone via an information menu, once the inmate identity has been validated.

As I mentioned, "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 the long wait times that were experienced when these requests had to be answered manually by Jail staff.

I highly recommend "The Attendant", and I would invite you to call into our IVR system at any time to see how well the system works: 330-643-2171.

Sincerely,

A handwritten signature in blue ink that reads "Capt. A. Barker".

Captain Shane Barker
Jail Commander
205 E. Crosier Street
Akron, Ohio 44311
330-643-8181





MOHAVE COUNTY SHERIFF'S OFFICE



JIM McCABE
SHERIFF

August 21, 2014

Jim Crouch, Account Manager
ICSolutions Advanced Technology
3128 E. Packard Drive
Gilbert, AZ 85298

Dear Jim,

As you know, Mohave County became a new customer of ICSolutions for our inmate telephone system which began ramping into full operation mid-June. As we worked through the process of selecting a new inmate telephone service provider we really had only two main objectives:

1. Provide a quality telephone system for inmates at a more reasonable cost to friends, family and neighbors who generally pay for the service.
2. Enhance our investigative abilities with the system selected, using our own staff.

The agreement in place with our previous telephone provider supplied us with an on-site technician, which I never really saw any benefit from. With assurances from ICSolutions, we opted to NOT have a company provided technician and I assigned one of my staff members to administer the system and she is doing a wonderful job. As the information populates and grows with use, we are able to use more and more of the features and have been very happy so far.

Literally, as I write this letter a woman is being booked into the facility for conspiracy to commit escape. Her boyfriend, a current inmate, will be re-booked with new charges before I complete the letter. We were able to intercept the planned crime because of the continuous voice recognition feature of your product. This inmate is currently on pre-trial status for armed robbery, aggravated assault with a deadly weapon and kidnapping. Good catch!

We are excited as we look forward in becoming more skilled and knowledgeable with the features ICSolutions system offers. I am a satisfied customer of ICSolutions and the Enforcer product. I should add that in several of the unrelated calls I have monitored, our "users" has repeatedly expressed their satisfaction with the more reasonable fees associated with the ICSolutions inmate telephone system.

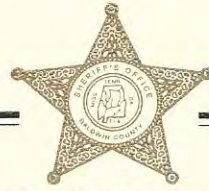
Thank you for helping me accomplish my objectives and more importantly, keeping our community safe!

Cmdr. Don Bischoff
Detention Division Director

600 West Beale Street • P.O. Box 1191 • Kingman, Arizona 86402
PHONE: (928) 753-0753 • FAX: (928) 753-0765

OFFICE OF SHERIFF

BALDWIN COUNTY, ALABAMA
SHERIFF HUEY HOSS MACK



310 Hand Avenue
Bay Minette, Alabama 36507
(251) 937-0210
Fax (251) 580-1687

June 25, 2014

Re: Letter of Reference for ICSolutions

To whom it may concern:

ICSolutions installed their ENFORCER inmate Telephone System for Baldwin County in August of 2012. This solution includes 77 phones in the service of approximately 668 inmates.

We have been very pleased with the services and excellent support provided by ICSolutions. Without raising rates or fees, ICSolutions has increased our annual commissions by 60 plus % from approximately over \$200,000 with our previous vender to nearly \$400, 000 a year with ICSolutions.

Not only did ICSolutions increase our commission revenue, but they did so while providing us with robust new technology. I recommend ICSolutions as a responsive, competent, and reliable inmate phone provider.

Should you require additional information about our experience with ICSolutions, please do not hesitate to contact me at 251-580-2524

Sincerely,

Major Jimmy Milton,

A handwritten signature in black ink, appearing to read "J. Milton", written over a horizontal line.

Commander
Baldwin County Sheriff's Office
Corrections Command

Lt. Gregory Thicklin,

A handwritten signature in black ink, appearing to read "Lt. Thicklin", written over a horizontal line.

Lt. over Support Services
Baldwin County Sheriff's Office
Corrections Command



JACKSON COUNTY CORRECTIONAL INSTITUTION

JACKSON COUNTY, GEORGIA

265 I. W. Davis Road

Jefferson, Georgia 30549



706-387-6450

FAX 706-387-6462

TESTIMONIAL

March 21, 2014

In early 2013 Jackson County Correctional Institution entered into a contractual agreement with Inmate Calling Solutions (ICSolutions) for their provision of our inmate phone system. This was one of the best decisions we could have made. The revenue from calls increased greatly. The inmates, and their family members are extremely pleased with the cost of the calls being less than any previous service they have used. The service department is quick to supply a solution to any technical issues that might arise.

In conclusion let me say, our experience has been beneficial, and we look forward to a continued business relationship with I.C. Solutions.

Johnny Weaver, Warden
Jackson County Correctional Institution

ANTHONY M. WICKERSHAM

OFFICE OF THE SHERIFF



Kent B. Lagerquist
UNDERSHERIFF

March 5, 2014

RE: Letter of Reference for ICSolutions

To Whom It May Concern:

ICSolutions installed their ENFORCER® Inmate Telephone System for Macomb in October of 2012. This solution includes approximately 150 inmate phones in the service of approximately 1,200 inmates. Subsequent to the phone system installation, ICSolutions also installed an 85-unit VizVox Video Visitation System.

We have been very pleased with the services provided by ICSolutions. Not only did ICSolutions increase our commission revenue over our previous vendor, but they did so while providing additional services, and reduced calling rates for the end-user.

With ICSolutions, we experienced a smooth transition to our new Inmate Telephone and Video Visitation systems, with thorough training and excellent support. ICSolutions provides Macomb County with valuable technology, which is well maintained by a knowledgeable technical staff and our Account Manager, Brad Coens, who has been involved at every stage of the process.

I am happy to recommend ICSolutions to any correctional facility that wants to enhance their telecommunications options. Please feel free to contact me at 586-307-9348 should there be any questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'Michelle Sanborn', is located below the 'Sincerely,' text.

Michelle Sanborn
Jail Administrator



BOARD
OF
COUNTY
COMMISSIONERS

***Corrections
Department***

*Sherry Johnson,
Chief*

*Nancy DeFerrari,
Deputy Chief*

**Osceola
County**

402 Simpson Road
Kissimmee, FL 34744-4455
(407) 742-4444
Fax (407) 742-4303

February 21, 2014

Ms. Latisha Holmes
ICSolutions - Corporate Account Manager

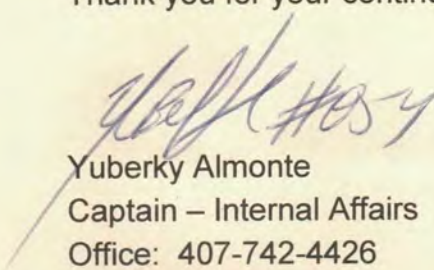
RE: ICSolutions Reference

I have been an ICSolutions user for over five (5) years for investigations purposes. During this time, ICSolutions has provided continued refresher and new program update trainings to my staff and Osceola County Law Enforcement agencies who utilize our system.

I have found the training to be thorough, detailed, and specific to the target audience to facilitate intelligence gathering. ICSolutions personnel have exhibited and maintained a high level of professionalism and timely delivery when assistance is needed. ICSolutions welcomes and pursues investigator's ideas to enhance program efficiency to benefit the users.

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.

Thank you for your continued support and dedication.


Yuberky Almonte
Captain – Internal Affairs

Office: 407-742-4426

Cell: 321-624-1867

Fax: 407-742-4517

E-Mail: yalm@osceola.org



STATE OF NEW HAMPSHIRE
DEPARTMENT OF CORRECTIONS
OFFICE OF THE COMMISSIONER

William L. Wrenn
Commissioner

P.O. BOX 1806
CONCORD, NH 03302-1806

603-271-5603 FAX: 603-271-5643
TDD Access: 1-800-735-2964

January 3, 2013

RE: Letter of Reference for ICSolutions

To Whom It May Concern:

ICSolutions has been the inmate telephone provider for the New Hampshire Department of Corrections for over five years and we have been very pleased with their service and support in all areas.

ICS' technology has improved the ability of our inmates and their families to communicate over the phone system with fewer difficulties than previous vendors. We were aware that the call count per month with the previous vendor had actually been dropping from year to year, as had the average number of call minutes per month. When we were first considering ICS, they had indicated to the state that the ease of use of their prepaid calling service would most likely increase the call volume from the previous vendor by approximately 40%. In actuality, the increase in call volume realized by the state was nearly 100%.

Both the inmates and families have indicated their support for the prepaid calling services and without complaints. We anticipate that ICS' ongoing technical and service advancements in prepaid calling will continue to increase our call volume as well as the satisfaction of inmates and their families throughout the contract.

ICS is providing us with relevant, state-of-the-art technology that has improved the ability of our investigators to conduct thorough investigations with less effort. ICS promptly responds to our requests and suggestions, and keeps us up to date on all events concerning the inmate phone system through periodic meetings and email communications.

I am pleased to recommend ICSolutions to other Departments of Correction considering making a change in their inmate telephone system.

Sincerely,

A handwritten signature in black ink, appearing to read "William L. Wrenn".

William L. Wrenn
Commissioner

WLW:nw

ATTACHMENT C
CLIENT REFERENCES

List a minimum of three client references providing information described below. References must be from current contracts with jails with average daily inmate population greater than 1000. Contracts with these jails must have been in effect for at least one year.

Agency Name _____

Agency Address _____

Contact Person _____

Contact Numbers _____

Number of Inmates _____

Facility Type _____ Jail _____ Prison
_____ Juvenile _____ Other

Contract Start _____

Contract End _____

Reason Contract Ended

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Reason Contract Ended

2B. PREVIOUS CONTRACTS OR BUSINESS

2. Previous Contracts or Business

List facility name, city, state, and type of correctional institutions (jail or prison) where Offeror has terminated Inmate Telephone System, or been out-bid in the past 24 months. For each contract specify the contract start date and reason for termination.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. No agreements have ever been lost or prematurely canceled since ICSolutions' inception in 2002 for the failure to comply with the contract. The following accounts completed the full contract term, then accepted either competitive or informal proposals for a new contract, and ultimately selected other vendors in their procurement process:

Facility Name	Last Year of Service
Lincoln County, TN	2015
Outagamie County, WI	2015
McHenry County, IL - re-awarded to ICSolutions*	2017
Carroll County, MD	2017

**McHenry County, Illinois*

ICSolutions provided Inmate Telephone Services for **McHenry County, IL**, from 2006 until early 2017, at which time they selected another vendor after a competitive bid process. After having the Legacy system deployed and using their services for a short time, the County canceled their contract early and **re-awarded to ICSolutions**. We now provide both Inmate Telephone Services and The Visitor Video Visitation for McHenry County.

Midland County, Texas

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. The County contact regarding this contract is Rebecca Graham, available at 432-688-4750 or Rebecca.graham@co.midland.tx.us.

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2C. LEGAL ACTION

2. Legal Action

Include disclosure of any legal action pending or settled against the company or corporate principals within the company within the past 48 months.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Inmate Calling Solutions, L.L.C. d/b/a ICSolutions has been a named defendant in civil lawsuits filed by inmates during the past four years, but there have been no judgments against ICSolutions in any of these matters. Below is a summary of all litigation matters over the past four years that are related in any way to ICSolutions or ICSolutions' inmate telephone system:

1. **Pending litigation matters:**

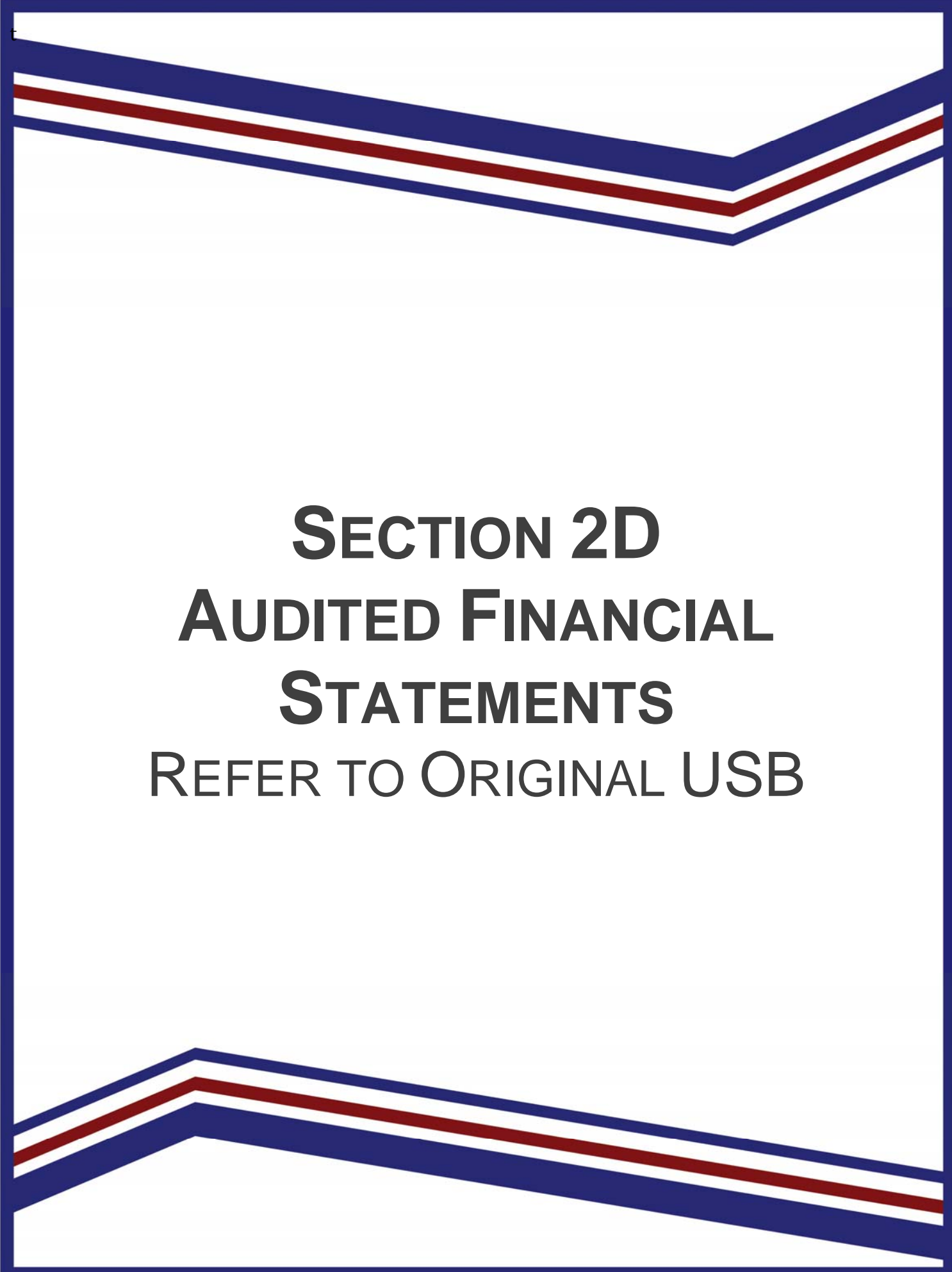
- a) Case 2013-00009028-001, Anne Arundel County District Court, Glen Burnie, MD (Mark J. Adams v Inmate Calling Solutions) – Although ICSolutions has been named as a Defendant, we have not been properly served. Plaintiff Adams alleges that he was charged rates exceeding those authorized by the tariff. ICSolutions is waiting for proper service before taking any action, including but not limited to demonstrating that all calls were charged in compliance with applicable tariffs.

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

- a) 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.
- b) 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.

- c) 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.

- d) 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.



SECTION 2D
AUDITED FINANCIAL
STATEMENTS
REFER TO ORIGINAL USB

SECTION THREE: WORK PLAN

A. Work Plan Description

1. Offeror’s Work Plan
Describe in detail:

- a) Actions the Offeror will take to start up and provide ongoing Inmate Telephone System for WTRJ. The work plan shall include a detailed project schedule identifying all tasks to be accomplished, the Offeror’s approach to task accomplishment, and a timeline for completion of tasks and implementation of Inmate Telephone System.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Below is our Implementation Plan for The ENFORCER® inmate calling platform. A Gantt chart providing the timeline of the installation immediately follows the responses to the requirements in this section.

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 Jail 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 the ICSolutions’ VP of Sales & Marketing, Mike Kennedy, to coordinate every aspect of the transition of service. Your Project Manager will conduct bi-weekly status meetings to monitor and track the overall project progress. **A more detailed Implementation Schedule and Gantt chart has been included directly following 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 Jail implementation are as follows:

Item	Task	Duration
Pre-Implementation		
1	Review Contract/RFP Requirements	1 day
2	Conduct Pre-Installation Site Survey	1 day
3	Installation Plan Review with Jail	1 day
4	Coordinate Equipment Removal	1 day
Equipment and Network Provisioning		
5	Order System Hardware	1 day
6	Order Network Services	1 day
Data Exchange Interface Development		
7	Review Current Specification & Format	3 days

INMATE CALLING SOLUTIONS

8	Develop Interface, QA and Test	7 days
Equipment Build/Test/Ship		
9	Configure Centralized System in Data Center	2 days
10	Configure Network IAD, QA Test and Burn In	3 days
11	Prep Equipment for Shipping, Deploy	2 days
Existing Data Conversion		
12	Request Data from Current Vendor	0 days
13	Review Current Vendor Data	3 days
Site Installation		
14	Verify/Test Network Circuits	1 day
15	Facility Install	4 days
15.1	Equipment Set Up and Powered	1 day
15.2	Phone Swap	2 days
15.3	Execute Test Plan	1 day
16	Workstation Setup and Administrative Software Installed	1 day
17	Verify Inmate ID Data Flow is Accurate	1 day
18	Cutover	2 days
18.1	ID Phone Ports	1 day
18.2	Monitor for Problems	2 days
Training		
19	Coordinate Training Schedule with Facility	3 days
20	Provide Training with Training Guides and Materials	2 days
After Action Reporting		
21	Meet with Jail to Review Implementation	1 day

We have provided the Jail with a more detailed description of these implementation tasks below:

1. Review Contract/RFP Requirements – ICSolutions Project Team will sit down with the Jail 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 Jail will also go over any enhanced products or services that the Jail wishes to implement.

2. Conduct Pre-Installation Site Survey – Immediately following contract award, ICSolutions will meet with the Jail 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 Jail would like it to appear on Call Detail Reports, privileges the Jail would like each user to have access to, etc.).

3. Installation Plan Review with the Jail – During the Installation Plan Review, ICSolutions will go over all project milestones and the timeline with the Jail. ICSolutions will also ensure that the Jail has received identification for the project team so that the Jail 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 Jail's existing workstations to The ENFORCER® network.

4. Coordinate Equipment Removal with your current vendor – ICSolutions will work with the Jail’s existing provider to schedule the removal of all existing equipment to ensure minimal downtime of the Jail’s inmate telephone system.

5. Order System Hardware – All call processing and recording equipment is built and assembled at our corporate headquarters in San Antonio, Texas.

6. Order Network Services – For each supported facility, ICSolutions will obtain 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.

7. Review Current Specification and Format – During this phase, ICSolutions will work with the Jail 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.

8. Develop Interface, QA and Test – ICSolutions will develop all required interfaces with the Jail and your other vendors. Prior to actually deploying integration, we perform a robust series of tests to ensure accuracy of all data transferred.

9. Configure Centralized System in Data Center – During this phase, will create a database, configure and QA all software required for the WTRJ’s new centralized platform.

10. Configure Network IAD, QA Test and Burn In – ICSolutions will set up an IP address on the Adtran 924, teach it how to connect to our centralized ENFORCER[®], and test.

11. Prep Equipment for Shipping, Deploy – At this point, ICSolutions will ship all equipment that will be installed onsite to the facility.

12. Request Data from Current Vendor - We will request sample files from the existing vendor in preparation for porting the facility’s current inmate and call data into The ENFORCER[®].

13. Review Current Vendor Data – ICSolutions will review the current vendor’s data and the format in which it was received.

14. Verify/Test Network Circuits – As soon as your LEC has installed new network circuits, ICSolutions will conduct tests to ensure full functionality.

15. Facility Install – The following steps outline the tasks and processes that will occur onsite prior to the cutover.

15.1 Equipment Set Up and Powered – 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 facility will

benefit from less equipment installed onsite and less maintenance requirements, reduced energy consumption, and a very small footprint for the onsite equipment.

15.2 Phone Swap – The ICSolutions onsite team will replace your old phones for new models and complete any final wiring.

15.3 Execute Test Plan – The pre-cutover Test Plan is detailed to ensure that the entire system is deployed and performs exactly as requested by the Jail. 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.

16. Workstation Setup and Administrative Software Installed – ICSolutions will set up any workstations required by the WTRJ. 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 WTRJ administrators can access the system from any computer running a modern browser as if they were opening a web-site.

17. Verify Inmate ID Flow is Accurate – Will verify that all information received from the Jail's JMS, including inmate ID information, is correct.

18. 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. The following two steps are involved in the cutover process.

18.1 ID Phone Ports – ICSolutions will ID all phone ports.

18.2 Monitor for Problems – Directly following cutover, ICSolutions will closely monitor the Jail's new system for any issues or problems that may arise. ICSolutions will also monitor 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.

19. Coordinate Training Schedule with the Facility – ICSolutions will work with the Jail to set up training for all levels of user groups. ICSolutions understands that different user groups will sometimes have different training needs. As such, multiple classes will be scheduled, customized to fit the participants.

20. Provide Training with Training Guides and Materials - ICSolutions will provide a customized hands-on training curriculum for each facility served. Classes will be scheduled to fit the Jail'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 Jail 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.

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

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 WTRJ. 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 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		

Facility Staff Training Plan

Training Outline & Objectives

ICSolutions' goal is to familiarize Jail 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 Jail'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 Jail.
- 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 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.**

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
- Collect Call Process
- 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

Inmate and Call Recipient Training Plan

ICSolutions offers several solutions to ensure the telephone users also have a transparent transition to the new system. First, we coordinate with the facility approximately three weeks before 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.

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.

- b) Procedures for dealing with staff/inmate complaints and methods for minimizing the potential for inmate litigation regarding inmate telephone related issues. In addition, the proposer shall identify the schedule of weekly visits to fix any deficiencies or the full time person who will be assign to this location.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. . ICSolutions limits the risk of inmate litigation regarding inmate telephone issues by providing sufficient training (as discussed above in response to **Requirement a**), and offering excellent customer service. ICSolutions' Technical Services Center for staff and Customer Service Centers for called parties are both available 24/7/365 to resolve issues and complaints. Inmates can report inmate telephone issues at any time via The Communicator.

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.**

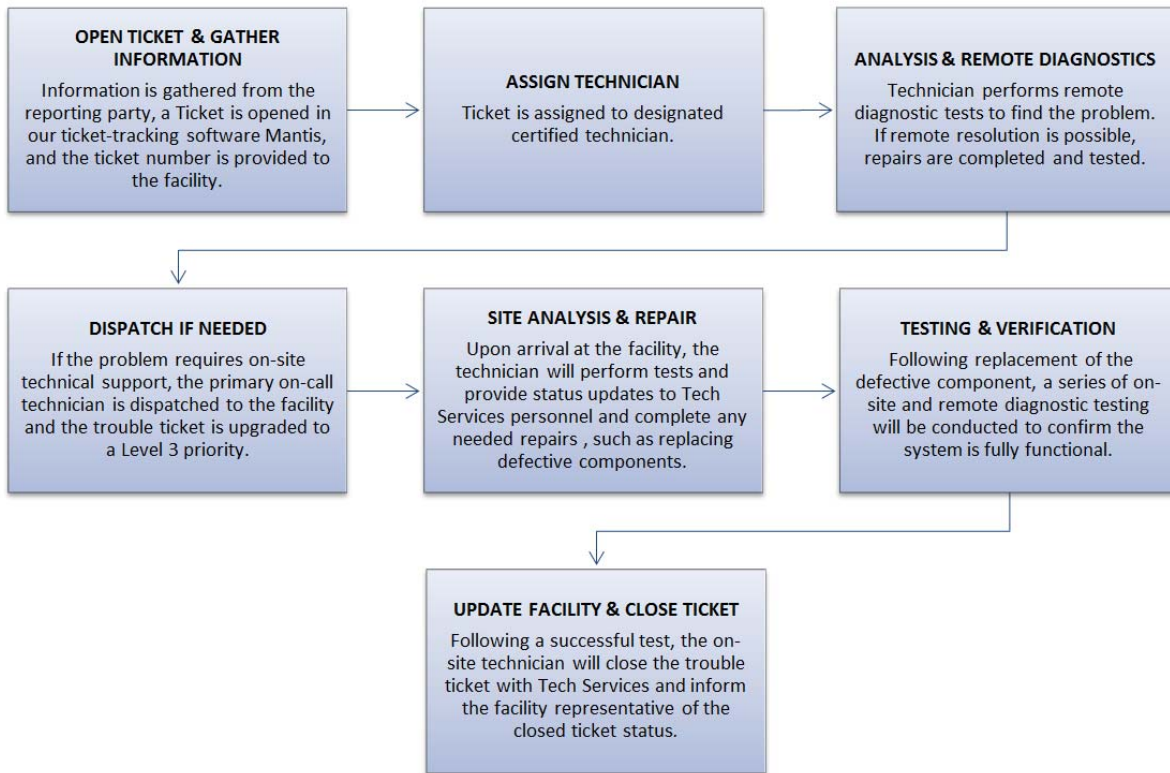
Complete Service at
no cost to the Jail

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 Jail 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 within 20 seconds. 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.

The screenshot shows the Mantis web interface. At the top, there are navigation links: Main | My View | View Issues | Report Issue | Change Log | Roadmap | My Account | Logout. On the right, there are buttons for 'Issue #' and 'Jump'. Below this is a complex filter section with various criteria like Reporter, Assigned To, Category, Severity, Resolution, Profile, Status, Hide Status, Priority, Target Version, Show, View Status, Show Sticky Issues, Changed (hrs), Use Date Filters, Relationships, Platform, OS, OS Version, Tags, Groups, RTN, Consumer or Person Reporting Problem, Hold Expires, Investigation Number, Target Date, Vendor Ticket, and Note By. There are also buttons for 'Apply Filter', 'Advanced Filters', 'Create Permalink', 'Reset Filter', and 'Save Current Filter'. Below the filters is a section titled 'Viewing Issues (1 - 6 / 6)' with options for 'Print Reports', 'CSV Export', and 'Excel Export'. The main table lists the following issues:

	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	7	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"/>		0018096	17	Network	major	assigned (glangdin)	2012-05-29	EOC message undelivered to otser
<input type="checkbox"/>		0020129	5	Enforcer	minor	assigned (jgoetsch)	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

At the bottom of the table, there is a 'Select All' checkbox and a 'Move' dropdown menu with an 'OK' button.

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 Jail.

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 210-477-7357 Cell: 601-212-6128 email: lcoleman@icsolutions.com	None
Level Two	George Langdin Technical Services Manager Direct: 210-477-7320 Cell: 210-373-0620 Email: glangdin@icsolutions.com	Mike Kennedy VP of Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 MKennedy@icsolutions.com
Level Three	Brian Dietert Director of Operations Direct: 210-477-7340 Cell: 832-561-8010 email: bdietert@icsolutions.com	Mike Kennedy VP of Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 MKennedy@icsolutions.com
Level Four	Brendan Philbin Vice President Product Development Direct: 210-581-8102 Cell: 408-838-1157 email: bphilbin@icsolutions.com	Mike Kennedy VP of Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 MKennedy@icsolutions.com
Level Five	Tim McAteer President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 email: tmcateer@icsolutions.com	Mike Kennedy VP of Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 MKennedy@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 The Visitor™ video visitation system (VVS) is in place, ICSolutions' video visitation product manager will be added to the above list as the first escalation point to assign tickets to the Video support team. The VVS product manager is dedicated solely to supporting our The Visitor™ 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 Jail 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 Jail 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 Jail'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 Jail to maximize the Jail's satisfaction throughout the contract term.

Called Parties: Resolving Customer Issues & Complaints

ICSolutions strives to address end-user issues and complaints proactively by offering **24/7 automated and live operator customer service**, complemented by an easy-to-use website. Customer Service Agents have the following tools available to them to respond to customer inquiries and complaints in real time:

- Ability to transfer funds in their prepaid account to another telephone number and/or facility
- Ability to add another telephone number to their prepaid account
- Visibility to all payments made to the prepaid account and the status of these payments
- Ability to provide the customer with the balance on their account
- Ability to block or unblock their phone number for accidental blocks

Many customer issues can be resolved in real-time, such as block removals and prepaid account funding. New prepaid accounts that are funded via credit or debit card are available immediately upon payment confirmation and other payments (western Union) are typically set up and ready for calling within 15 minutes of receipt of funds.

Customers with complaints may call the U.S.-based customer service center 24/7, and they can press “0” at any time to reach an operator. If a customer does not get immediate resolution with a call center agent, he or she is transferred to a supervisor for assistance.

Our Supervisors are available 24/7 to resolve any issues that require escalation as quickly as possible. If the complaint cannot be resolved during the call, an “investigation” is submitted through the call center agent application. Our San Antonio team receives those investigations and works to resolve them within 3-5 business days. Billing issues are typically resolved within 1 business day. Technical issues are submitted to our Investigations Team at the Corporate Office, available Monday - Friday 8 a.m. to 5 p.m. CST.

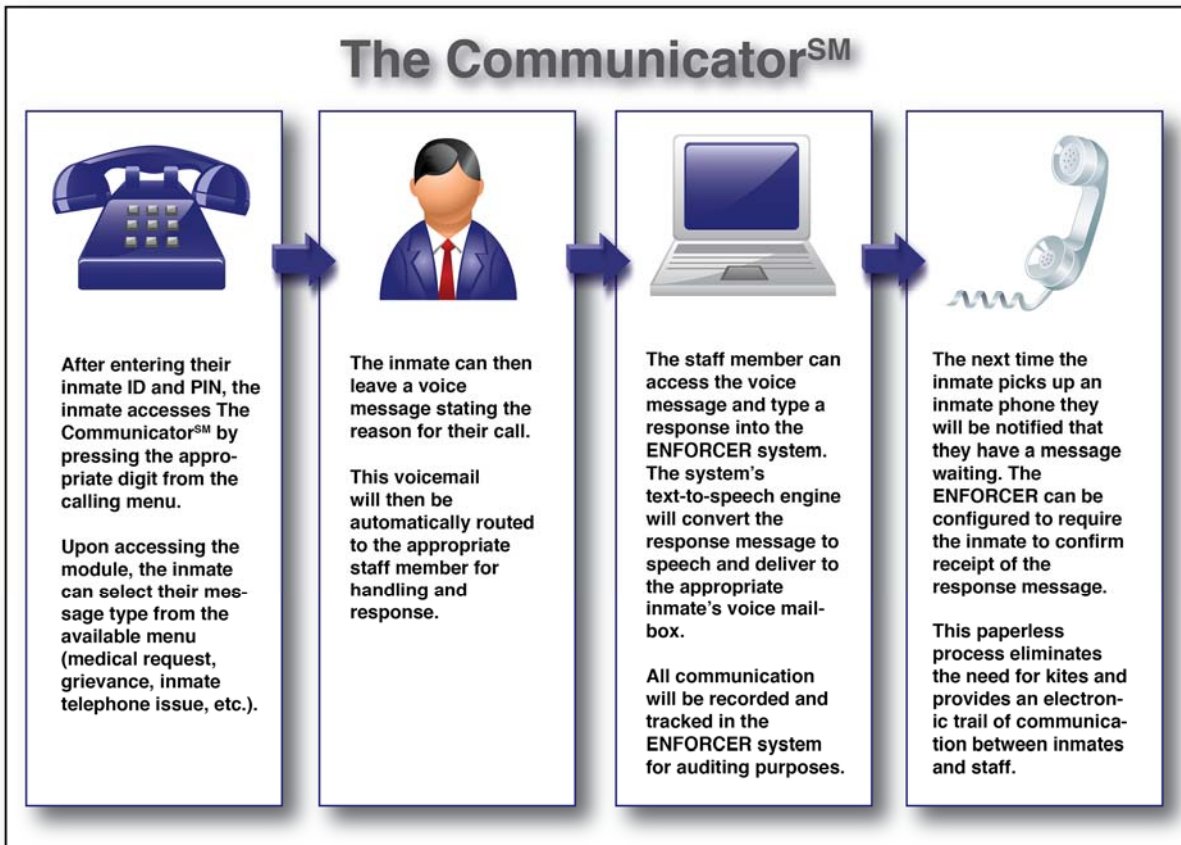
Upon resolution, the customer service team contacts the customer to notify him or her of the resolution and updates the call records to reflect such resolution. All customer service centers are located within the United States (**Montana**, and **San Antonio**), and offer multi-lingual support.

Inmates: “The Communicator” Paperless Inmate Communications Portal

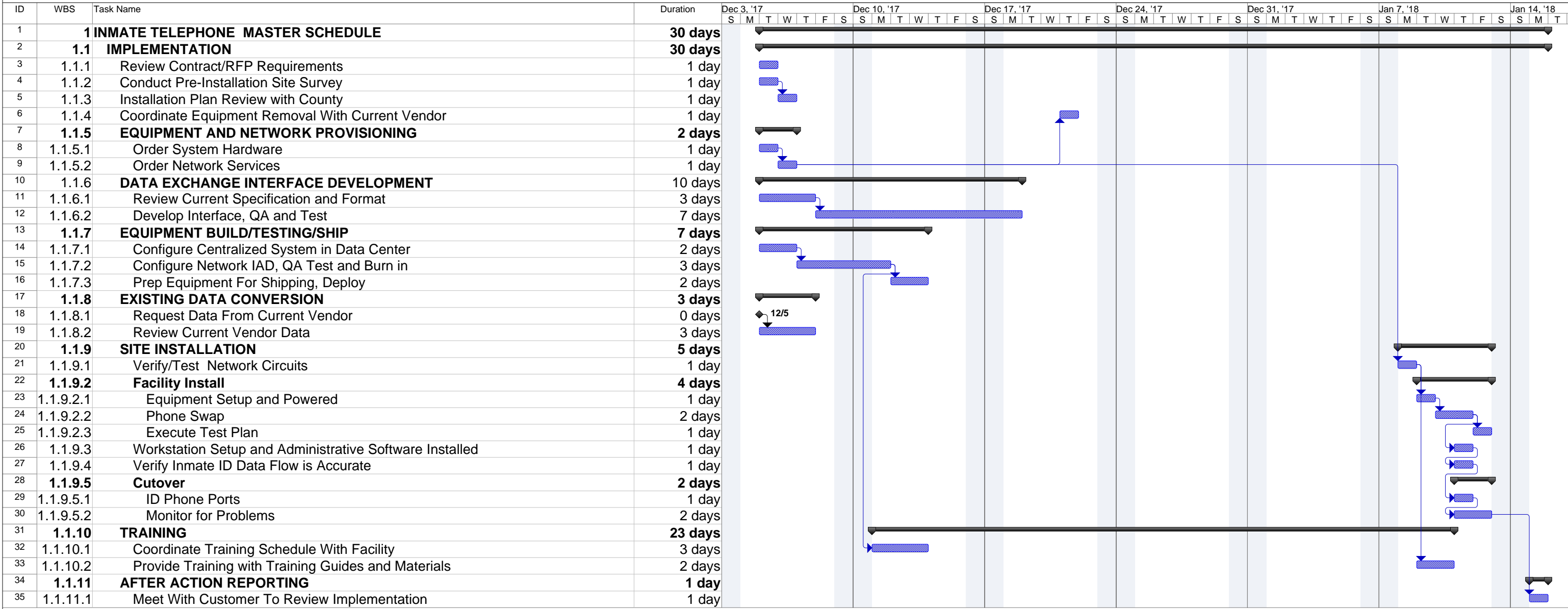
“The Communicator” completely eliminates the need for the Jail to handle and process paper kites. With our paperless process, inmates can request medical/dental appointments, submit PREA or crime tip reports, file grievances, or even file complaints about the Inmate Telephone System – all using secure voice mailboxes on any standard inmate telephone.

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 WTRJ, and with no impact on our financial offer.



WESTERN TIDEWATER REGIONAL JAIL, VA INMATE TELEPHONE IMPLEMENTATION PLAN



4A. BILLING AND COLLECTIONS

Describe your billing and collection process based on the following criteria:

1. How are calls billed and who is your billing company?

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions utilizes the services of Merchant Clearing House (MCH) to bill collect calls to consumers. These collect calls are presented on the Zero Plus Dialing Inc, ("ZPDI") bill page and included with the consumer's monthly phone bill. The calls are identified as "Billed on behalf of ICSolutions" and reflect the origination phone number, destination phone number, date & time of call, duration of call and total charge for call. However, MCH is an aggregator for Billing Services Group (BSG) who has the outclearing\billing agreements with the LECs. Information regarding BSG is included below:

Billing Services Group (BSG)
7411 John Smith Drive, Suite 1500
San Antonio, TX 78229
888.502.0734

2. Explain the billing process for collecting, rating, sorting, distributing, and billing of calls.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions' headquarters in San Antonio, Texas, is connected to each active site via VPN over a Wide Area Network. With the centralized ENFORCER® system, both the call processing system and the data warehouse are located in the data center at the ICSolutions corporate office in San Antonio. Calls are rated immediately and the call detail record is stored in the centralized database.

Billing begins after the called party answers and positively accepts the call charges and following the delivery of the following prompt to the called party "You may begin speaking now". No charges are assessed for refused calls, no answer, busy, answering machines, faxes, or pagers. The ENFORCER® system is equipped with a rating engine and a rated call detail record (CDR) is created at the completion of each call and stored in the database.

Collect Calling

With Collect calling, the costs of accepting calls are accrued into a monthly balance, which is billed on the customer's regular monthly phone bill.

Sorting: ICSolutions submits the collect calls to the billing company (MCH) on a weekly basis. The collect call billing application will first compute the applicable USF fees and combine with the rated call value to create the bundled billable call value. Once this process is complete, the billable calls are subjected to an audit routine to confirm accuracy and completeness. The calls are then aggregated into a single billing file

utilizing a pre-defined naming convention and the data file is transmitted to a designated FTP directory on the Billing Company outclearing platform.

Audit & Edits: Upon receipt of the data file at the Billing Company FTP site, the CDRs are subjected to a rigorous screening process prior to outclearing to the LECs. This process incorporates a comprehensive series of data edits and screens including onnet/offnets, duplicate call, age of toll, message class, high velocity, toll blocking, state/regulatory compliance, along with standard syntax and formatting edits.

Billing: These call records are subsequently submitted to the telephone companies for billing and collection. As part of its standard operating procedures, ICSolutions will confirm that the number of outcleared records reconcile to the number of records stored in The ENFORCER® database.

Credit Limits: The ENFORCER® system contains built-in functionality to establish daily, weekly, and monthly calling thresholds for each billed number in the system. Such thresholds are established at a reasonable level. These levels can be changed based upon actual experience with collect call billing for each particular location. Exceptions can also be made for specific telephone numbers based on the ability to pay and payment history.

Billing Company

ICSolutions utilizes the services of Merchant Clearing House (MCH) to bill collect calls to consumers. These collect calls are presented on the Zero Plus Dialing Inc, ("ZPDI") bill page and included with the consumer's monthly phone bill. The calls are identified as "Billed on behalf of ICSolutions" and reflect the origination phone number, destination phone number, date & time of call, duration of call and total charge for call. However, MCH is an aggregator for Billing Services Group (BSG) who has the outclearing\billing agreements with the LECs. Information regarding BSG is included below:

Billing Services Group (BSG)
7411 John Smith Drive, Suite 1500
San Antonio, TX 78229
888.502.0734

Prepaid Collect Calling

Prepaid Collect customers set up a Prepaid account, which allows them to deposit money to fund future calls to their telephone number only. Deposits can be made via the phone or web using a credit or debit card, through Western Union, or by mailing in a check or money order.

Card-Free Debit Calling

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

3. What types of payment options are available to the called party?

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Called parties have several payment options available to them.

Collect Calling

With Collect calling, the costs of accepting calls are accrued into a monthly balance, which is billed on the customer's regular monthly phone bill.

Prepaid Collect Calling

Prepaid Collect customers set up a Prepaid account, which allows them to deposit money to fund future calls to their telephone number only. Deposits can be made via the phone or web using a credit or debit card, through Western Union, or by mailing in a check or money order.

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4. Please disclose all fees associated with establishing debit and pre-paid accounts (ex: transaction fee, refund fee, etc.).

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has included all fees in **Tab 4B** of this proposal.

5. Please detail the process for obtaining a refund for any remaining or available balances on a debit and/or pre-paid accounts.

ICSolutions Response:

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

Upon release of the inmate, ICSolutions can transfer remaining debit balances to (800) EZ-DEBIT, so that inmates can use the remaining funds in their debit account to make phone calls outside the facility. The inmate simply dials the toll free number, enters the designated PIN, just as they would if they were using a calling card; and they will be able to make calls anywhere in the world. This solution does not require a physical card.

6. Please specify the timeframe it takes for a debit and/or prepaid account to become dormant.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Prepaid collect account balances expire after a period of 6 months with no activity of any kind. This timeframe is configurable.

7. Please describe what happens when a debit and/or prepaid account becomes dormant.

ICSolutions Response:

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

8. Please indicate whether Offeror offers a direct bill option.

ICSolutions Response:

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

9. Please describe Offeror's policy when the remaining balances on a debit and pre-paid is not sufficient to make a 1 minute call.

ICSolutions Response:

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

Insufficient Prepaid Balance

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."*

The **called party is then instantly connected with a knowledgeable billing representative** who can facilitate payment by credit card, debit card, Western Union® or money order. Credit card and debit card payments can be processed immediately and inmate calling enabled in just **15 minutes**.

Insufficient Debit Balance

After the number is dialed the inmate is given is 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)"*

If sufficient funds are not available, the inmate will hear: *"You do not have sufficient funds. Goodbye."* The inmate can then add funds to their debit account using the automated commissary ordering module. 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.

When the inmate begins the ordering process, they are presented with 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*

10. Inmates will not be charged when brought to the Booking area for processing into the Jail.

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 phones. Free calls for calls to the booking area will be configured 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.

11. WTRJ uses Lock-Down inmate accounting software. The proposer must state that the proposer's software will interface with Lock-Down or assume the cost for the interface.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions can integrate with Oasis' Lock-Down inmate accounting software at no cost to the WTRJ. ICSolutions' integration between our inmate phones and the Oasis Commissary system allows us to provide Integrated Cardless Debit and **enables inmates to complete their commissary ordering via the inmate phones.**

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.

Commissary ordering over the phone will save your staff countless hours of time distributing and collecting order sheets; speed up order processing; and will automate and streamline tracking and reporting of orders and payments. Using their secure PIN inmates can order Debit phone time in addition to ordering all standard commissary items, all via an automated operator system using any standard inmate telephone. ICSolutions has already built and tested integrations with Oasis to provide Cardless Debit and over-the-phone debit and commissary ordering at multiple client facilities, including a few in Virginia.

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.

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 WTRJ 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 SOAP, 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.

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4B. RATES & COMMISSIONS

ATTACHMENT D RATES AND COMMISSIONS

Please provide a commission offer for the current rates listed below as Option #1. Offeror may propose an additional commission offer and alternative calling rates as Option #2. Offeror must detail all additional charges and fees that will be assessed for all collect, debit and pre-paid inmate telephone calls as well as the set up fees, depositing fees and refund fees associated with pre-paid collect accounts. Offeror may attach additional tables if Offeror chooses to provide more than two (2) commission and calling rate options past those allowed below. Failure to complete Attachment D may cause Offeror's proposal to be rejected.

OPTION #1 – OFFEROR-PROPOSED CALLING RATES

CALL TYPE	COLLECT		PRE-PAID COLLECT		DEBIT AND/OR INMATE BASED PRE-PAID	
	Surcharge	Per Minute Rate	Surcharge	Per Minute Rate	Surcharge	Per Minute Rate
Local	--	\$0.10	--	\$0.10	--	\$0.10
Intralata/Intrastate	--	\$0.21	--	\$0.21	--	\$0.21
Interlata/Intrastate	--	\$0.21	--	\$0.21	--	\$0.21
International	N/A	N/A	N/A	N/A	--	\$0.75
Commission Rate	90.1 %		90.1 %		90.1 %	

Financial Incentive: \$ 65,000.00 Minimum Monthly Guarantee (MMG)

Note: The \$65,000.00 MMG payments will be paid monthly. By the end of each contract year, you are guaranteed to have received at least \$780,000.00 in commission revenue.

MMG Lump Sum Payment Option: The Authority may elect to receive each year's total MMG payments upfront at the beginning of each contract year. If this payment schedule is selected, the MMG payments will be adjusted to \$60,000.00 per month, for a total upfront yearly payment of \$720,000.00.

INMATE CALLING SOLUTIONS

ICSolutions Response:

The following FCC-compliant account funding fees will also apply:

Industry Fee	ICSolutions Fee Amount	Applies To
Funding Fee – IVR or Website	\$3.00 per transaction	Prepaid
Funding Fee – Live Agent	\$5.95 per transaction	Prepaid

When our optional inbound inmate voicemail is deployed, Friends/family will pay our standard voicemail fee of \$1.00 per message. The Authority will receive **50%** of all voicemail revenue as additional commission income.

With Option #1, ICSolutions proposes the following initial equipment and services, **all provided directly from ICSolutions**, at no cost to the Authority:

The ENFORCER® Inmate Telephone System

- ✓ Our centralized **ENFORCER® inmate calling platform** – housed in our San Antonio data center and backed up at our data center in Atlanta, GA
- ✓ 80 stainless steel inmate telephones
- ✓ 30 visitation phone sets (60 handsets total), connected to The ENFORCER® for monitoring & recording
- ✓ 10 inmate cart phones
- ✓ 1 workstation with printer
- ✓ 2 TDD/TTY + 1 VRS (video relay service) devices for hearing impaired inmates
- ✓ **1 part-time onsite Site Administrator / Technician (up to 20 hours per week, at the Authority's discretion):**
 - Fully certified on the inmate phone and other deployed technology
 - Available to respond immediately to onsite repair requests
 - Will regularly inspect & maintain onsite equipment
 - Can assist with system administration, such as PIN management, running reports, burning recordings to CD/DVD, etc. as desired by the Authority
- ✓ Unlimited ENFORCER® user licenses
- ✓ Interface to the Authority's JMS platform:
 - Automated inmate ID / PIN updates
- ✓ Interface to the Authority's commissary & banking systems:
 - Automated PIN-based Debit calling
 - Over-the-phone commissary ordering
- ✓ **The ENFORCER® Investigative Suite:**
 - Verifier **real-time inmate voice identification**
 - The Imposter **continuous voice biometrics**
 - The Word Detector **phonetic keyword search technology**
 - The Analyzer **data mining and link analysis**
- ✓ **The ENFORCER® IVR Suite:**
 - The InformerSM **PREA module**

- The CommunicatorSM **paperless inmate communications portal**
- The AttendantSM **automated information line** – configured to deliver static & dynamic information
- ✓ Optional inbound inmate voicemail messaging
- ✓ **Online storage of all call recordings** and call data for the **entire contract duration**, plus any required retention period thereafter
- ✓ **24 x 7 x 365 live, U.S.-based service** for called parties and Facility staff
- ✓ Training on the new phone system for all Facility users

Please note that if the Authority had a current Site Administrator that you wish to retain, we would be happy to offer the ICSolutions Site Administrator position to that person.

Other Optional Services

Our proposal contains information about our ability to provide additional optional services – such as cell phone detection, cell phone data extraction / analysis, and Argus post-call voice biometrics analysis. Pricing for these optional services is available upon request. Our Access Corrections product suite is available at no cost.

INMATE CALLING SOLUTIONS

ATTACHMENT D RATES AND COMMISSIONS (continued)

OPTION #2 – OFFEROR-PROPOSED CALLING RATES

Same rates as Option #1 – add Video Visitation

CALL TYPE	COLLECT		PRE-PAID COLLECT		DEBIT AND/OR INMATE BASED PRE-PAID	
	Surcharge	Per Minute Rate	Surcharge	Per Minute Rate	Surcharge	Per Minute Rate
Local	--	\$0.10	--	\$0.10	--	\$0.10
Intralata/Intrastate	--	\$0.21	--	\$0.21	--	\$0.21
Interlata/Intrastate	--	\$0.21	--	\$0.21	--	\$0.21
International	N/A	N/A	N/A	N/A	--	\$0.75
Commission Rate	90.1 %		90.1 %		90.1 %	

Financial Incentive: \$ 65,000.00 Minimum Monthly Guarantee (MMG)

Note: The \$65,000.00 MMG payments will be paid monthly. By the end of each contract year, you are guaranteed to have received at least \$780,000.00 in commission revenue.

MMG Lump Sum Payment Option: The Authority may elect to receive each year's total MMG payments upfront at the beginning of each contract year. If this payment schedule is selected, the MMG payments will be adjusted to \$60,000.00 per month, for a total upfront yearly payment of \$720,000.00.

IC Solutions Response:

IC Solutions has presented our best calling rates as Option #1. As Option #2, IC Solutions would like to offer the Authority our video visitation system, **The Visitor**. In this case, all calling rates, fees, and commission rates from Option #1 will still apply; however, IC Solutions will retain the first \$0.10 of revenue generated by each call to amortize the investment in the video visitation system, until the video visitation investment is recovered (estimated 41 months). The Authority will receive 90.1% commission on the total gross revenue generated after the first \$0.10 of each call ("Adjusted Gross Revenue").

The Visitor™ Video Visitation System

Option #2 includes all ITS technology described under Option #1, plus a 30-unit VVS at no cost to the Authority:

- ✓ **Fully integrated with The ENFORCER® inmate telephone system**
- ✓ **Web-based visitor registration & scheduling for all visits**
- ✓ 30 total Visitor video visitation units, distributed as follows:
 - 24 multi-functional inmate units
 - 1 mobile unit
 - 5 visitor units
- ✓ 1 Monitoring Workstation
- ✓ 1 Lobby Registration & Scheduling Terminal
- ✓ Commissary ordering enabled
- ✓ **MailGuard Virtual Mailroom** provided at no cost to the Authority
- ✓ Long-term storage of recorded visitation sessions
- ✓ Turnkey installation including all necessary cable & network infrastructure
- ✓ **Remote visitation enabled**, with required bandwidth provided by ICSolutions – **generates additional commission revenue**
- ✓ Remote Visitation Fee collection & accounting
- ✓ All-inclusive warranty, support, repair/replace maintenance package

When remote visitation is in use (video visitation where the visitor is in an off-site location, such as their home or office), remote visitors pay our standard rate of \$0.25 per minute, charged in 30-minute increments (\$7.50 per visit). The Authority will receive **50%** of all remote visitation revenue as additional commission income.

Please note that remote visitation is funded from the same account used to fund prepaid calling and (optional) inmate voicemail. Therefore, only a single funding fee will apply.

Please also note that the part-time Site Administrator / Technician will also be fully certified to maintain and repair The Visitor video visitation system. Furthermore, this person will be helpful in **assisting visitors with registration and scheduling**. ICSolutions has allotted up to 20 hours per week for the Site Administrator to be onsite – allowing time to assist with these video visitation functions, in addition to standard ITS administration duties, if desired by the Authority.

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5. EXCEPTIONS & DEVIATIONS

E. Section Five - Exceptions and Deviations

Provide a statement expressing the Contractor's understanding and willingness to comply with all provisions of the RFP. If there are provisions of the RFP that the Contractor is unwilling or unable to comply with, the Contractor shall identify the paragraph number, list the provision in its entirety and provide the reason for non compliance. If there are provisions of the RFP that the Contractor would like to propose an alternative solution, the Contractor shall identify the paragraph number, list the provision in its entirety and provide the alternative solution. This will be documented on "Deviations from RFP Specifications" form found under Forms under the Procurement Tab on www.wtrj.org.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements of this RFP. ICSolutions does not propose any exceptions, deviations, or alternative solutions to the specifications, and thus we have not submitted a "Deviations from RFP Specifications" form.

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SECTION SIX: TECHNOLOGY ENHANCEMENTS & OTHER SERVICES

A. Scope of Services

V. SCOPE OF SERVICES – GENERAL REQUIREMENTS

The Offeror shall furnish, install and maintain telephones for use by inmates at the Facility. The Offeror shall provide all telephone services to the inmates utilizing the Offeror's Inmate Telephone System (ITS) in accordance with those requirements and provisions set forth in this RFP.

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 the Western Tidewater Regional Jail all at no cost to WTRJ.

A. General Requirement for Inmate Phone System

1. The system shall be a Web-Browser-based, easy to use application.

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). Anyone with a password and log-in ID granted by Facility administrators can access the system from **any computer running a modern browser**, as if they were opening a website.

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), **accessible remotely and securely anytime, anywhere.**

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. This capability facilitates cooperative investigations among law enforcement and corrections agencies.

INMATE CALLING SOLUTIONS

2. The proposed system shall allow outgoing calls, only.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. With The ENFORCER®, no incoming calls are allowed. The proposed ENFORCER® system is hosted in the ICSolutions data center in San Antonio, and all inmate calls are processed by this 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.

3. The proposed system, shall allow inmate calls to be restricted up to 15 minutes.

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 durations can be edited as needed throughout the entire facility, by inmate PIN, by telephones, or by phone number.

The screenshot displays a web-based configuration interface for editing a global number. The number being edited is 1-202-528-7488. The interface includes several sections: 'Number', 'Speed Dial', 'Name', and 'Description' (set to 'ICS Block'). There are dropdown menus for 'Call Type' (set to 'All') and 'Category' (set to 'undefined'). A 'Block' dropdown is also present. A list of checkboxes includes 'Passive Acceptance', 'Greeting Off', 'PAN Override', 'Do Not Record', 'Privileged', 'Free Video', 'Free Voicemail', and 'Block Voicemail'. On the right, there are input fields for 'Email Alert(s)', 'Page Alert(s)', 'Monitor Alert(s)', 'Payment Alert(s)', and 'General Alert', along with an 'Attach' checkbox. Below these are fields for 'Dial pattern', 'Rate File', 'Ignore DTMF' (with 'Digits' and 'Time frame (secs)' sub-fields), and 'Ignore Silence' (with 'Seconds' sub-field). The 'Max Duration (minutes)' field is highlighted with a red box and contains the value '15', with a note 'Default is 15'. At the bottom, there are 'Delete', 'Cancel Changes', and 'Save Changes' buttons, and a timestamp 'Last Updated: 2014-12-19 13:27 By: hqdata'.

Global Number Edit - Override Global Duration Limit for Specific Number

When a call has reached the 1-minute remaining status on the duration, the system will prompt the parties with a voice message telling them that they have one minute remaining: *"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.

4. The proposed system must require active acceptance by the called party.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The called party must press, dial or say a digit to indicate acceptance of the call before the call is connected. When the called party answers they are presented the following prompts that are free of any charge:

- *"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."*

5. The system shall permit a free call to a number designated by WTRJ.

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. 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, by setting a "global" free calling status so that all inmate calls to the number are free

INMATE CALLING SOLUTIONS

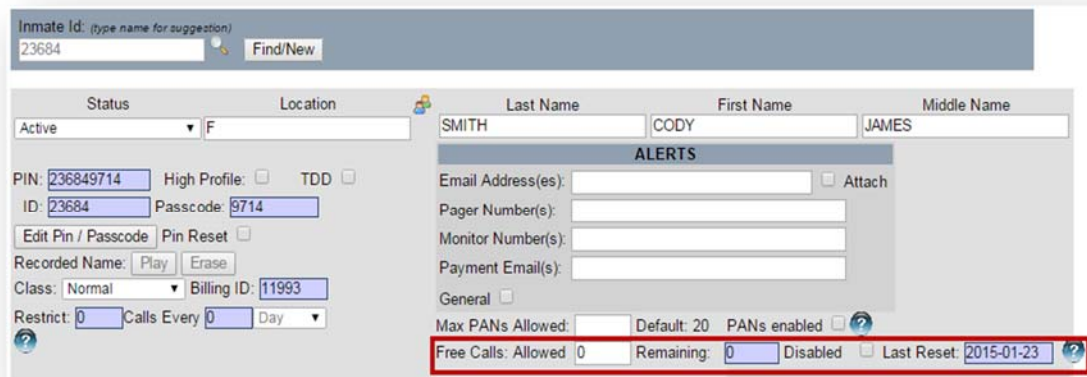
A global free calling status is set by selecting the 'Free call' call type on the Global Number Table entry for the number in The ENFORCER®. This ensures *all* calls to that phone number are processed at no cost. Once set in the database, the free call function operates automatically with no facility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

The screenshot displays the 'Global Number Edit' interface. At the top, the 'Number' field contains '1-210-477-7370'. Below it, the 'Call Type' dropdown menu is highlighted with a red box and set to 'Free call'. Other fields include 'Speed Dial', 'Name', and 'Description'. A list of call type options is visible, including 'Passive Acceptance', 'Greeting Off', 'PAN Override', 'Do Not Record', 'Privileged', 'Free Video', 'Free Voicemail', and 'Block Voicemail'. On the right, there are checkboxes for 'Email Alert(s)', 'Page Alert(s)', 'Monitor Alert(s)', 'Payment Alert(s)', and 'General Alert', each with an associated input field. At the bottom, there are fields for 'Max Duration (minutes)', 'Default is 15', 'Ignore DTMF Digits', 'Time frame (secs)', 'Ignore Silence Seconds', and a 'Notes' field. Buttons for 'Delete', 'Cancel Changes', and 'Save Changes' are located at the bottom right. The footer indicates 'Last Updated: 2015-01-16 15:48 By: msingletary'.

Global Number Edit screen – “Free call” Call Type

Free Calls for Individual Inmates

Individual inmates can also be allowed a certain number of free calls upon booking, or per a time period (such as a week or month) that the 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.



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 screen – Setting Free Calls

B. Station Equipment Specifications

1. The ITS shall be capable of providing all operational features and system requirements applicable to all calls placed through the system, including local, long distance, and international calling.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The operational features and required system functionality described in this proposal are applicable to all calls placed in the system, including local, long distance, and international calling.

2. Each call, having been identified as being placed through the Offeror's ITS, shall be delivered to the called party as a collect call, debit and/or pre-paid call.

ICSolutions Response:

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

In addition to traditional Collect calling, ICSolutions also offers Point of Sale Prepaid Collect (called party prepaid), Call Center Debit, and Integrated DirectLink Cardless Debit, as well as free calling to designated phone numbers and speed dial for voicemail, PREA or tip lines. 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:

❖ 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 WTRJ 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.

❖ 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.

3. Telephone station equipment shall be powered by the telephone line and require no additional power source. A power source will be available at the demarcation location.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. All proposed inmate phones are line-powered and required no additional power source. Phones are equipped with multi-level volume control and contain no removable parts. For more information about our proposed phones, please refer to **Exhibit A**.

4. Offeror agrees to install the quantity of telephones, enclosures and/or pedestals required by WTRJ.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will provide the quantity of inmate, visitation, hands-free, and TDD phones, as well as enclosures and/or pedestals, required. For more information about our proposed phones, please refer to **Exhibit A**.

5. The ITS shall comply with all Federal Communication and Utility Commissions regulations. The inmate telephone sets shall be stainless steel (or equivalent strength) and shall be sturdy, non-coin, vandal resistant and armored. In addition, the telephone sets shall be composed of durable, tamper-free equipment suitable for a correctional/detention environment. The telephones must contain no removable parts.

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.

Every part of ICSolutions proposed system is designed for and in use at correctional facilities across the country. All proposed phones are constructed of **heavy gauge steel**, with shockproof keypads that includes a shatterproof Lexan handset and have no removable parts. All handset cords will be armored and have a poly-coated steel lanyard, which can withstand a minimum 1000 foot-pounds of pull power. Tamper-preventive security screws will be used on all telephones to guard against potential vandalism.

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- Lexan handsets
- Factory Sealed with no removable parts
- Hearing Aid compatible (E.I.A. Standard RS504 compliant)
- Poly-coated armored handset cords
- Armored steel handset cord
- Optional handset cord lengths (12", 18" or 32" or custom)
- Built-in Confidencer to minimize background noise
- Sealed Housing protects unit from moisture
- Optional external volume control
- Heavy duty chrome keypad

For specifications of the proposed phones, please refer to the Specification Sheets in **Exhibit A**.



6. The Offeror shall provide a sufficient number of telephone/trunk lines to the ITS to allow inmates the opportunity to place calls 99.5% of the time. Spares will also be maintained on WTRJ's site for replacement as needed but a minimum of 3 units.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® centralized calling platform leverages trunk concentration algorithms for call termination; however, the system is configured in such a manner to guarantee off-hook and termination availability for **all call attempts**. On the station side, there is no concentration, and each phone at the facility will be assigned a dedicated port on the centralized platform. With this configuration, no two phones will need to share a port, ensuring that all phones can be used simultaneously without inmates encountering busy signals due to busy ports. This configuration is a major differentiator between ICSolutions and other vendors because most other vendors use "port sharing" on the station side to minimize their own costs.

Spare Parts

ICSolutions maintains an inventory of spare parts either on site or with the on-call local technician for each facility, typically storing an onsite inventory of 10% of the installed components. ICSolutions also keeps a "crash kit" with each local technician. This kit contains system components such as handsets, keypads, power supplies, and hard drives – ensuring speedy repair and limited downtime in the event that components are damaged or malfunctioning.

A complete inventory of installed equipment and available spares is maintained at ICSolutions' Operations HQ in San Antonio. We have an inventory tracking system which is separate from the Inmate Telephone System, but allows for web-based reporting and tracking of all parts, orders, etc. A sample screen showing the live Report on APC/UPS in transit is provided below.

The screenshot shows the ICSInventory v0.217 web application. At the top, there are navigation links: [Search | Add to Inventory | Lookup Tables: Add To/Modify | Duplicate Serial Numbers | Unlinked Table Entries | Usage History | Create User | Modify User | Shipments: Create/List]. Below this, a greeting says "Hello George! (Options? Logout?)".

The search criteria are as follows:

- Manufacturer: APC
- Model: SUA3000RM2U (Smart-UPS 3000VA Rack Mount)
- Part Type: [Part Type]
- Location: [Location]
- Earmark: [Earmark]
- OVERWATCH Location: [OVERWATCH Location]
- Server Tag: [Server Tag]
- Vendor: [Vendor]
- Testing Status: [Testing Status]
- Detail: [Detail]

Input fields for Serial Num, Invoice ID, and Asset Tag are present. Below the search criteria, there are dropdowns for Manufacturer, Model, Serial Number, and No Sorting, along with Search and Reset buttons.

The results section shows: **Found 1 results in 0.13701987266541 seconds for a total value of \$0.**

Buttons for "Page as CSV", "Select All", and "Clear All" are visible.

	Part	Part Type	Serial Number	Price	Invoice	Vendor	Asset Tag	Location	OVERWATCH Location	Server Tag	Testing Status	Detail
<input type="checkbox"/>	APC SUA3000RM2U Smart-UPS 3000VA Rack Mount	UPS	JS0739008581				901	NVDOC: CGTH	NVDOC: CGTH (NV)	NVDOC01	Unknown/Untested	Installed

Buttons for "Select All" and "Clear All" are visible below the table.

At the bottom, there is a note: "To update part history(s) en mass, click check boxes on rows above, select history details on combo boxes below, then click the submit button." Below this are several dropdown menus for Location, Server Tag, Detail, Testing Status, and Earmark, all set to "No Change". There is also an "OVERWATCH Location (No Change)" dropdown and a "Set!" button.

Equipment Inventory Tracking on ICS Inventory

7. The Offeror shall provide telephone reception quality at least equal to the toll quality offered to the general public and shall meet telecommunication industry standards for service quality. A minimum of twenty (20%) percent of the telephone sets must be of the “amplified” or volume controlled sort. The Offeror shall accept WTRJ’s decision regarding whether the reception quality meets industry quality standards.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions provides telephone reception quality that meets or exceeds toll quality offered to the general public and the standards required by the inmate telecommunications industry. All telephone sets provided are equipped with multi-level volume control to meet ADA standards.

8. Call acceptance by the called party shall be accomplished for all collect, debit and pre-paid calls through caller confirmation (positive acceptance). acceptance. The ITS shall be able to recognize and distinguish standard or irregular busy signals, standard or irregular ringing signals, answering machines, cellular telephones, pagers, operator intercepts, quick disconnects, chain dialing, no voice from called party, etc. Offeror shall provide information on how the proposed ITS will meet this requirement.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The called party must press or dial a digit to indicate positive acceptance. The system will be configured so that voice recognition is not allowed. Positive call acceptance is required for all collect, debit, and prepaid calls. The ENFORCER® system supports both DTMF and pulse-based call acceptance responses. When the called party is instructed to accept or reject the call, the system “listens” for either the appropriate DTMF or the correct count of rotary-dial pulses.

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

The ENFORCER® recognizes busy signal, ring no answer, and invalid number announcements (SIT Tones). Upon detecting answer, the system will only acknowledge positive acceptance by the called party. Answering machines, pagers and voice mail responses will all be treated as incomplete calls. Only a positively accepted call will generate a call charge to the paying party.

9. The ITS shall monitor the switch hook of the inmate telephones and if the switch hook is depressed at any time, the call will be disconnected or an internal dial tone should be activated to prevent fraud. Offeror must assume all responsibility for fraud.

ICSolutions Response:

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

10. During the call set up process, the ITS shall provide a pre-recorded announcement identifying:

- a) That the call is coming from a specific inmate at the Facility. b) That the call “may be monitored and recorded.”

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Each call is identified to the called party with a customized voice announcement. Upon detecting answer, the system responds with *“Hello, this is a collect call from [inmate name], an inmate at the [facility name]. To accept this call, dial or say ‘5’, to refuse this call, dial or say ‘9’, or hang up now. For a rate quote on this call, dial or say ‘2’.”* Upon acceptance, the system warns both parties that the call may be monitored and recorded. There are no charges assessed while this announcement is played, and call timing does not begin until acceptance.

11. The ITS shall provide a recording at the beginning of all collect calls clearly identifying the call as a collect call to the called party. This recording must be free of any toll charges.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Each call is identified to the called party with a customized voice announcement, whether free, collect, etc. Upon detecting answer, the system responds with *“Hello, this is a **collect call** from [inmate name], an inmate at the [facility name].* There are **no charges assessed** while the announcement is played, and call timing does not begin **until acceptance**.

12. Offeror must indicate how much time is allowed for the inmate to record his/her name when placing a call and how many times the system will play the message to the called party prior to termination. The ITS shall have the capability to configure the time allowed for the inmate to record his/her name.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® calling platform can be configured to require each inmate to record his/her name when the inmate places the first phone call using their assigned ID/PIN. This recording will be stored within The ENFORCER® system

and used for all subsequent phone calls made using that ID/PIN combination. The system typically allows two (2) seconds to record the name, but this setting is configurable. This measure prevents inmates from “passing messages” and ensures that the called party is provided with the inmate’s name during the call greeting. Prompts will be played twice before the call is disconnected.

If desired, inmate names may be recorded by the optional site administrator or by facility personnel at the time each inmate is booked. If there is an error during the recording or too much background noise at the time the name is recorded, facility personnel may reset the name recording function for that particular inmate using any ENFORCER® workstation.

Inmate Account Detail - Assign/Edit PIN and Call Limits

13. The ITS shall process calls on a selective bilingual basis: English and Spanish. The inmate must be able to select the preferred language utilizing a simple code. Offeror shall indicate whether the called party will be able to select the preferred language for call prompts.

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.

14. Written dialing instructions in both English and Spanish must be permanently and prominently displayed on or near each inmate telephone.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Dialing instructions are mounted on all inmate telephones in both English and Spanish. Below is an example of the standard instruction plate included on each inmate telephone. The label is printed and mounted in a vandal-resistant display area behind a shatterproof plastic shield above the keypad. Dialing instructions can be customized according to WTRJ specifications upon request.



<u>How To Use This Phone</u>	<u>Como Usar Este Telefono</u>
<ol style="list-style-type: none"> 1. Lift Handset 2. Make Language Selection 1=English 2=Spanish 3. Press 2 for Dialing Instructions Calls will be monitored & recorded <p>Friends or Families with Blocked Numbers or Billing Problems Should Call (888) 506-8407</p>	<ol style="list-style-type: none"> 1. Levante el aparato 2. Escoja la idioma que desee 1=Ingles 2=Espanol 3. Oprime 2 por instructions que les dicen como marcar Llamadas seran minitorizadas y grabadas <p>Amigos y familiars con problemas con su cuenta que llamen a (888) 506-8407</p>

15. The Offeror shall subscribe to the Local Exchange Carrier (LEC) Line Information Screening Data Base (LIDB). The Offeror shall query this database for each inmate call and process only those calls which do not have Billed Number Screening (BNS). The Offeror must assume all responsibilities for the cost and the accuracy of validation.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Each call attempt is validated first against The ENFORCER®'s internal system database and if allowed, then against the LIDB database. No calls will be permitted to numbers with BNS in place. There is no cost to the WTRJ for validation services, and ICSolutions assumes responsibility for the cost and accuracy of validation services used.

16. The ITS shall provide a recording back to the inmate which details why a call was not completed. Please provide a list of the available recordings.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. If a call is not completed for any reason, the inmate is informed of the status by an explanatory announcement. All call prompts may be customized to the WTRJ's specific requirements at no cost. Examples include:

- **Facility Block:** "The number you have dialed is blocked and cannot be called from this facility"
- **Telco Block:** "The number you have dialed is blocked by the telephone service provider"
- **No Answer:** "Your party is not answering. Please try your call again later."
- **Busy Signal:** "That line is currently busy. Please try your call again later."
- **Invalid Telephone Number:** "A dialing error has occurred. Please check your number and try again."
- **Refused Call:** "Your party has refused this call"
- **Refused & Blocked:** "Your party has refused this call and blocked their number from future calls."

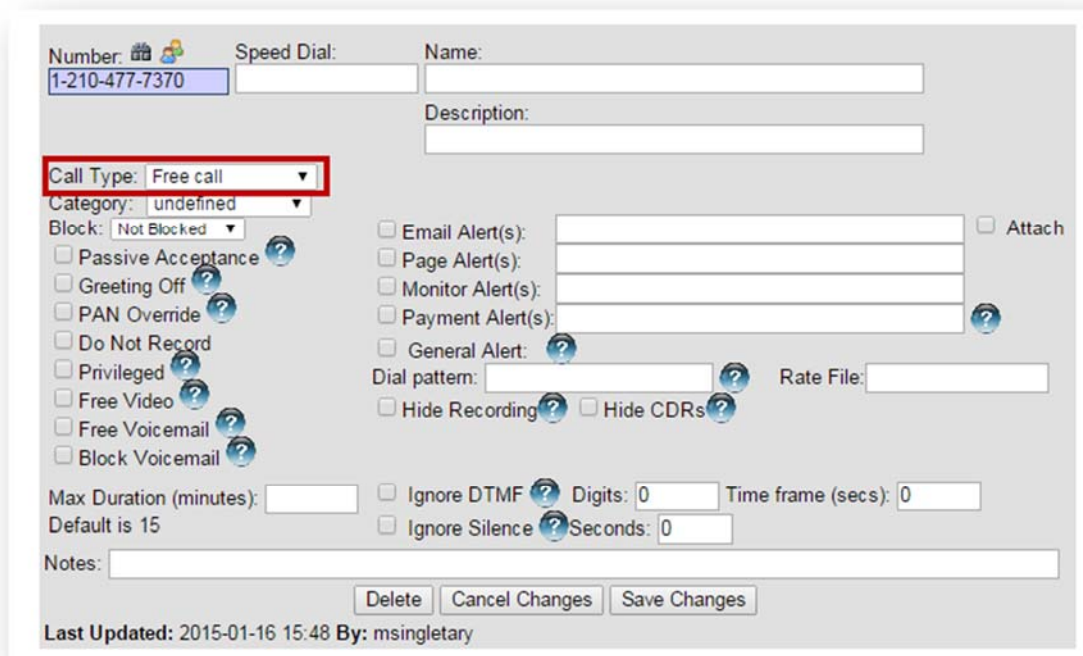
17. The ITS shall have the capability to allow two (2) free, completed local telephone calls per inmate from the booking phones at WTRJ. When inmates are released and then rebooked; the ITS shall be capable of allowing the inmate another two (2) free, completed local telephone calls from the booking phones.

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. 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, 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.



The screenshot shows a web-based form for editing a global number. The number is 1-210-477-7370. The 'Call Type' dropdown menu is highlighted with a red box and set to 'Free call'. Other options include 'Passive Acceptance', 'Greeting Off', 'PAN Override', 'Do Not Record', 'Privileged', 'Free Video', 'Free Voicemail', and 'Block Voicemail'. There are also fields for 'Email Alert(s)', 'Page Alert(s)', 'Monitor Alert(s)', 'Payment Alert(s)', and 'General Alert'. At the bottom, there are buttons for 'Delete', 'Cancel Changes', and 'Save Changes', and a timestamp: 'Last Updated: 2015-01-16 15:48 By: msingletonary'.

Global Number Edit screen – “Free call” Call Type

Free Calls for Individual Inmates

Individual inmates can also be allowed a certain number of free calls upon booking, or per a time period (such as a week or month) that the 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 shows the ENFORCER Inmate Account screen for inmate ID 23684, SMITH, CODY, JAMES. The 'Free Calls' section is highlighted with a red box, showing the following configuration:

Free Calls: Allowed	0	Remaining:	0	Disabled	Last Reset:	2015-01-23
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Inmate Account screen – Setting Free Calls

18. Offeror shall indicate whether the ITS can be configured to allow the inmate to remain muted while being able to hear the call progress (ex: ringing on the line, voicemail pick-up, etc.)

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."*

19. The ITS shall have the capability to program a specific speed dial code to selected numbers as determined by WTRJ.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Authorized users can assign speed dial codes to specific phone numbers, such as crime tip lines, in the Global number table of The ENFORCER® through the interface. Speed dial codes can be configured during installation or by any authorized system administrator. Users simply lookup the phone number in the Global Number table and enter the Speed Dial code that will be associated with that particular phone number.

20. Offeror must indicate how calls to rotary telephones are handled to ensure completion of all calls.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® system supports both DTMF and pulse-based call acceptance responses. When the called party is instructed to accept or reject the call, the system “listens” for either the appropriate DTMF or the correct count of rotary-dial pulses.

21. Offeror must specify how international calls are processed and whether international collect calls can be completed via the proposed ITS.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions' ENFORCER® is capable of processing and completing international collect calling, and all call controls apply to international calling using any of our calling options. The inmate simply dials 1 + country code + phone number and will be connected in the same way as a regular call. However, International collect calls are subject to additional fees that are assessed by international companies, which are not under the control of ICSolutions. These fees can be exorbitantly high and may change frequently, making it very difficult for call recipients to budget and pay for inmate calling.

Therefore, ICSolutions highly recommends the use of our debit calling option for international calling. With International Debit calling, an inmate can call virtually any facility-approved international number, using funds from his or her inmate trust account. The inmate will pay one low price for any international call, regardless of the destination country. This price is controlled by ICSolutions and will never change except under the direction and approval of the WTRJ.

If international debit calling is used, the inmate follows the call prompts listed below:

- *“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 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 5.*
- *To refuse this call, hang up now.*
- *To block this call and all future calls from this facility, press 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."*

22. Offeror must specify the process for completing those calls that would normally be blocked because of cell phones and un-billable issues. Offeror shall also identify the percentage of calls on an average basis that do not pass validation because of cell phones and un-billable issues.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. On average, the percentage of calls that do not pass validation because of CLEC, cell phones, and unbillable issues can be up to 75%, or even higher. This average varies based on geographic location, and it is due in large part to the proliferation of cell phones in the United States, since 100% of cell phones are considered unbillable for purposes of Collect calling. Fortunately, all of these calls can be completed using the prepaid options described below. Across our client base, roughly 90% of all calling is processed using some form of prepaid calling.

Unique ICSolutions Feature

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

Not only do our billing specialists provide outstanding customer care – but this personal and proactive approach to account setup leads to larger numbers of prepaid accounts established – ultimately, generating more inmate calling and more commission revenue for the WTRJ.

Upon the first attempt to call a number that cannot receive collect calls, the inmate and called party are connected for a **free one-minute call** to discuss the situation. After this free call, the called party is given the option to be **instantly connected to a live ICSolutions billing specialist**, who can explain our prepaid calling options and set up a prepaid account, so that future calls will be connected.

Among our calling options are Prepaid Collect, Call Center Debit and Integrated Cardless Debit (inmate prepaid) for numbers that may not accept traditional collect calls, such as cell phones, VOIP carriers, etc. These programs allow payment alternatives, call expense budgeting, and allow calls to more phone numbers, which means more contact with family and friends.

Prepaid Collect Calling

Prepaid Collect customers set up a Prepaid account, which allows them to deposit money to fund future **calls to their telephone number only**. Deposits can be made via the phone or web using a credit or debit card, through Western Union, or by mailing in a check or money order.

ICSolutions' Prepaid program targets those customers whose calls are blocked due to carrier billing limitations. As with collect, the called party pays for these calls. Coupled with a short complementary call, **PSPC** 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. **PSPC 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.

Only ICSolutions' Prepaid program includes **proactive outreach and account set-up** efforts and **live Customer Care call center professionals**. This support enables ICSolutions to create more accounts and complete more inmate calls than any other prepaid calling program.

Card-free Debit and Call-Center Debit Calling

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

23. The ITS shall, upon request by WTRJ, provide specific information for tracking inmate calling activities and calling patterns by individual telephone numbers. The following reports shall be available for monitoring and billing purposes:

- a) Monitoring reports that can be provided or sorted by any or all of the following criteria:
 - 1) Daily statistical reports;
 - 2) Housing Unit;
 - 3) Originating number;
 - 4) Terminating number;
 - 5) Date of call;
 - 6) Time of day;
 - 7) Length of call;
 - 8) Type of call;
 - 9) PIN number
 - 10) Frequently called numbers (for all numbers called more than 5 times in one day);
 - 11) Common number called (for all numbers called by more than one inmate);
 - 12) Originating station;
 - 13) Bill type; and
 - 14) Calls not passing validation.
 - 15) Inmate Name

- b) Billing reports that can be provided or sorted by any or all of the following criteria:
- 1) Call detail report;
 - 2) Amount charged per call;
 - 3) Gross revenue;
 - 4) Daily statistics;
 - 5) Monthly statistics;
 - 6) Called party/number accepting report;
 - 7) Fraud/velocity report;
 - 8) Separate Housing Unit totals and statistics;
 - 9) All Housing Unit totals and statistics;
 - 10) Total calls;
 - 11) Calls by date;
 - 12) Pre-paid report;
 - 13) Debit usage report;
 - 14) Bill and call type distribution;
 - 15) Time of day;
 - 16) Length of a call
 - 17) Calls being denied by validation
 - 18) Adjustment/refund report
 - 19) Commission Rate
 - 20) Commission
 - 21) Revenue
- c) Monthly Reporting shall include the following:
- 1) Fiscal Period
 - 2) Revenue
 - 3) Intrastate Revenue
 - 4) Commissionable Revenue
 - 5) Commission & Balance of Prepaid Commission after current month's commission is deducted

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 query CDRs using many parameters to review inmate activities and calling patterns, with no intervention necessary from the vendor.

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.

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.**

Extensive call detail reports are available to meet the requirements stated. The following screen details the customization options available for call detail reports. Samples of the most commonly used reports are provided in **Exhibit B** of this proposal. ICSolutions sample billing file and CDR have been provided in **Exhibit G**.

Call Detail Report – Select criteria for custom query

INMATE CALLING SOLUTIONS

Numerous additional fields are stored within each call record and can be used to further customize reports and recording searches as shown below:

The screenshot shows the 'THE ENFORCER' software interface. At the top, it displays 'INMATE CALLING ICSolutions' and 'THE ENFORCER®'. The user is identified as 'User: apettersen (7/38194)' with a copyright notice for 2009-2015. A navigation menu includes 'Inmate', 'Global Numbers', 'Accounts', 'Monitor Phones', 'Call Info', 'Reports', 'Site Admin', 'ICS Admin', 'Tools', and 'Logout'. Below the menu is a search area with fields for 'Inmate', 'CSN', 'Start Date/Time', 'End Date/Time', 'Last Name', 'Called Number', 'Site', and 'Station'. There are buttons for 'Load', 'Save', 'Delete', 'Search CDRs', and 'Clear Search'. Below the search area are buttons for 'Play selected call', 'Burn/Save', 'Export call records to file', and 'Email call recordings'. A table of call records is displayed with columns: 'Select', 'Play', 'Notes', 'Bill Start Time', 'csn', 'Inmate ID', 'Lastname', 'Phone number', 'Call Type', 'Tariff Band', 'Station Name', 'Talk Secs', 'Billed Time', 'Final Cost', 'Validation', and 'End Type'. The table contains 10 rows of call records.

Select	Play	Notes	Bill Start Time	csn	Inmate ID	Lastname	Phone number	Call Type	Tariff Band	Station Name	Talk Secs	Billed Time	Final Cost	Validation	End Type
<input type="checkbox"/>			02/27/2015 14:35:53	59562530	18749	JOHNSON	1-424-343-5026	Not Set	InterLata InterState	E URL	0	0:00	\$0.00	Insufficient funds left in account	No Call
<input type="checkbox"/>			02/27/2015 14:35:33	59562535	18749	JOHNSON	1-424-343-5026	Admin Low Bal	InterLata InterState	E URL	0	0:00	\$0.00	OK: call allowed	CP to Cust Service
<input type="checkbox"/>			02/27/2015 14:35:31	59562522	14029	THOMPSON	1-269-841-0029	Prepaid	Local	M URL	118	2:00	\$2.50	OK: call allowed	Normal
<input type="checkbox"/>			02/27/2015 14:35:10	59562536	10270	HARDY		Not Set	None	INTAKE 1 L	0	0:00	\$0.00	Not Done	Preanswer Hangup
<input type="checkbox"/>			02/27/2015 14:35:07	59562521	45089	SANAD	1-313-633-3172	Debit	InterLata IntraState	B LL	0	0:00	\$0.00	OK: call allowed	Max ring time
<input type="checkbox"/>			02/27/2015 14:35:02	59562524				Not Set	None	M URR	0	0:00	\$0.00	Not Done	Preanswer Hangup
<input type="checkbox"/>			02/27/2015 14:34:51	59562517	14405	KIMBLE	1-517-437-4321	Collect	InterLata IntraState	M URL	0	0:00	\$0.00	OK: call allowed	Refused
<input type="checkbox"/>			02/27/2015 14:34:42	59562623				Not Set	None	M URR	0	0:00	\$0.00	Not Done	Preanswer Hangup
<input type="checkbox"/>			02/27/2015 14:34:18	59562520				Not Set	None	E URL	0	0:00	\$0.00	Not Done	Preanswer Hangup
<input type="checkbox"/>			02/27/2015 14:34:17	59562511	44535	MASUCH	1-313-918-7495	Prepaid	InterLata IntraState	C LL	880	15:00	\$5.75	OK: call allowed	Normal
<input type="checkbox"/>			02/27/2015 14:34:11	59562519	7265	LAPORTE	1-269-601-6054	Debit	Intracell	A LL	0	0:00	\$0.00	OK: call allowed	Preanswer Hangup
<input type="checkbox"/>			02/27/2015 14:34:00	59562518				Not Set	None	M URR	0	0:00	\$0.00	Not Done	Preanswer Hangup
<input type="checkbox"/>			02/27/2015 14:33:47	59562516	18202	SWAILS	1-317-438-4555	Prepaid	InterLata InterState	E URL	0	0:00	\$0.00	OK: call allowed	Max ring time

Select Change Columns to View More Parameters on the Call Detail Results screen

The screen above shows the basic search fields **date and time**, **Inmate PIN/ID**, **Called Number**, Name, etc. By clicking **More Search Criteria** the user is provided with an extended list of call recording search options as shown at right.

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 shows the 'More Search Criteria' dialog box. It has a title bar with 'Site: All', 'Close', 'Clear', and 'Search' buttons. The dialog contains various search criteria with dropdown menus and input fields: 'Completions: All', 'CSN Min: [] Max: []', 'Station Group: All', 'Station Name: [] List', 'Station ID: []', 'Trunk ID: []', 'Secs Min: [] Max: []', 'DNR: All', 'End Type: All', 'Sup Type: All', 'Call Type: All', 'Tariff Type: All', 'Language: All', 'Validation: All', 'LIDB Code: All', 'Card number: []', 'Resp Digits: []', 'Cost Min: [] Max: []', 'Location: [] State: []', 'Priv: All'. At the bottom, there are three checkboxes: 'Show 3-Way only', 'Show DTMF only', and 'Show Alerts only'.

Ad-hoc Reporting—Additional Search Criteria

24. The ITS shall also provide the capability to customize reports in a form mutually agreed upon by WTRJ.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. 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. Call detail records are stored for the entire contract duration to provide the facility **with immediate access to historical call information throughout the contract term**. Additional information about ICSolutions’ reporting capabilities has been provided in **Requirement V.B.23** earlier in this section.

25. The system platform data storage shall be stored in a minimum of three (3) locations to avoid any possibility of call detail records being lost.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions can provide data storage in a minimum of 3 locations to reduce the risk of loss or inaccessibility of data. 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 San Antonio and one data center in St. Louis). 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. ICSolutions can also provide a leave-behind storage array to act as a third copy on-site and will store your call data offline indefinitely after contract termination.

26. The ITS shall store all call detail records, including all attempted and completed calls through the ITS for the term of the contract. WTRJ shall have access to all call detail records from any workstation based on the user’s access level.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® enables immediate, online retrieval of call data and recordings at any time with no change of storage media. The ENFORCER® includes two separate, built-in arrays of mirrored hard disks for redundant long-term data and storage. This eliminates the hassles of loading and unloading tapes or optical disks, because **all recordings and data are stored online for the life of the contract**.

Authorized users will be able to access call detail records and recordings remotely or from the on-site workstations, according to their user access level.

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. And, ICSolutions will securely store all call data and recordings in fully redundant, geographically separate data centers to protect the WTRJ from any potential data loss.

27. The ITS shall have the capability to perform remote diagnostics to the ITS to determine if a problem is with the telephone unit or with the telephone line. Remote diagnostic tests shall be, at a maximum, run one time each day on each telephone.

ICSolutions Response:

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

28. The ITS shall be TCP/IP compatible and allow multiple operators simultaneous access while maintaining adequate security to prevent unauthorized use and access.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® is operated through a browser-based GUI (Graphical User Interface). Anyone with a login and password provided by WTRJ administrators can securely access the system from any computer with Internet access and a modern browser as if they were opening a website.

The ENFORCER® offers unlimited secure, remote access from any computer with internet access, allowing authorized users to log in to The ENFORCER® any time from any location. Our remote access allows users to perform the same functions they can 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.

PC Specs for Remote Access

Should the WTRJ 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), Windows 10 (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+

For additional information, please see response to **Requirement B.34** earlier in this section.

29. The Offeror 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 Telecommunication Devices for the Deaf (TDD). Offeror must indicate what TDD equipment will be included in the proposed ITS. The TDD equipment must be available in all housing units, medical, and intake/release department.

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 WTRJ and your constituents throughout the term of the agreement. Wheelchair-accessible phones and TDD/TTY phones will be installed in accessible locations and meet ADA and E.I.A. standards RS-504 for compatibility and placement. In addition, all inmate phones include braille on the keypad for 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

All standard inmate telephones are hearing-aid compatible with multiple levels of volume control. ICSolutions will also provide TDD/TTY phones in locations designated by the WTRJ. 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.

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)

ICSolutions is also pleased to offer – at no cost to the Jail – 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 “non-recorded” connection between the inmate, the relay center, and the consumer. However, 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.



Purple Video Phone

In addition, VRS will be available on future versions of The Visitor™ platform. The service will be available exclusively to hearing impaired inmates when they log in to the video visitation kiosk. This will ensure that video phone calls are recorded, and customized restrictions, rules, and verification requirements will apply to VRS calls. ICSolutions is currently in discussions with Purple Communications to map the necessary interface. When the integration is complete, it will be released remotely and available to all current clients using The Visitor at no cost.

For detail on the proposed TDD/TTY phone and VRS, please see the manufacturer’s specification sheets provided in **Exhibit A**.

30. The ITS must offer the called party an option to receive a rate quote during the call set-up process. The ITS must repeat the options to the called party a minimum of two (2) times during the initial call process.

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 press a digit to hear a rate quote, ***“To hear the charges for this call press 2”***. Call prompts will be repeated twice, and if the called party does not respond, the call will be terminated. All call prompts may be customized according to facility requirements.

31. Offeror shall have the capability to establish an informant line. Calls to the informant line shall be free and shall be routed via the ITS to a destination designated by WTRJ.

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.



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 WTRJ 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.

- **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 WTRJ'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 WTRJ 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 WTRJ 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 WTRJ will thus have a complete and completely verifiable track record to refute later complaints by inmates.

32. Offeror shall work with WTRJ on the implementation of a reporting line which complies with the Prison Rape Elimination Act (PREA) of 2003. At a minimum, Offeror shall:
- a) Provide free calls via the ITS to a phone number designated by WTRJ, which may be the same as the Facility's informant line.
 - b) Provide a telephone line at no cost to WTRJ dedicated for the PREA calls to which the calls will be routed as free.

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.

Tip lines can be customized to support whatever requirements the WTRJ 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.

Additional details about The Informer reporting line have been provided in **Requirement V.B.31** earlier in this section.

33. Offeror must describe how printed information will be provided.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® 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. 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. **All reports can be printed directly from the workstation.**

34. Offeror will provide a means for remote parties, Public Defenders, Commonwealth Attorneys, Law Enforcement Officers, to be able to find and download phones calls from the respoitory after being vetted by WTRJ.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® offers unlimited secure, remote access from any computer with internet access, allowing authorized users to log in to The ENFORCER® any time from any location. Our remote access allows users to perform the same functions they can 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, view live calls in progress, run reports, playback recordings and analyze call data on a smart phone or tablet, as well as computer. In addition, live calls in progress may be monitored remotely from any phone, including Android and iOS smartphones, by placing an alert on the phone number they wish to monitor. The call is then forwarded to that phone number for remote monitoring while the call is in progress.

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® provides flexible and convenient remote access for investigators. The ENFORCER® infrastructure is configured to support a virtually unlimited number of remote users without any degradation of service. **Multiple investigators can access the system remotely at the same time without impacting 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 with external law enforcement agencies.

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

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

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

The ENFORCER® 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. Data queries, reports, and recording playback are all available through LAN, WAN, or VPN connection to the system.

PC Specs for Remote Access

Should the WTRJ 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), Windows 10 (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+

C. Personal Identification Number (PIN)

The proposed system shall utilize Personal Identification Numbers (PIN) for the inmates. Describe your system's use of PINs, including Open PIN, Restricted PIN, and Closed PIN.

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.

Open and Closed PINs

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 Profile – Assign PINs

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

The ENFORCER® also accommodates voice identification technology to biometrically ensure that each inmate placing a call is in fact the inmate assigned to the PIN they've entered for the call. This voice verification technology will be provided at no cost and is already installed and integrated with The ENFORCER® at several correctional facilities across the U.S.

PIN Restrictions

The ENFORCER® allows you to add as many restrictions to any inmate, phone, location or outside number that you choose. The basic security levels associated with each inmate's PIN are:

PIN Only – This requires a valid PIN to be entered each time a call is placed. The inmate may call any number that is not blocked and may use any telephone to place a call.

PIN with Inmate-Specific Controls – This option requires that a valid PIN be entered each time a call is placed. The inmate may be limited to using only certain phones, call duration, or calling during specified hours. (These controls may be used in conjunction with an allowed list and/or voice verification feature)

PIN with Allowed Call List – In addition to requiring a valid PIN to be entered for each call placed, inmates are limited to calling only the approved list of allowed numbers associated with their account.

PIN with Voice Verification – The inmate’s PIN is associated with a unique voice print. Each call placed verifies that the PIN and the voice print match at the beginning of the call.

Restricting PINs

The ENFORCER® supports the suspension of inmate calling privileges by PIN. Authorized personnel may enter a timeframe (i.e. 24 hours) or a specific date/time when the suspension is to end. At that point, the suspended inmate may only call legal counsel until the suspension period ends. When the suspension is over, calling privileges are automatically restored by the system at the time designated by the authorized user.

Inmate suspensions are defined in the Inmate Profile screen. At the bottom of this screen is the **Inmate Suspension** section highlighted by a red box.



The screenshot shows the 'Inmate Profile' interface. At the top, there is a search field for 'Inmate Id.' and a 'Find/New' button. Below this are fields for 'Status' (set to 'Allow') and 'Location'. The main section contains fields for 'Last Name', 'First Name', and 'Middle Name'. An 'ALERTS' section includes checkboxes for 'Email Address(es)', 'Pager Number(s)', 'Monitor Number(s)', and 'Payment Email(s)', along with a 'General' checkbox and a 'CVV Failures Only' checkbox. There are also fields for 'Max PANs Allowed' (Default: 20) and 'Free Calls Allowed' (Remaining: 0). A 'Voice Id' dropdown is set to 'Enabled' and 'Status' is 'Enrolled'. At the bottom, there is a 'Last Calls' summary and a section for 'Inmate Notes' with an 'Add Note' button. The 'Inmate Suspension' section at the very bottom, highlighted with a red box, shows 'No current suspension. Previous suspensions: 0' and a 'Suspensions...' button.

Inmate Profile – Inmate Suspension

INMATE CALLING SOLUTIONS

By selecting the **Suspensions** button, users will be brought to the following screen which will enable them to complete suspending call privileges.

Suspensions

Inmate ID: 3278378 ICS TEST

Start	End or Duration	
Date: <input type="text" value="Asap"/>	<input checked="" type="radio"/> End: <input type="text"/>	<input type="button" value="Create"/>
	<input type="radio"/> Duration:	
<input type="radio"/> Full (no calls)		
<input checked="" type="radio"/> Standard (Allow calls to Global Numbers with 'privileged' checked)		
Note/comment: <input type="text"/>		

(current and future suspensions are red, historical suspensions are white)

user	date created	start date/time	end date/time	duration	type	Disabled	notes
theam	04/27/2010 17:26	04/28/2010 17:24	04/29/2010 12:00	18 hours 35 minutes	Standard	<input type="button" value="Disable"/>	test

Suspension of Calling Privileges

Displayed are two categories of Suspensions. '**Full**' means the inmate will not be allowed to place any calls, including calls to attorneys or free numbers. '**Standard**' is the default setting and allows the inmate to place calls only to attorneys or numbers that are identified as privileged numbers. Once the desired type of suspension has been selected, users must define the length of time that this suspension should take effect.

Select the appropriate **Start Date** for the suspension (either immediately, or in the future), and then select either the **End Date** or the **Duration** (in hours, days, weeks, or months). Lastly, click the Notes/Comments tab to add any further required information. Once all of this has been completed, select the **Create** button. This will automatically make the suspension active. Authorized personnel may disable a suspension manually at any time.

1. The proposed system shall prevent duplicate PINs.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® Calling Platform is an intelligent call processing unit that has multiple fail-safes in regards to the duplication of data, including PIN numbers. Essentially, the prevention of duplicate PIN assignment happens in a few different ways. Typically, clients choose to implement a PIN system that directly correlates with the other systems that are currently in place. For instance, if an inmate already has a PIN/ID linked to another system (such as JMS or Commissary), ICSolutions will simply port over that structure and continue using the PIN/ID system already in place in order to provide continuity across all platforms. In addition, The ENFORCER® calling platform quickly checks itself upon assignment of a new PIN in order to ensure that particular PIN is not in use by another inmate. If it senses that the PIN is currently in use, it will simply re-generate a new PIN, or request the user to enter a new PIN.

2. The PIN application shall interface with the ITS using all of the features and functionalities described herein.

ICSolutions Response:

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

3. The ITS shall have the capability to provide collect, debit and pre-paid station-to-station calling utilizing a PIN.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The proposed ENFORCER® offers fully automated collect, prepaid collect and optional debit calling. Regardless of the call type, the inmate is required to enter his/her PIN to place a call.

4. The ITS shall have the capability to provide Personal Allow Numbers Lists (PANs) associated with each PIN. These PANs shall store a set quantity of allowed telephone numbers for each inmate.

ICSolutions Response:

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

The screenshot displays the 'Inmate Profile - PANs Allowed' configuration interface. At the top, there is a search bar for the Inmate ID (23684) and a 'Find/New' button. Below this, the inmate's status is 'Active' and location is 'F'. The name fields are Last Name: SMITH, First Name: CODY, and Middle Name: JAMES. The PIN is 236849714 and the Passcode is 9714. The 'Max PANs Allowed' field is highlighted with a red box, showing a value of 20, which is the default. The 'PANs enabled' checkbox is also checked and highlighted. The 'ALERTS' section includes fields for Email Address(es), Pager Number(s), Monitor Number(s), and Payment Email(s). The 'The Verifier' section shows the Mode as 'Enabled' and Status as 'Not Enrolled'. The 'Verification Stats' section shows Accepted: 0, Retry Request: 0, and Rejected: 0. At the bottom, there are links for 'Notes', 'Suspensions', 'Station Groups', and 'PANs' (highlighted with a red box), along with other helpful links like 'Show Debit Acct' and '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)

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	✓		stacey barker	protected	Facility		All	01/11/2015 16:39:23	jworden	1		
2	1-269-589-2252	✓		stacey barker	protected	Facility	Global Block	All	01/23/2015 14:39:47	jworden	2		
3	1-269-753-8371	✓		dontey west	protected	Facility		All	01/23/2015 14:39:47	jworden	1		
4	1-269-993-2743	✓				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	Speed Dial	First Name	Last Name	Relationship	Description	Block	In use	Call Type	Approved
		Address 1	Address 2		City	State	Zip	Alt Phone			
1	✓	1-269-425-6771		stacey	barker	protected		Facility	1	All	01/11/2015
2	✓	1-269-589-2252		stacey	barker	protected		Facility	2	All	01/23/2015
3	✓	1-269-753-8371		dontey	west	protected		Facility	1	All	01/23/2015
4	✓	1-269-993-2743						Facility	2	All	02/22/2015

PAN History
[Back to Inmate Editor](#)

Inmate ID: 5447 TAUREAN DWAYNE FLOWERS

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.

- a) Offeror shall indicate whether the proposed ITS will provide updates and history of PANs entries.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® logs all updates, modifications and/or details for a PAN (i.e.: user name, modification made, time/date stamp, etc.), allowing authorized facility personnel to view changes and run reports on this information. These reports can help users keep track of their own activity and allow authorized system administrators to track any changes or updates to inmate PAN lists, providing complete and verifiable records. PAN history can be accessed simply by clicking the PAN History button in the Inmate Profile. The history displays when a PAN was created, updated or deleted.

PAN History								
Inmate ID: B70414 GREGORY SMITH								
phone	date altered	user	action	Speed Dial	Name	Relationship	Description	Allow
1-312-301-9014	03/31/2010 05:58:20	enf	UPDATE		GATORS DEBRA	FRIEND	738 87TH CHICAGO IL	Allow
1-773-265-1315	03/31/2010 05:58:20	enf	UPDATE		HALL TIMIKO	WIFE		Allow
1-773-418-6298	05/18/2008 00:00:00	enf	INSERT		STUCKEY, ANGEL	COUSIN	CHICAGO, IL	Allow
1-773-426-6443	05/18/2008 00:00:00	enf	INSERT		STONE, BENJAMIN	FRIEND	CHICAGO, IL	Allow
1-312-301-9014	05/18/2008 00:00:00	enf	INSERT		GATORS, DEBRA	FRIEND	CHICAGO, IL	Allow

PAN Update History

- b) Offeror shall indicate how attorney phone numbers are stored with the PAN application and whether the attorney phone numbers count against the set quantity of allowed telephone numbers for the individual inmate.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Attorney numbers can be stored on the inmate’s PAN if WTRJ prefers; however, ICSolutions maintains a database of attorney numbers that inmates may call that does not count against their allowed number limit. Should WTRJ choose to store an attorney’s phone number on the inmate’s PAN list, this will count against the set quantity, but set quantities of allowed numbers can be adjusted per inmate for any quantity of allowed numbers.

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

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

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

Attorney Registration

If desired, ICSolutions offers an Attorney Registration feature which permits inmates to “enter” new attorney telephone numbers via the inmate telephone 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 attorney registration approval function.

Attorney Registration

Please enter search criteria

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
1-435-644-5278	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
1-509-734-7285	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

Attorney Registration

INMATE CALLING SOLUTIONS

5. The ITS shall be capable, upon request by WTRJ, of providing specific information for tracking inmate calling activities and calling patterns by individual telephone numbers. At a minimum, the following reports shall be available for monitoring purposes:
- a) PANs per inmate or identifying number;
 - b) Calls by PIN or other identifying number.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Using The ENFORCER®'s reporting function, you can easily generate a report for all calls (attempts, completed calls or both) to a specific ANI or called number within a user-defined date range.

Once the matching call records are returned, the user has several options:

- Play the recordings of one or more of the returned call records,
- Write the recordings of one or more of the returned call records to CD,
- Export the call record data to a file for future use, or
- Print the data in report format.

The ENFORCER® offers several standard report options related to PANs and PINS usage:

Report Name	Description
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.
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.
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).

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.** Samples of the most commonly used reports are provided in **Exhibit B** of this proposal.

6. The ITS shall have the capability to generate PINs for inmates through the inmate telephones by randomly generating some number unique to the inmate. Offeror shall specify the maximum number of digits the proposed ITS can store as a PIN number. Currently, the jail's inmate management system creates the PIN number for inmates to utilize.

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.

Additional information about The ENFORCER's PIN capabilities has been provided under **Requirement V.C** earlier in this section.

7. The ITS shall have the capability to interface with WTRJ's jail management system (JMS) at no cost to WTRJ so that the inmate PINs will be automatically transferred to the ITS. If WTRJ elects the interface option, WTRJ shall not be responsible for entering PIN numbers into the ITS when new inmates are added. Offeror shall indicate the interface requirements necessary to meet this requirement. The current JMS provider is Interact's Jail Tracker.

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 WTRJ'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 WTRJ's other vendors to support our full range of premium integrated services, all **at no cost!**

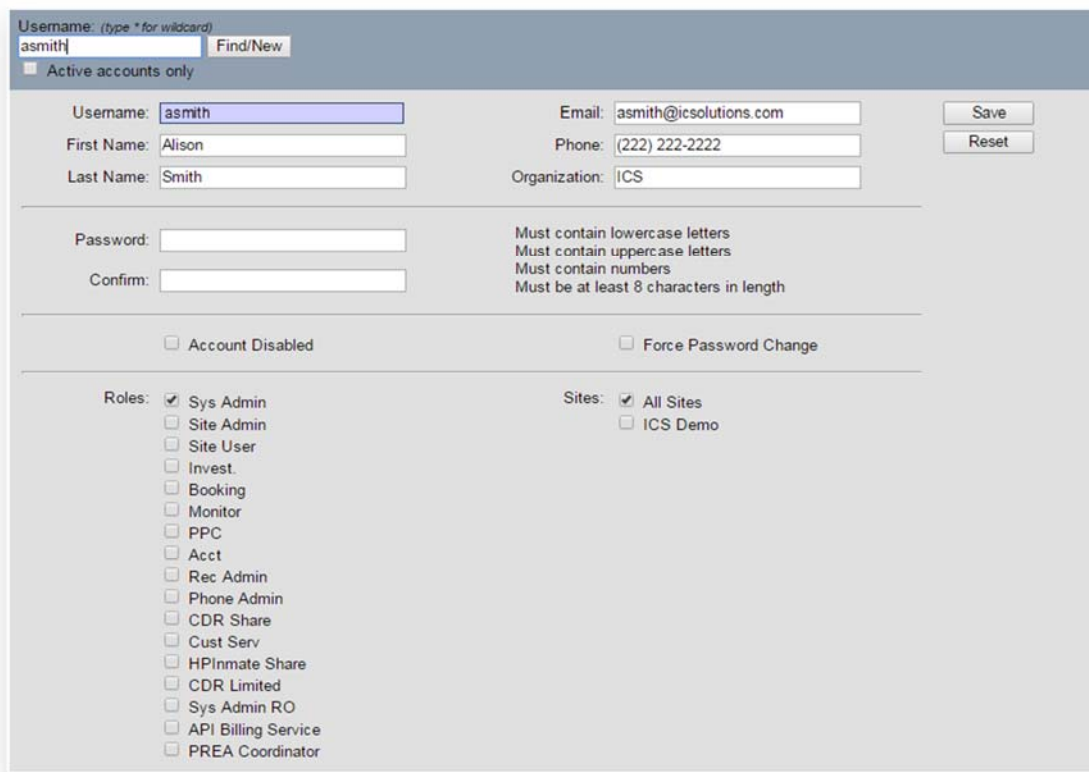
We have implemented hundreds of real-time Web service integrations, as well as batch processes using FTP and sFTP, incorporating SOAP, XML, and CSV data exchange protocols with inmate commissary, banking / trust account systems, JMS and/or VINE systems for many of our clients. These integrations allow us to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities.

8. The PIN numbers shall be stored in a database that is accessible to designated users, depending upon the user's password level.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. PIN's will be stored in The ENFORCER® and accessible to designated users, depending upon the user's password level.

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.



The screenshot shows a web-based account settings form. At the top, there is a search bar for the username 'asmith' with a 'Find/New' button. Below this is a checkbox for 'Active accounts only'. The form is divided into several sections:

- Personal Information:** Fields for Username (asmith), Email (asmith@icsolutions.com), First Name (Alison), Last Name (Smith), Phone ((222) 222-2222), and Organization (ICS). There are 'Save' and 'Reset' buttons.
- Password:** Fields for Password and Confirm. To the right, requirements are listed: 'Must contain lowercase letters', 'Must contain uppercase letters', 'Must contain numbers', and 'Must be at least 8 characters in length'.
- Account Options:** Two checkboxes: 'Account Disabled' and 'Force Password Change'.
- Roles:** A list of roles with checkboxes. 'Sys Admin' is checked. Other roles include Site Admin, Site User, Invest., Booking, Monitor, PPC, Acct, Rec Admin, Phone Admin, CDR Share, Cust Serv, HPIInmate Share, CDR Limited, Sys Admin RO, API Billing Service, and PREA Coordinator.
- Sites:** Two checkboxes: 'All Sites' (checked) and 'ICS Demo'.

Account Settings - Assign/Revise User Function Privileges

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 WTRJ users, but WTRJ staff with "Administrator" access will always be able to alter or revise the privileges allowed to any user, can revoke access, or can require a user to select a new password at any time through the easy-to-use browser-based GUI (Graphical User Interface).

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

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

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

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"/>
Embarq Agent	Embarq 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

System Administration - Customize Role/Access Definitions

9. The ITS shall include, at a minimum, an alert system that will detect and prohibit an attempted call made to a restricted number, an attempted call using a restricted PIN, or an attempted call made from a restricted telephone.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. All call attempts are tracked in the system, regardless of whether a call can be completed. All restricted calls are marked as blocked in the Global Number table and restricted inmates are marked in the Inmate Table to prohibit these calls from being connected. Users may view any call attempts to blocked numbers, from suspended inmates, or from specific phones through The ENFORCER® GUI. The user can simply query the call detail records for calls that were not connected due to a blocked or restricted status.

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 or to indicate that a Prepaid or Debit account has been funded.

The screenshot displays the ENFORCER® GUI configuration page for a specific phone number. The 'Number' field is set to 1-866-222-7502, and the 'Speed Dial' is 452. The 'Alert Settings' section, highlighted with a red box, includes the following options:

- Email Alert(s): help@icsolutions.com
- Page Alert(s): 333-333-3333
- Monitor Alert(s): 222-222-2222
- Payment Alert(s):
- Attach

Other visible settings include 'Call Type' (Free call), 'Category' (undefined), 'Block' (Not Blocked), and various call management options like 'Passive Acceptance', 'Greeting Off', 'PAN Override', etc. The 'Max Duration' is set to 3 minutes, and 'Ignore DTMF' and 'Ignore Silence' are also configured.

Alert Settings on 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.

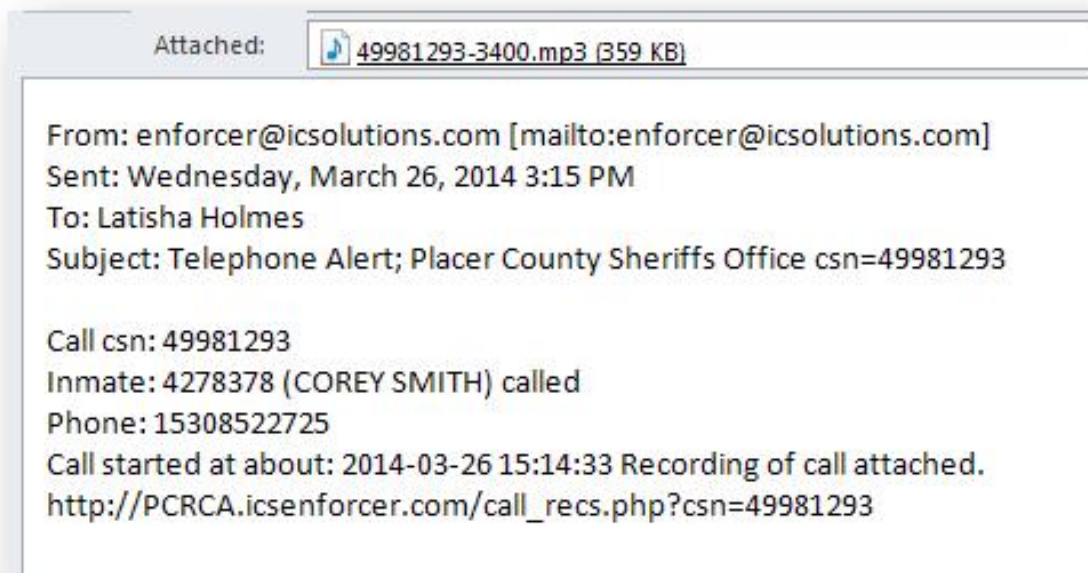
Monitoring Alerts

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.

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.

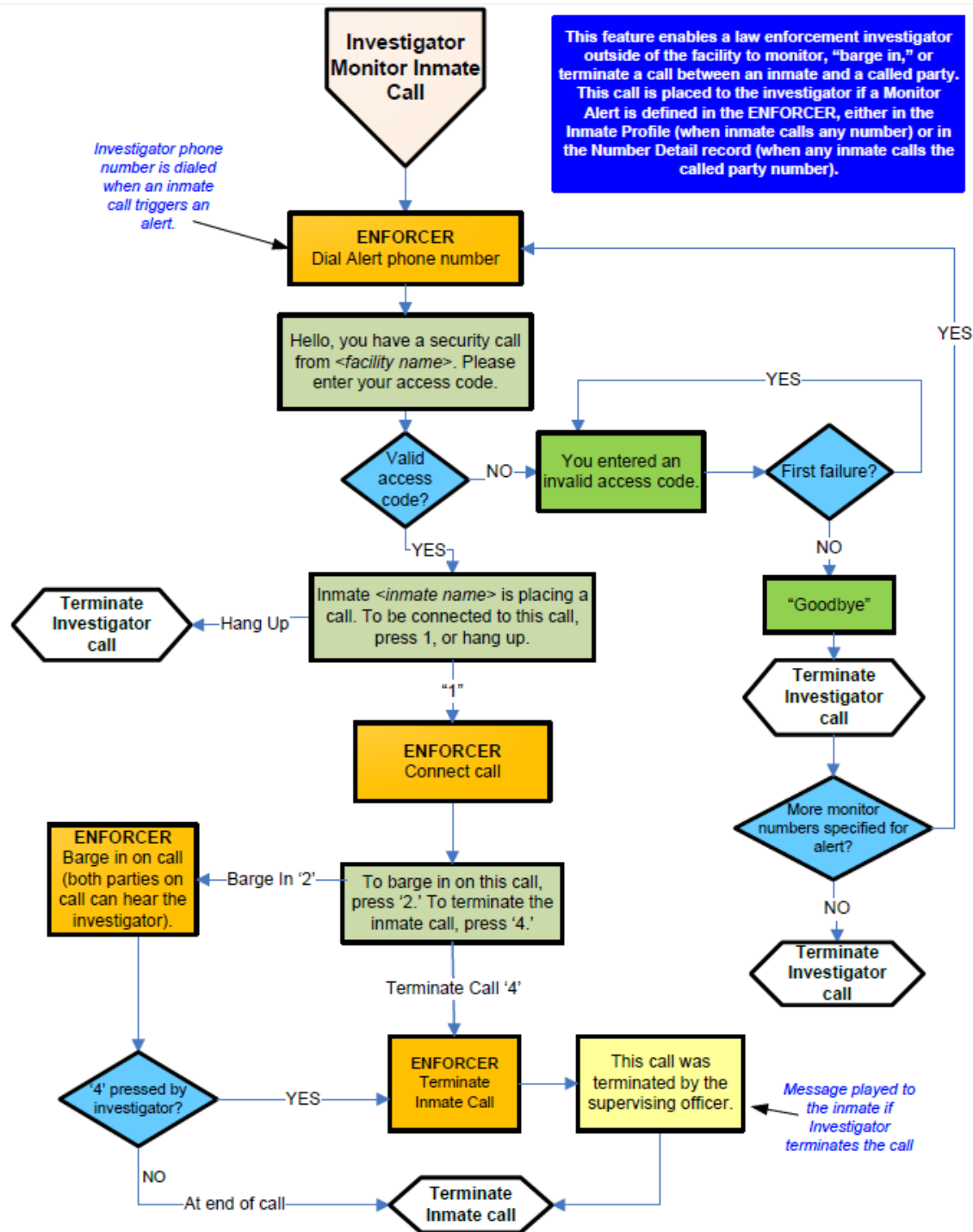
Funding Alerts

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.

INMATE CALLING SOLUTIONS

Monitoring Alerted Calls

Once an investigator is patched into an ENFORCER® monitoring session from an alert, the investigator can monitor, "bargue 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-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!

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.

The screenshot displays the 'Inmate Account Profile' interface. 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 are filled with 'SMITH', 'CODY', and 'JAMES'. The 'ALERTS' section includes fields for 'Email Address(es)', 'Pager Number(s)', 'Monitor Number(s)', and 'Payment Email(s)'. The 'General' section contains several restriction fields: 'Restrict: 0 Calls Every 0 Day', 'Max PANs Allowed: 0', 'Free Calls: Allowed 0', and 'Remaining: 0'. Other fields include 'PIN: 236849714', 'ID: 23684', 'Passcode: 9714', 'Class: Normal', and 'Billing ID: 11993'. The 'Last Reset' date is '2015-01-23'.

Inmate Account Profile

INMATE CALLING SOLUTIONS

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				
1	<input checked="" type="checkbox"/>	1-269-425-6771	<input type="checkbox"/>	stacey	barker	protected		<input checked="" type="checkbox"/>	1	All	01/11/2015
											jworden
2	<input checked="" type="checkbox"/>	1-269-589-2252	<input type="checkbox"/>	stacey	barker	protected		<input checked="" type="checkbox"/>	2	All	01/23/2015
											jworden
3	<input checked="" type="checkbox"/>	1-269-753-8371	<input type="checkbox"/>	dontey	west	protected		<input type="checkbox"/>	1	All	01/23/2015
											jworden
4	<input checked="" type="checkbox"/>	1-269-993-2743	<input type="checkbox"/>					<input type="checkbox"/>	2	All	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: Active	Location: CUC	Last Name: CLARKE	First Name: GALEEL	Middle Name:
Site: Central Utah Correctional F	Transfer:	ALERTS		
PIN: 156012410	High Profile: <input type="checkbox"/>	TDD: <input type="checkbox"/>	Email Address(es): <input type="text"/> <input type="checkbox"/> Attach	
ID: 15601	Passcode: 4109	Pager Number(s): <input type="text"/>		
Edit Pin / Passcode	Pin Reset: <input type="checkbox"/>	Monitor Number(s): <input type="text"/>		
Recorded Name: Play Erase		Payment Email(s): <input type="text"/>		
Class: q	Billing ID: 1919	General: <input type="checkbox"/>		
Restrict: 0	Calls Every: 0	Day: ?	Max PANs Allowed: <input type="text"/> Default: 100	Free Calls: Allowed 0 Remaining: 0 Disabled <input type="checkbox"/> Last Reset: 2015-01-21

Inmate Account Profile

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.

The screenshot shows a software interface with a 'Recorded Name' field containing 'Play' and 'Erase' buttons. Below it, a 'Class' dropdown is set to 'm' and a 'Billing ID' field contains '1919'. A tooltip for the 'm' Rules shows two parameters: 'max_call_freq_count' with a value of 3, and 'max_call_freq_period' with a value of 'week'. A red box highlights the text 'Click for full list.' in the tooltip. Below the tooltip is a window titled 'Inmate Class Detail' which contains a table of rules for various classes.

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
	max_call_freq_period	month

Inmate Class Detail

Inmate Suspension

The ENFORCER® supports the suspension of inmate calling privileges by PIN. Authorized personnel may enter a timeframe (i.e. 24 hours) or a specific date/time when the suspension is to end. At that point, the suspended inmate may only call legal counsel until the suspension period ends. When the suspension is over, calling privileges are automatically restored by the system at the time designated by the authorized user. Inmate suspensions are defined in the Inmate Profile screen. At the bottom of this screen is the ***Inmate Suspension*** section highlighted by a red box.

The screenshot shows the Inmate Profile screen for inmate 336115. The 'Inmate Suspension' section at the bottom is highlighted with a red box. It displays the text: 'Inmate Suspended (Full) until 09/13/2016 00:00:00. Previous suspensions: 0 Suspensions...'. The rest of the screen shows various fields for inmate information, including name (SMITH, CHARI, G), PIN (3361158888), and passcode (8888).

Inmate Profile – Inmate Suspension

By selecting the **Suspensions** button, users will be brought to the following screen which will enable them to complete suspending call privileges.

Suspensions

Inmate ID: 336115 CHARL SMITH

Start	End or Duration
Date: <input type="text" value="Asap"/>	<input checked="" type="radio"/> End: <input type="text"/> <input type="radio"/> Duration:
Phone Suspension: <input type="text" value="No Suspension"/>	No Face to Face <input type="checkbox"/>
Video Suspension: <input type="text" value="No Suspension"/>	
Regular suspension: Privileged calls allowed. Full suspension: No calls allowed.	
Note/comment: <input type="text"/>	

(current and future suspensions are red, historical suspensions are white)

user	date created	start date/time	end date/time	duration	type	Disabled	notes
apettersen	09/12/2016 11:18	09/12/2016 11:18	09/13/2016 00:00	12 hours 41 minutes	Full Phone call	Disable	Suspension Note: Suspended for bad behavior

To disable a suspension, enter a note here and press the disable button for the appropriate suspension above:

Suspension of Calling Privileges

Displayed are two categories of Suspensions. **'Full'** means the inmate will not be allowed to place any calls, including calls to attorneys or free numbers. **'Standard'** is the default setting and allows the inmate to place calls only to attorneys or numbers that are identified as privileged numbers. Once the desired type of suspension has been selected, users must define the length of time that this suspension should take effect.

Select the appropriate **Start Date** for the suspension (either immediately, or in the future), and then select either the **End Date** or the **Duration** (in hours, days, weeks, or months). Lastly, click the Notes/Comments tab to add any further required information. Once all of this has been completed, select the **Create** button. This will automatically make the suspension active. Authorized personnel may disable a suspension manually at any time.

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

 [Back to Inmate Editor](#)

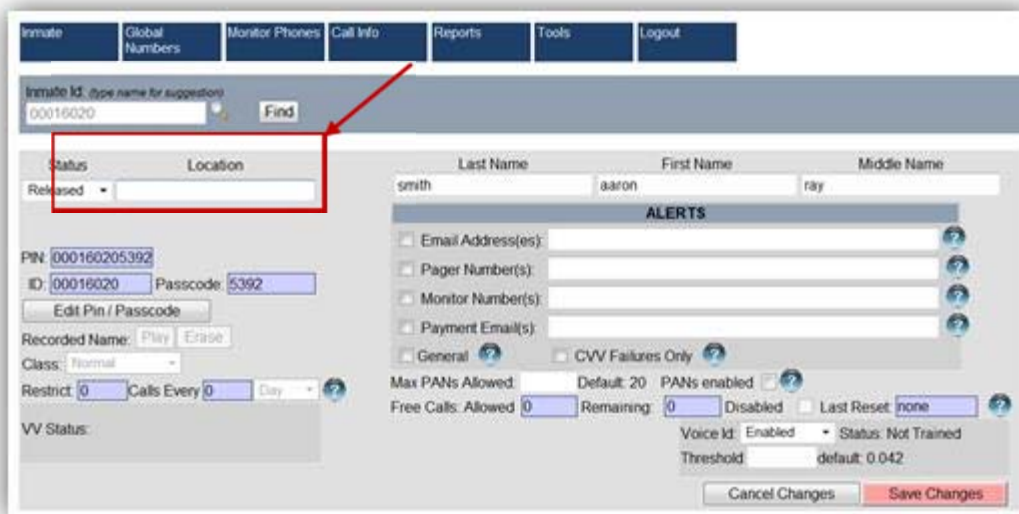
Station Group Name	Allowed For Inmate
All Stations	<input type="checkbox"/> Allow
Intake	<input type="checkbox"/> Allow
A	<input type="checkbox"/> Allow
B	<input type="checkbox"/> Allow
C	<input type="checkbox"/> Allow
D	<input type="checkbox"/> Allow
E	<input type="checkbox"/> Allow
F	<input type="checkbox"/> 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

- The ITS shall be capable of transferring inmate information (ex: PINs, PANs, etc.) from one WTRJ Housing Unit to another without requiring manual re-entry of the inmate's information.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. With JMS integration, The ENFORCER® automatically updates the inmate's status and location without additional manual input required. The Inmate ID function reflects the status, location, and call controls of the inmate, whether released, transferred, active, etc. based on the status in the booking system. Once an inmate's account is activated, the inmate can place calls from any WTRJ facility.



Inmate Status and Location in the Inmate Profile screen

- The ITS shall be capable of documenting the date/time when an individual PIN entry was added or modified in the ITS and document the user making the change.

ICSolutions Response:

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

INMATE CALLING SOLUTIONS

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 WTRJ's needs.

INMATE CALLING ICSolutions		THE ENFORCER®				ICS Demo User: apetersen (V 3616-f) Copyright 2005-2016			
Inmate	Global Numbers	Accounts	Monitor Phones	Call Info	Reports	Site Admin	ICS Admin	Tools	Logout
Username: (type * for wildcard) <input type="text"/> <input type="button" value="Find/New"/> <input checked="" type="checkbox"/> Active accounts only									
Username	Name	Organization	Status	Last Login					
abc123	Angel, Angel	ICSolutions	Active	2015-02-27 09:48:08					
acoli	Cristofoli, Al	ICSolutions	Active						
agustin	Cosman, Alex	ICSolutions	Active	2015-02-10 04:00:47					
amitt	Ann Mickey	Site Admin	Active	2015-02-26 02:39:33					
anderson	Nelson, Aubrey	ICSolutions	Active	2015-02-16 10:02:10					
anderson	Nelson, Alejandra	ICSolutions	Active						
apetersen	Petersen, Allison	ICS	Active	2015-03-31 11:24:43					

A sample of the User Access Report is provided below that shows the username, first and last name, organization, last login and status.

INMATE CALLING ICSolutions		ENFORCER User Access Site: [REDACTED] Choose User_Status = All Users				05/02/2013 11:38 - Page 3	
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		
jtuner	Turner	Jackie	ICSolutions	2010-06-28 15:25	Disabled		
jvega	Vega	Jose	ICSolutions	2012-01-13 14:02	Active		
kcoble	Cole	Kelly	ICSolutions	2010-06-24 13:39	Disabled		
kcrafft	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

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
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

INMATE CALLING SOLUTIONS

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

D. Fraud Management

1. The proposed system shall detect and prevent three-way or conference calls. Provide any patent that you may have which applies to this feature.

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 WTRJ 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.

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.

2. The proposed system shall prevent the inmate from receiving a second dial tone, or “chain-dialing.”

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Inmates are not permitted to obtain secondary dial tone or to “chain dial” at any time. 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. Upon termination of each call, the inmate is returned to the call initiation script and required to go through the entire controlled process in order to place another call. 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.

3. The proposed system shall detect any extra digits dialed by the inmate after the party has accepted the call. Please describe process.

ICSolutions 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 to dial extra digits after the call has been accepted.

4. The proposed system shall have capability to remotely survey inmate calls and be able to transfer specific calls in progress to investigators.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® is entirely web-based, so authorized facility users may log in to The ENFORCER® to access system functions from any location, whether on-site or remote.

The ENFORCER® offers real-time, live call monitoring of calls in progress. 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 WTRJ 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 WTRJ administrators can access the system from any computer with an internet connection as if they were opening a website.

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

All Active | All Stations | All Facilities | Agency time

Offhook:55 Talking:40 Alert:0 DNR:3

Action	Status	Station	Number	Min	Cost	Inmate	Name	Host	Alert
	Greeting	STATION 7107	1-208-26	0:00	\$4.20	80160	NULPH	ctlat105	none
	Talking	REC ROOM PH 8	1-417-47	5:36	\$0.98	6551	NEV	ctlat101	none
	Talking	LAUNDRY PH 1	1-208-20	14:21	\$2.10	10572	HARNDI EL	ctlat106	none
	Talking	J BLOCK TIER 2 CORDLESS PHONE 2	1-208-23	5:22	\$0.98	72862	CHAC	ctlat104	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	WEH	ctlat105	none
	Talking	CLASS ROOM A - PH 4	1-208-90	5:10	\$0.98	92919		ctlat103	none
	Talking	STATION 14117	1-208-18	2:53	\$0.56	71811		ctlat105	none

x

Phone Number: x

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. When an alert is placed on a call, the call will be transferred to an investigator's phone while in progress so that the investigator can monitor the call. 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.

5. The proposed system shall brand each call with the name of the facility and the inmate placing 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 Western Tidewater Regional Jail."*

6. The proposed system shall continue to play the brand recording at random intervals throughout the call.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Inmates often attempt to harass the public or commit fraud over the phone. To prevent this, The ENFORCER® can play randomly interjected voice prompts, known as overlay messages, identifying that the call is from a correctional facility. The content of these overlay messages, including the frequency of the messages and the announcement volume, is completely programmable.

These voice prompts can be custom recorded as requested by the facility, or a standard voice prompt may be used, such as: "This call is from a correctional facility, and is subject to monitoring and recording." Voice overlay messages limit abuse of the general population and indicate where the call originated so that any inappropriate calls can be easily reported to facility personnel.

7. The proposed system shall guard against "Hook-switch dialing," and other fraudulent activities. Please describe.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® will be configured to only allow outgoing, station-to-station calling. All other call types are disabled and therefore, the inmate is prohibited from choosing other calling methods. The ENFORCER® monitors all calls and prohibits inmate fraud at every step of the call process. The ENFORCER® provides an exhaustive list of features that detect and prevent fraudulent, illicit or unauthorized activity.

- **PINs:** Each time an inmate places a call, they are first required to enter their assigned PIN. By associating a PIN number with every call, the system provides investigators and security personnel with the ability to identify specific inmates when setting alerts, monitoring calls, retrieving call recordings, searching call detail records, generating reports, etc.
- **Custom Call Restrictions:** Inmate calling can easily be limited to specific times of the day and set lengths of time. During installation, the system is programmed to block calls to live operators, toll-free lines, long-distance carriers, judges and correctional facility staff, etc. While these call restrictions are set facility-wide, additional call restrictions can be set for individual inmates.

- **Random Voice Overlays:** The ENFORCER® can play randomly interjected voice prompts as requested. These voice prompts can be custom recorded as requested by the 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.

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.

8. The proposed system shall permit the called party to block all future calls from that particular inmate or from the facility.

INMATE CALLING SOLUTIONS

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.

The screenshot shows the 'Global Number Edit' form. The 'Number' field contains '1-202-528-7488'. The 'Description' field contains 'ICS Block'. The 'Block' dropdown menu is set to 'Keypad' and is highlighted with a red box. Other options in the 'Block' dropdown include 'Passive Acceptance', 'Greeting Off', 'PAN Override', 'Do Not Record', 'Privileged', 'Free Video', 'Free Voicemail', and 'Block Voicemail'. The form also includes fields for 'Email Alert(s)', 'Page Alert(s)', 'Monitor Alert(s)', 'Payment Alert(s)', and 'General Alert'. There are also checkboxes for 'Ignore DTMF', 'Ignore Silence', 'Hide Recording', and 'Hide CDRs'. The 'Max Duration (minutes)' and 'Default is 15' are shown. The 'Notes' field is empty. The 'Delete', 'Cancel Changes', and 'Save Changes' buttons are at the bottom. The 'Last Updated' timestamp is '2014-12-19 13:27 By: hqdata'.

Global Number Edit – Keypad Block

E. Investigative Tools

1. Telephone Monitoring: Chosen configuration will allow for immediate, real-time live monitoring of calls in progress. The configuration must allow access to all features and tools from the applicable desktop client. Offeror must provide 100% support for any options provided.

ICSolutions Response:

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

Live Call Monitoring

The ENFORCER® offers real-time, live call monitoring of calls in progress. Call monitoring with The Observer is accessed through the **Monitor Phones** 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 WTRJ 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 WTRJ administrators can access the system from any computer with an internet connection as if they were opening a website.



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

INMATE CALLING SOLUTIONS

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.

The Observer

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

Action	Status	Station	Number	Min	Cost	Inmate	Name	Alert
	Greeting	B-4	1-480-928-4069	0:00	\$3.45	347122	ALVES, CORAN	none
	Talking	E-2	1-775-287-7127	8:24	\$3.15	410656	WILLIAMS, NIKI	none
	Talking	C4	1-316-218-5613	13:41	\$2.38	084183	OSIL, ROBERT	Inmate
	Dialing	F-1	1-230-230-5330	0:00	\$0.00	067122	LANG, MARK	none
	Greeting	G-1	1-928-486-8148	0:00	\$3.45	363912	ESTEFAN, ETHAN	none
	Talking	J-4	1-928-230-5335	4:49	\$1.15	067606	BAILEY, EMILY	none
	Talking	K-4	1-480-348-5401	12:59	\$2.99	393912	DUNCAN, WILL	none
	Talking	L-1	1-210-555-9999	2:30	\$5.00	185575	MCKAY, MARK	none

Call details iP

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

Critical Call Monitoring Functions include:

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

The Observer

Action Buttons

Customization

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	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				WIN, 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	1-385-6206306	17:24	\$2.52	83520	OROZCO, RICARDO	ctlatl06	none
	Talking	E BLOCK TIER 2 PHONE 2	1-208-785-5781	28:23	\$4.06	107564	RODRIGUEZ, PATRICK	ctlatl02	none
	Talking	G BLOCK DAYROOM CORDLESS PHONE 1	1-208-571-8275	20:41	\$3.08	103803	TORSTENBO, JOHN	ctlatl02	none
	Talking	STATION 13101	1-208-899-6846	21:30	\$3.22	78515	TRINKAUS, DUSTIN	ctlatl01	none

Call Station List

A call in progress may be disconnected by authorized personnel by clicking the *Cutoff* button.

Display of Calls in Progress

Monitoring sessions occur in true real time with no delay in transmission of the audio, using standard live audio streaming techniques. When a user selects a call in progress to begin monitoring, the audio is streamed to that user live and in real-time. All audio is buffered so even if 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.

ICS Call Player V5.0.0.4 (CSN 59562406)

CSN: 59562406 Phone Number: 1-313-341-1219
 Inmate ID: 44541 City, State: DETROIT, MI
 Inmate Name: KAMERON KRAVAUGHN WALKER Call Date: 02/27/2015 14:17:39
 Security: SSL / TLS

Resume

10 min

buffer: 0.0 secs Call Time: 7:13 play point: 0.01 (actual: 0:35)

Hide Notes Add Note Bookmark

Date	User	Position	Note

Call Player

INMATE CALLING SOLUTIONS

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

All Active ▾ | All Stations ▾ | All Facilities ▾ | Agency time ▾

Offhook:55 Talking:40 Alert:0 DNR:3

Action	Status	Station	Number	Min	Cost	Inmate	Name	Host	Alert
	Greeting	STATION 7107	1-208-26	0:00	\$4.20	80160	NULPH	ctlat05	none
	Talking	REC ROOM PH 8	1-417-47	5:36	\$0.98	65511	NEV	ctlat01	none
	Talking	LAUNDRY PH 1	1-208-20	14:21	\$2.10	10572	HARNDI EL	ctlat06	none
	Talking	J BLOCK TIER 2 CORDLESS PHONE 2	1-208-23	5:22	\$0.98	72862	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	76958	WEI	ctlat05	none
	Talking	CLASS ROOM A - PH 4	1-208-90	5:10	\$0.98	92919		ctlat03	none
	Talking	STATION 14117	1-208-04	2:53	\$0.56	71811	SHAW	ctlat05	none

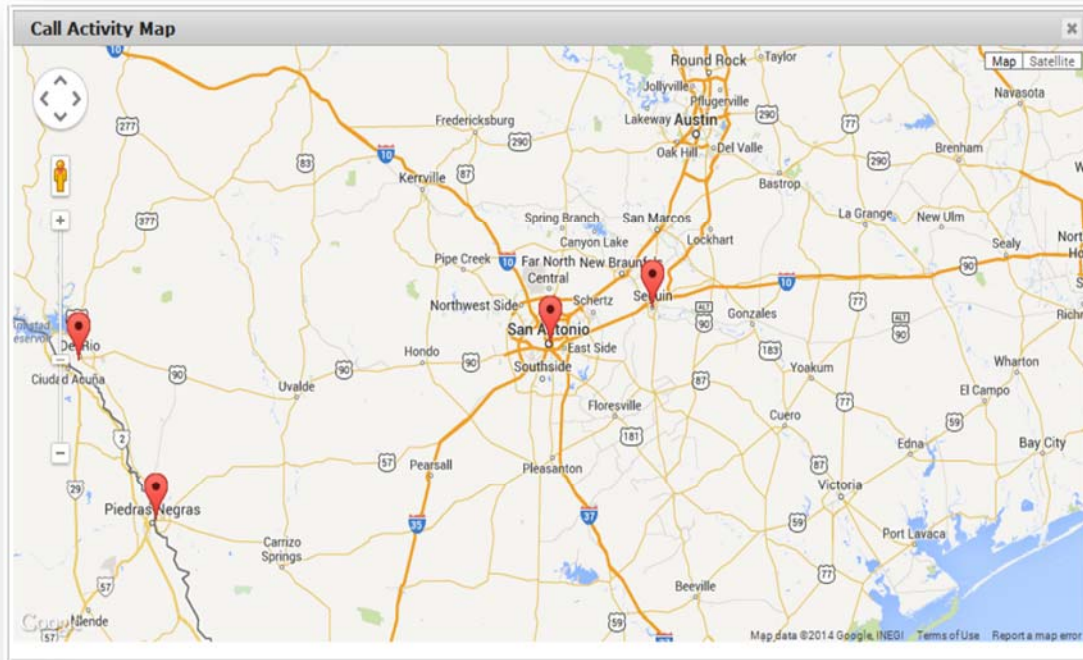
Add Listener ✕

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.

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

Enforcer GUI

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 WTRJ administrators can access the system from **any computer running a modern browser**, as if they were opening a website. The ENFORCER® currently supports the use of modern browsers such as Internet Explorer, Firefox, and Chrome for the performance of system administration and reporting functions.

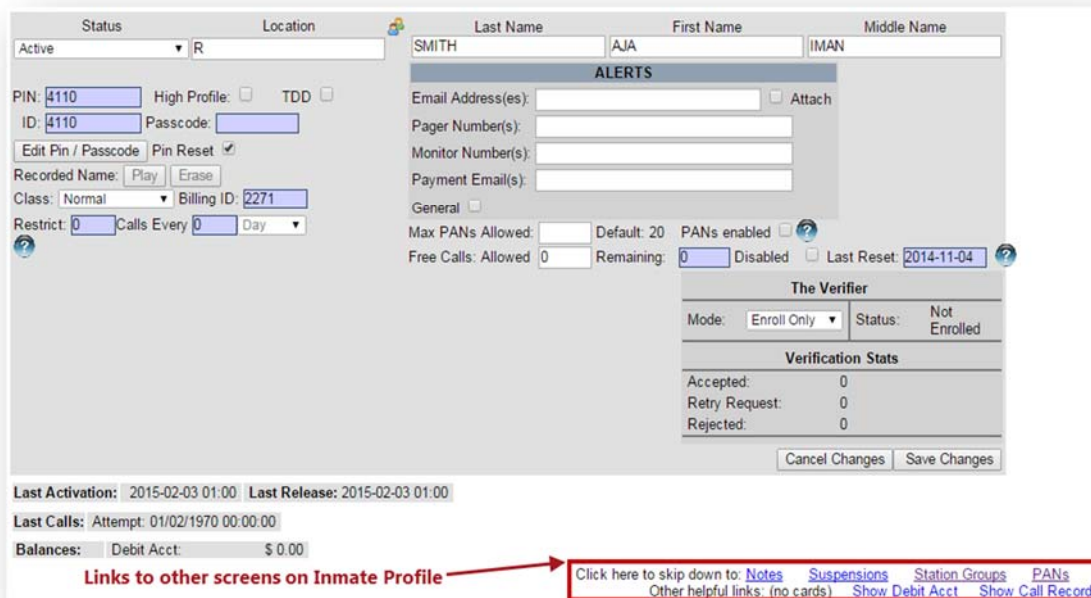
The ENFORCER® is password-protected, but accessible over WAN or VPN so that all of the tools can be used by an authorized user **remotely or onsite, whether or not they are actually at an ENFORCER® workstation**. The ENFORCER® platform offers great flexibility and convenience with regard to remote access 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. This capability facilitates cooperative investigations among law enforcement and corrections agencies.

INMATE CALLING SOLUTIONS

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



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



Inmate Account Screen from The ENFORCER®

Select All Displayed CDRs

[Add Call Note](#)
 [View Call Notes](#)
 [Play Call Recording](#)
 [View Inmate Profile](#)
 [Sort Column](#)

Showing 1 to 100 of 7,369 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	MILBERT	1-928-377-4517	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"/>		273141	PERRAULT	1-928-846-6426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Station Hangup	0	0	93788	06/23/2014 09:28:43
<input type="checkbox"/>		266244	FARMER	1-928-377-4508	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"/>		273141	PERRAULT	1-928-846-6426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Max Accept Time	0	0	93780	06/23/2014 09:27:13
<input type="checkbox"/>		273141	PERRAULT	1-928-846-6426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Refused	0	0	93773	06/23/2014 09:25:27
<input type="checkbox"/>		273141	PERRAULT	1-928-846-6426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93772	06/23/2014 09:23:49
<input type="checkbox"/>		366723	FULKERSON	1-928-530-9081	Prepaid	Intracell	F-4	688	12:00	\$2.76	OK: call allowed	Normal	0	0	93768	06/23/2014 09:23:35
<input type="checkbox"/>		298824	HAKFS	1-928-706-3531	Prepaid	IntraLata IntraState	K-3	491	9:00	\$2.07	OK: call allowed	Normal	0	0	93759	06/23/2014 09:21:46
<input type="checkbox"/>		266223	FARMER	1-928-377-4508	Prepaid	Local	K-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93753	06/23/2014 09:19:46
<input type="checkbox"/>		266244	FULKERSON	1-928-530-9081	Prepaid	Intracell	F-4	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93751	06/23/2014 09:18:43
<input type="checkbox"/>		10118	FASSLER	1-928-279-1026	Prepaid	Local	A-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93748	06/23/2014 09:06:18
<input type="checkbox"/>		10118	FASSLER	1-928-279-1026	Prepaid	Local	A-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93727	06/23/2014 09:05:12

[Select Calls for Save, Copy, or Share](#)
 [View List of Users Who Have Listened to Call](#)
 [Look Up Called Party Name/Address](#)
 [View Call Log](#)

Call Detail Results Screen from The ENFORCER®

Global Number Edit

Number:
 Speed Dial:
 Name:

Description:

Call Type:
 Category:

Block:

Passive Acceptance
 Greeting Off
 PAN Override
 Do Not Record
 Privileged
 Free Video
 Free Voicemail
 Block Voicemail

Email Alert(s):
 Page Alert(s):
 Monitor Alert(s):
 Payment Alert(s):
 General Alert:
 Attach

Dial pattern:
 Rate File:

Hide Recording
 Hide CDRs

Max Duration (minutes):
 Ignore DTMF: Digits:
 Time frame (secs):

Default is 15
 Ignore Silence: Seconds:

Notes:

Last Updated: 2014-12-19 13:27 By: hqdata

Global Number Edit screen from The ENFORCER

Technical Support

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 WTRJ for this service. For additional information, please refer to ICSolutions' Service Policies & Procedures in **Exhibit F**.

2. Offeror will host secure external system for monitoring telephone calls. Calls can be monitored from any authorized PC using a web browser and proper credentials.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. As stated previously, The ENFORCER® offers unlimited secure, remote access from any computer with internet access, allowing authorized users to log in to The ENFORCER® any time from any location. Our remote access allows users to perform the same functions they can 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. For additional information, please see response to **Requirement V.B.34** earlier in this section.

3. Offeror shall provide equipment that has keyword search capabilities.

ICSolutions Response:

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

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	74518583	09/28/2016 18:49	6:19	16:30	1
92	804443	GALLEGO, DANIEL	BA3-1	1-217-415-5741	74528056	09/29/2016 08:26	2:46	15:44	2
91	998633	OTTO, DAWN	7A -2 (ANNEX)	1-571-606-3103	74552624	09/30/2016 09:29	7:21	10:28	1
88	843509	HERNANDEZ, JESS	BOOKING -3	1-210-287-4891	74549747	09/29/2016 20:49	9:47	17:01	1

With this feature in place, investigators can run a search for a specific word, and The Word Detector will return results that contain that word *or any associated terms*. For example, a search for the word “attorney” would find conversations that contain the word “attorney” *or* the word “lawyer.”

Every month, The Word Detector indexes an average of 7.8 million minutes of recordings. That’s **over 90 million minutes** of valuable investigative data per year!

Investigators can customize and expand upon the generic Association Table by adding new slang and terms that are specific to your geographic region. Custom terms can be entered into a database table – via the simple ENFORCER® The Word Detector interface – that is available facility-wide; or, each user can create his or her own custom tables containing a personal list of word associations.

In addition to the functionality above, The Word Detector users will also be able to run advanced searches for more than one specific word using “and / or” statements. For example, an authorized user could search for “drugs and sell,” and The Word Detector would return results in which both words appear in the same sentence.

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 a search interface with the following elements:

- Language selection: Latin American Spanish, North American English
- Search Phrase:
- Date Start: End:
- Use thesaurus: (highlighted with a red box)
- Start seconds before:
- Buttons: Add to Watchlist, Filter Search, Search

Thesaurus Access – Add or Delete Synonyms

Watchlists

The Word Detector enables users to build and save lists of words or phrases called “watchlists”, which continuously searches all future calls for that list of words for a specified time period. Each watchlist is a saved search for one or more words or phrases, and will be detected in inmate phone conversations by the speech recognition engine in The ENFORCER®. Authorized users will then receive notification via email whenever a particular word on the Watchlist is detected.

The screenshot shows two overlapping windows:

- Watchlist Window (left, red border):**
 - Header: Watchlist
 - Controls: Show 5 entries, Search:
 - Table:

Watch Title	Occur.	Recent	Notifies
lawyer	0	0	Email
family members	0	0	Email
family names	0	0	Email
family relationships	21	21	Email
mention of gun	0	0	Email
 - Footer: Showing 1 to 5 of 23 entries, Previous 1 2 3 4 5 Next, Show all
- Search Window (right, blue border):**
 - Language selection: Latin American Spanish, North American English
 - Search Phrase:
 - Date Start: End:
 - Use thesaurus: Start seconds before:
 - Buttons: Add to Watchlist, Filter Search (highlighted with a red box), Search
 - Advanced Search Section (bottom):
 - CSN:
 - Called Number:
 - Station ID:
 - Inmate ID:
 - Buttons: Apply Filter, Cancel

Searching Watchlists in The Word Detector

When a search is defined as a watchlist, the user can trigger a notification email message to be sent to one or more defined recipients. On the Create Watchlist screen, a user can select from a drop-down list that displays the email addresses of all ENFORCER® users. Alternatively, a user can manually enter the email address of a non-ENFORCER® user (such as an attorney or law enforcement investigator). When recipients are specified, these individuals will receive a notification email each time the watchlist words or phrases are spoken in phone conversations meeting the designated date range and filters (inmate ID, called phone number, etc.).

For a complete description of Nexidia, please also refer to **Exhibit I** of this proposal.

4. Please provide any other additional investigative tools, features or creative solutions that might be available to the WTRJ.

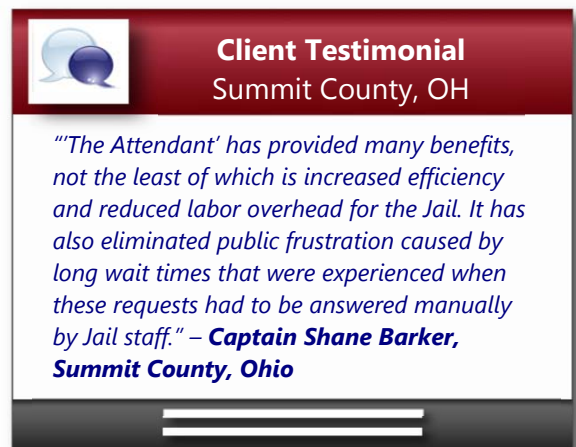
ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is offering several product lines to **efficiently manage inmates from booking to release** – including ICSolutions' Reverse Lookup, Inmate Voicemail, Email, The Communicator Inmate Communications Portal, The VerifierSM Voice Biometrics, 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.

The Attendant IVR (Information Line)

At no cost to the WTRJ, and with no impact on commissions or the cost of calling, ICSolutions can implement an Interactive Voice Response (IVR) system to provide public and inmate callers with automated information. This can include **basic jail information** (location, visitation hours, etc.) and, with a JMS integration, **inmate-specific information** (inmate lookup, release dates, upcoming court dates, bond inquiries, etc.). This inmate lookup feature is available at no cost to the WTRJ.

Our automated telephone inquiry system, called "The Attendant," 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.



The Communicator Paperless Inmate Communications Portal

The Communicator completely eliminates the need for the WTRJ 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.

The screenshot shows a web interface for managing inmate communications. At the top, there is a search bar with the placeholder text 'Inmate ID, Last Name, or CSN'. To the right of the search bar are buttons for '+', 'OR', 'Search', and 'Clear'. Below the search bar, there are date range selectors: 'Last Week', '04/01/2015 00:00:00', and '04/30/2017 23:59:59', along with a 'More Search Criteria' button. A 'Create New Message' button is located below the date range selectors. The main content is a table with the following columns: Action, Type, Inmate ID, CSN, Inmate Name, Site, Location, BTN or Created By, Created, First Listened, and Status. The table contains six rows of notification messages for 'FOX, ROBERT ALAN' at site 3681, location HPOD-102-4, created by 'jweland'. The messages are dated from 03/06/2017 to 04/19/2017. The 'Status' column for all messages is 'New'.

Action	Type	Inmate ID	CSN	Inmate Name	Site	Location	BTN or Created By	Created	First Listened	Status
	Notification	361498	63158631	FOX, ROBERT ALAN	3681	HPOD-102-4	jweland	04/19/2017 14:06	Never	New
	Notification	361498	63158620	FOX, ROBERT ALAN	3681	HPOD-102-4	jweland	04/13/2017 14:15	Never	New
	Notification	361498	63158605	FOX, ROBERT ALAN	3681	HPOD-102-4	jweland	03/17/2017 14:06	Never	New
	Notification		63158480	2 inmates			jweland	03/14/2017 15:13	Never	
	Notification	361498	63158466	FOX, ROBERT ALAN	3681	HPOD-102-4	jweland	03/14/2017 11:09	Never	New
	Notification	361498	63158244	FOX, ROBERT ALAN	3681	HPOD-102-4	jweland	03/06/2017 14:04	Never	New

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 WTRJ, and with no impact on our financial offer.

Inmate Voice Messaging

The Inmate Voice Messaging feature has been incorporated in the ENFORCER platform to allow Called Party Voice Messaging by those with Prepaid 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.

The screenshot shows a web interface for managing inmate messages. At the top, there is a search bar for 'Inmate Id' with the value '00010903' and a 'Find' button. To the right is a 'Create Message' link. Below the search bar are filters for 'Show message type' (set to 'All') and 'with status' (set to 'All'), with a 'Submit' button. The main area is a table with columns: Play, MSG, Type, Inmate ID, Inmate Name, Location, BTN or Create User, Call or Create Timestamp, First Listen Timestamp, Listen Count, and Status. The table contains several rows of messages, including voicemails and notifications. A red box highlights a play button in the first column of a row. A blue box highlights a play button in the first column of another row. A call player overlay is open, showing the text of a message: 'bclark @ 2011-06-07 13:41 Effective Monday, June 20, 2011 visitation hours will be extended to 8:00 pm on Friday, Saturday and Sunday only. New hours will remain in effect until further notice. close'. A red arrow points from the play button in the first row to the call player overlay. Below the screenshot, the text 'Opens Standard Call Player' is written.

Play	MSG	Type	Inmate ID	Inmate Name	Location	BTN or Create User	Call or Create Timestamp	First Listen Timestamp	Listen Count	Status
		Voicemail	00010903	DENISE SMERCHEK	POD 3	1-408-362-4183	2011-06-08 15:06	Never	0	New
		Notification	00010903	DENISE SMERCHEK	POD 3	bclark	2011-06-07 16:37	Never	0	New
		Notification	00010903	DENISE SMERCHEK	POD 3	bclark	2011-06-07 13:42	Never	0	New
		Voicemail	00010903	DENISE SMERCHEK	POD 3	bclark	2011-06-07 13:23	Never	0	New
		Voicemail	00010903	DENISE SMERCHEK	POD 3	bclark	2011-06-07 11:37	2011-06-07 13:42	0	New

Opens Standard Call Player

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.

Reverse Lookup

ICSolutions can provide the facility with integrated Reverse Lookup at no cost to the WTRJ. 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.

Personal Allowed/Blocked Numbers (PANs)

Edit PANs
PAN History

Pan Num	Phone Number	Speed Dial	Name	Relationship	Description	Allow	Call Type	Date Updated	Updated By	In Use	Detail
1	1-618-4-883		RICK N. AMY	ATTORNEY	GRANITE CITY, IL	Allow	All	04/20/2010 11:19:43	enf	1	Details
2	1-618-7-81		HA JOHN	COUSIN	GRANITE CITY, IL	Allow	All	04/20/2010 11:19:43	enf	1	Details
3	1-618-6-440		LEI RICK	GIRLFRIEND	GRANITE CITY, IL	Allow	All	04/20/2010 11:19:43	enf	1	Details

Select	Play	Notes	Off Hook Time	End Type	Inmate ID	Inmate Snd	Phone number	Bill Start Time	Call Type	Tariff Type	Talk Secs	Billed Time	Cost	DTIME	Result
<input type="checkbox"/>			11/15/2010 10:07:58	Preanswer Hangup	0			11/15/2010 10:07:58	Not Set	None	0	0:00	\$0.00		No Answer
<input type="checkbox"/>			11/15/2010 10:05:08	No Call	unknown	0		11/15/2010 10:05:08	Not Set	None	0	0:00	\$0.00		No Answer
<input type="checkbox"/>			11/15/2010 10:01:32	Preanswer Hangup	3228377	1021	1-978-907-4147	11/15/2010 10:01:32	Collect	InterLata InterState	0	0:00	\$0.00		No Answer
<input type="checkbox"/>			11/15/2010 09:52:41	No Call	3228377	1021				Lata InterState	0	0:00	\$0.00		No Answer
<input type="checkbox"/>			11/15/2010 09:52:15	Preanswer Hangup	0					Lata InterState	0	0:00	\$0.00		No Answer

Close

Address: 233 WVE
 C/S/Z: GRANITE CITY, IL
 Alt Phone: 1618000883

Close

JOHN [1-978-907-4147](#)
 1595 A [1-978-907-4147](#) MORGAN HILL, CA 95037

The address can be clicked to reveal a map and recent satellite photo of the location.

1595 Ac [1-978-907-4147](#) Morgan Hill, CA 95037

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® Site 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 Analyzer: Link Analysis

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 designed for our services. This tool is designed with the investigative needs of the corrections market in mind.

Using The Analyzer, authorized facility staff will be able to search varying degrees of separation in order to establish links from inmate to inmate 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)

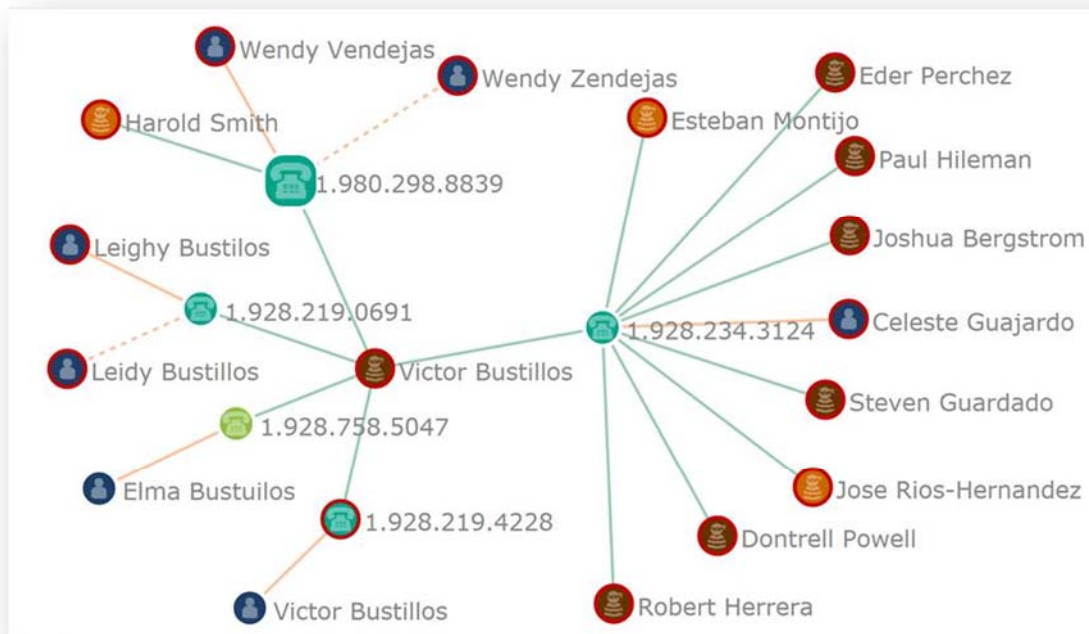
INMATE CALLING SOLUTIONS

Key features of The Analyzer include:

- 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 integrated with The ENFORCER®, The Analyzer is a web-based program. 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 WTRJ 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.

Below is a sample The Analyzer **visual 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

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: <input type="text" value="0"/>		Completed Only: <input type="checkbox"/>	Call Type: <input type="text" value="Any"/>

Calling Matrix

Click this icon to open The Analyzer.

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 DAMSON	1-202-...-3	No	1	6		Show CDRs
29463	EMMANUEL DAMSON	1-248-...-3	No	1	1	1 inmate	Show CDRs
29463	EMMANUEL DAMSON	1-248-...-9	No	0	1		Show CDRs
29463	EMMANUEL DAMSON	1-313-...-4	No	0	5		Show CDRs
29463	EMMANUEL DAMSON	1-313-...-7	No	1	6		Show CDRs
29463	EMMANUEL DAMSON	1-313-...-9	No	0	2	3 inmates	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. 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.

Latest Voice Biometric Technology

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, Imposter real-time continuous voice detection and imposter identification, and Argus Echo case management and post-call voice analysis of both the inmate and called party.

The VerifierSM

At no cost to the WTRJ, 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 following standard reports are available for The VerifierSM on-demand through The ENFORCER®:


- **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.

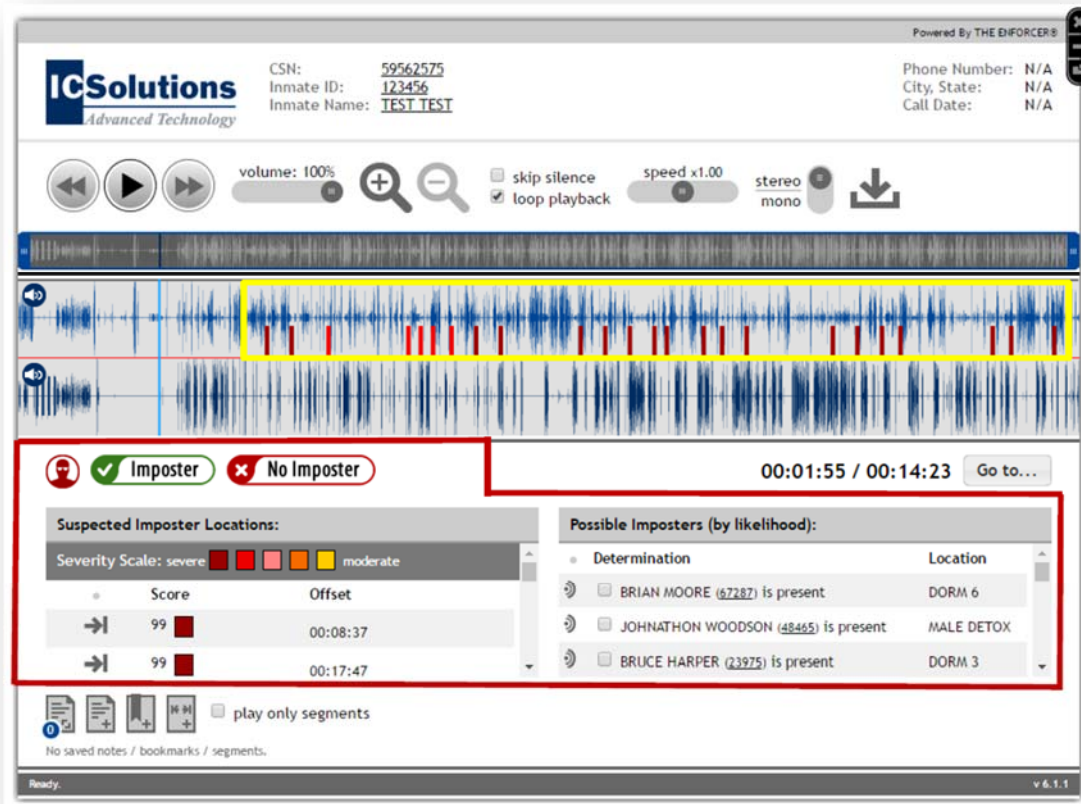
These features are built right in to The ENFORCER® platform, offering the WTRJ a voice biometric tool **that does not require separate software.**

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.



Powered By THE ENFORCER®

ICSolutions Advanced Technology

CSN: 59562575
Inmate ID: 123456
Inmate Name: TEST TEST

Phone Number: N/A
City, State: N/A
Call Date: N/A

volume: 100% skip silence loop playback speed x1.00 stereo mono

00:01:55 / 00:14:23 Go to...

Imposter No Imposter

Suspected Imposter Locations:

Severity Scale: severe ■ ■ ■ moderate ■

Score	Offset
99 ■	00:08:37
99 ■	00:17:47

Possible Imposters (by likelihood):

Determination	Location
<input type="checkbox"/> BRIAN MOORE (67287) is present	DORM 6
<input type="checkbox"/> JOHNATHON WOODSON (48465) is present	MALE DETOX
<input type="checkbox"/> BRUCE HARPER (23925) is present	DORM 3

play only segments

No saved notes / bookmarks / segments.

Ready. v 6.1.1

Imposter Identification on the Web Player

Argus Echo™

As an added bonus, ICSolutions is also pleased to offer the optional Argus Echo voice biometric product. Echo provides a number of additional benefits, including:

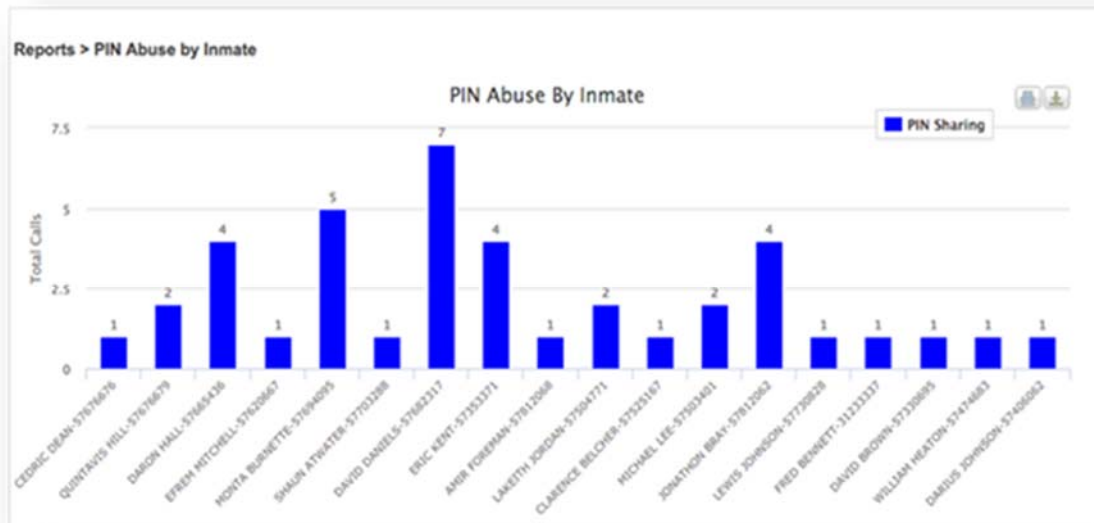
- Echo provides for **continuous voice identification**, providing the investigators not only verification of whom is speaking but also the identity of the inmates.
- Echo **DOES NOT require supervised enrollment**. Prints are automatically created and continuously improved delivering the highest accuracy possible.
- Echo is able to create voice prints on request. This is a powerful tool to have when a suspect is not an inmate and is using many different phone numbers. Once the print is created, the voice can be searched through historical calls so investigators can listen to and extract potential intelligence.
- Echo is not only able to identify PIN sharing but also the identity of the PIN accomplice allowing investigators to focus their investigative efforts.
- Queries can be run on the database by voice, identifying all the calls in which a targeted inmate may have spoken on. In addition, a **voice of a targeted NON-INMATE can also be run against the database** given investigators unparalleled intelligence gathering tools.
- In the event that Echo cannot positively identify the identity of an impostor, the system will still notify that the speaker was not the owner of the PIN.

ECHO Features:

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.

- **Automatic Print Enrollment:** Echo requires NO human intervention or assistance from Agency staff in the creation of its Biometric Voice Print (BVPs). The system uses proprietary processes to create BVPs from recordings. ECHO's voice prints can also be set to continuously improve, ensuring that the BVP is of the highest quality at all times.
- **Create Voice Prints on Request:** Investigators can also request the creation of BVPs for subjects under investigation.
- **Built in Custom Player:** Echo's player is web based and does not require any additional software to run. It was designed specifically for investigators with the ability to:
 - Isolate tracks (combined, inmate, and civilian)
 - Make notes in each track
 - Speed up track play
 - Show Whisper™: Ability to highlight sections of the recording where the voice dropped below a certain percentage. Likely revealing an attempt to pass illicit information in hush tones.
 - Remove Silence: Ability to remove silence (dead space, no speaker talking) of a call for speedier playback.

- **Drill Down Reporting™:** Echo’s 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



- **Identification of Inmate to Ex-Inmate Communication using Voice:** Another unique feature is the capability to look for inmate to ex-inmate communication using voice. Since Echo can analyze and identify the speaker(s) on the called party side, it is able to identify when an ex-inmate is speaking with someone on the inside the facility. This call type is likely to contain actionable intelligence or be of interest for investigators to listen to.
- **Workflow Management:** Echo 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 Echo 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: PIN Sharing: Inmate to Inmate:

By PIN Number: By Inmate Voice: By Civilian Voice:

Destination Number: Hotlist:

(CTRL+Click for multiple selections)

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

The Visitor™ Visitation Management System

Powered by The ENFORCER®

At no cost to the WTRJ, ICSolutions can provide The Visitor™ visitation management system that is built right in to The ENFORCER®. The Visitor™ is a web-based system, with all visitation rules, administrative tools, and data accessible online by authorized users using a **single sign-on** to The ENFORCER® for ultimate convenience.

The Visitor™ visitation management system is a multi-functional tool that **streamlines all visitations**, including the WTRJ'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 WTRJ facilities. Features of The Visitor Visitation Management System include, but are not limited to:

- Easy browser-based visitation registration & session scheduling
- Visitor Account List of approved, suspended and denied visitors
- Visitation Scheduler for authorized facility staff
- Inmate notifications of visits accessible through the inmate phones
- Ability for visitors to view the visitation schedule via their web-based account
- Flexible and customizable visitation rules

With The Visitor™, visitation registration and 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 a JMS integration or manually, as needed. The Visitor™'s high configurability means it can accommodate complex and multi-level rules, all of which will be reflected in the scheduling solution.

The Visitor™ Video Visitation System:

Powered by The ENFORCER®

At the WTRJ's option, IC Solutions can provide The Visitor™ video visitation system that is built right in to The ENFORCER® in addition to the Visitor Visitation Management system. The Visitor™ is a completely TCP/IP based system, with all 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™ video visitation system is a multi-functional tool that supports not only video visitation, 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., ensuring that it will meet or exceed the WTRJ's needs.

IC Solutions can provide video visitation system (VVS) stations for inmates and visitors, as needed. The 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.



- Video visitation
- Attorney consultation
- IP addressable
- Commissary kiosk services
- Send & receive e-mails
- Power-Over-Ethernet
- 17" color monitor
- 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.

MailGuard™

MailGuard™ provides an offsite virtual mailroom that processes your inmate postal mail into an electronic document with advanced security filters and controls. All mail for each inmate is automatically posted to the inmates account for viewing on the SmartKiosk™ system. This eliminates the task of sorting postal mail and the problems it brings to the agency. SmartKiosk™ with Patent Pending MailGuard™ Technology transforms the correctional facility into a paperless, secure, and efficient facility with total electronic automation. SmartKiosk is light years ahead of other vendor technology solutions.

In addition, MailGuard™ can be integrated with the optional Visitor kiosks, allowing inmates to view their mail on the same kiosks that provide Video Visitation and other inmate services, such as commissary ordering, inmate grievance reporting, medical requests, inmate email, and more!



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.

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 WTRJ'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 WTRJ 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 WTRJ 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 WTRJ. 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.

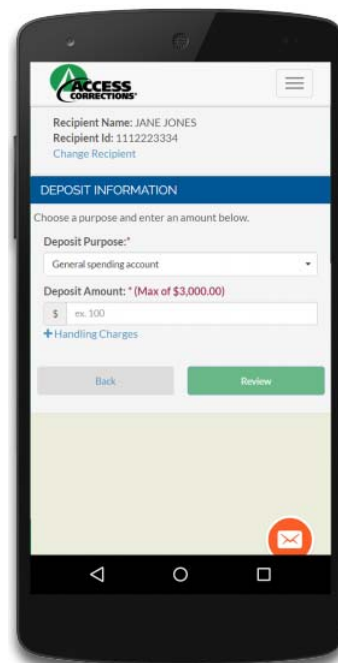
Bail Bonds and Other Payments

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 WTRJ has control over how much can be deposited for different purposes. For example, the WTRJ 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 WTRJ.



Debit Release Cards

ICSolutions can provide MasterCard-branded release cards for inmates, eliminating the need for facilities to cash on-site at the WTRJ 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.

Secure Mail Inmate Email

Jails spend countless hours processing letters addressed to inmates. This process may include x-ray of contents, testing of the paper, preparation of mail, rejection paperwork, and review of contents for prohibited messages. Secure Mail offers an alternative which allows family members to communicate via a secure email process customized for correctional facility use.



- No risk of contraband or dangerous content
- Saves time in processing mail
- Photo messaging options are available
- Inmate reply options are available
- Many payment options including Debit Card and Credit Card
- Friends & family log in to our secure website www.accesscorrections.com to send email messages
- Bilingual (English/Spanish) with translations for facility staff review
- **Word Watch Filter Software scans each message for words or phrases** that are predefined by each facility, enabling faster review by facility personnel

MP3 Portable Media Player



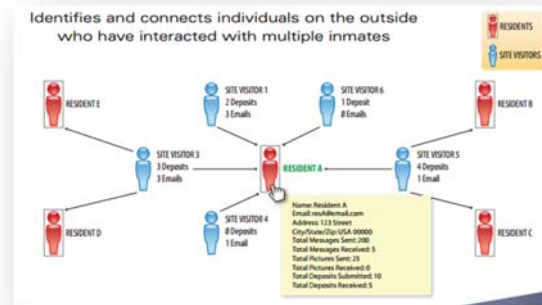
The Access MP3 Player is the only portable media player designed specifically for use in correctional environments. User name and number appears on the LCD screen each time the device is powered on for positive ID. Built from scratch, of heavy-duty plastic and shock-resistant hardware, with a host of specialized, correctional-only security features. While other programs require inmates to stand at the kiosk to make music selections, inmates search our music catalog by song, artist and genre directly on the player. Based upon our studies, this feature consumes approximately 2 to 3 hours a day of inmate downtime while browsing our catalog. When ready to download, users connect their player to the Music Kiosk or Inmate Pod Kiosk via a standard USB connection and the system automatically begins to download music.

- The Music Kiosk is designed to be "self-service" and does not require direct supervision by facility staff.
- The cabinet is built from 14-gage steel, is fully enclosed, locks on all sides and mounts to the floor.
- The Music Kiosk allows for four (4) simultaneous player connections.
- One kiosk can service thousands of inmates, while other music programs require 1 kiosk per 30-60 inmates.
- Average connection time to the kiosk is less than three (3) minutes.

Our proven kiosk system results in an efficient process that eliminates lines and problematic crowding associated with searching and downloading directly at the kiosk.

Data Detective

In order to bring the latest in intelligence gathering to client facilities using our payment and calling services, Access Corrections offers Data Detective, our data mining solution specifically designed for Access Corrections services. This tool is designed with the investigative nature of the corrections market in mind. Authorized staff will be able to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user. This tool will automatically be applied to all payment information.



There are many benefits to Data Detective:

- Analyzes and reports all Secure Deposits, Secure Mail and Secure Photo activities.
- Streamlines investigations using a dynamic visual map to quickly find connections and patterns.
- Web-based program so authorized facility staff are able to view from their own desktop computer.
- Up to five layers of relationships are uncovered.

For more information about the proposed Access Corrections products, please refer to **Exhibit H**.

Inmate Tablets

ICSolutions can offer secure, wireless tablets for inmate use. The proposed Tablets offer a complete solution that includes inmate messaging, paperless inmate requests, grievances, crime tips and PREA reporting; the capability to place ITS phone calls; educational content with access to law libraries, as well as re-entry and life skills courses; commissary ordering, entertainment services that may include music, games, ebooks; and more.



Tablets keep inmates occupied, which typically results in a calmer, safer environment for facility staff and the inmates. In addition, many features help streamline facility operations, such as messaging, grievance reporting, and commissary ordering. These tablets are designed specifically for the corrections industry, with tamperproof casing and no access to the public internet. Investigators will also have the ability to track inmate usage and patterns and gather more valuable investigative data that can assist in preventing criminal activity.

Inmate Tablets from Jail Education Solutions

ICSolutions can provide ruggedized seven-inch connected **inmate tablets** and an accompanying secure network for the purpose of rehabilitation, inmate management, and decreased recidivism. Using a rewards-based approach to inmate education, the program encourages learning by rewarding each minute of studying with a free minute of access to entertainment content, such as approved music, movies, and games. This tablet solution can be financed through an adjustment to our financial offer, a monthly fee, or a tablet rental program.



In partnership with Jail Education Solutions and its Edovo educational platform, these secure tablets offer an end-to-end solution with not only a full education suite, but the ability to integrate with ICSolutions phones and other vendor's services - email, entertainment, commissary, grievances, etc. Operating in correctional facilities in Philadelphia, Chicago, and California, Edovo safely offers the most full-featured and flexible platform in corrections that allows inmates free daily access to rehabilitative services in their common areas and day rooms, and will allow the WTRJ to track the progress of inmates and see significant gains to inmate behavior. Edovo tablets are designed specifically for corrections, and as such, have the stringent levels of security required.

With thousands of hours of material covering not only everything from literacy to college course work, Edovo also has a full library, GED courses, vocational training, cognitive behavioral therapy, and more. Edovo also recognizes an important place for incentives in its uniquely designed learning management system. Users earn points for doing self-improvement content that can then unlock entertainment content as a reward. This not only motivates fringe learners and retains engagement, but it also provides social cover in an environment where learning is not always viewed favorably. While Edovo curates and includes the broadest range of content in corrections, it also allows facilities to upload their own content - PREA, existing training, or the inmate handbook - to decrease cost and track engagement. Investment in inmate education leads to reduced recidivism, but programming in correction is limited in scope by budget, space, and movement. Edovo overcomes these challenges.

Edovo transforms the environment of a corrections facility. Rather than aimlessly watching television, inmates quietly focus on exploring a topic of interest at their own pace, all while earning rewards for their work. Operationally, when tablets are unlocked and checked out from charge carts in the morning, inmates traditionally engage for hours each day in near silence until tablets are returned to secure charge carts and locked up for the night. Feedback from both inmates and correctional officers has been overwhelmingly positive. Tablets with accessible self-improvement are changing the dynamic of facilities across the country.

Cell Phone Detection & Analysis Tools

The following Cell Phone Control products are offered as optional, value-added services which can be deployed at the WTRJ's discretion. ICSolutions has also included more information about the cell phone control options described below in **Exhibit J**.



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 WTRJ 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.

F. Phone System Security

1. The proposed system must be programmed for auto shut-off at times designated by the WTRJ.

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**.

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

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

Weekly Phone Schedule

Groupname	Day	Schedule	Edit
Default ?	Mon-Sun,Hol	0:00-24:00	<input type="button" value="Edit.."/>
Trunks	Mon	8:00-18:00	<input type="button" value="Edit.."/>
Trunks	Tue-Sun	no service	<input type="button" value="Edit.."/>
Trunks	Hol	regular service	<input type="button" value="Edit.."/>

Add Schedule to Group

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

2. The WTRJ personnel must be able to manually shut down all or any part of, the system.

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.

Phone Shut-Down – Electronic

The ENFORCER® calling platform enables users to shut-down the phones in a variety of ways. 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

From this tab you will notice two separate options to shut-down the phones. By selecting **Phone Shutdown**, The ENFORCER® will display a screen which enables users to *schedule* a shut-down.

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

Note: This option is typically used in situations where maintenance is to be performed. Users may select **All Stations** from the Station Group Column, or select other specified groups.

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.

INMATE CALLING
ICSolutions

THE ENFORCER®

ICS Demo
User: apetersen (V 3616-f)
Copyright 2005-2015

Inmate	Global Numbers	Accounts	Monitor Phones	Call Info	Reports	Site Admin	ICS Admin	Tools	Logout
--------	----------------	----------	----------------	-----------	---------	------------	-----------	-------	--------

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



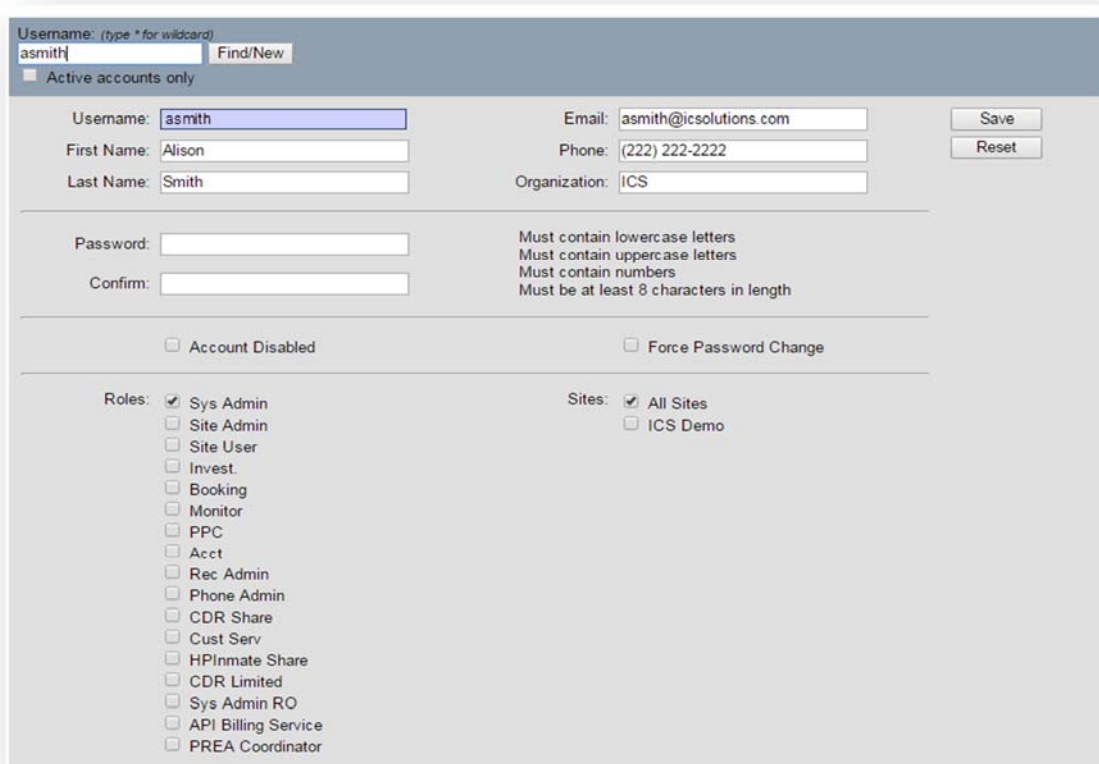
Mechanical cut-off switches may be provided as an alternative to phone shut down using the system workstation. These manual overrides or “kill switches” are used to quickly turn the telephones on/off on demand. Multi-phone kill switches will be installed at each control center or as specified by the facility.

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

- The proposed system shall be password protected to permit only appropriate authorized personnel access to the system.

ICSolutions Response:

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



Username: (type * for wildcard)
asmith Find/New

Active accounts only

Username: asmith Email: asmith@icsolutions.com Save

First Name: Alison Phone: (222) 222-2222 Reset

Last Name: Smith Organization: ICS

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

Confirm: _____

Account Disabled Force Password Change

Roles: 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 API Billing Service PREA Coordinator

Sites: All Sites ICS Demo

Account Settings - Assign/Revise User Function Privileges

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 WTRJ users, but WTRJ 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:

	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	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
accounts_visible	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
acct_visible	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
alerts_visible	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
anonymous_ivr_admin	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
api_billing_service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.

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"/>
Embarq Agent	Embarq Agent	0	<input checked="" type="checkbox"/>
Phone Admin	Phone Admin	25	<input type="checkbox"/>
CDR Share	CDR Share	0	<input type="checkbox"/>
Cust Serv	Customer Service	0	<input type="checkbox"/>
HPInmate Share	High Profile Inmate Share	0	<input type="checkbox"/>
CDR Limited	CDR Limited	0	<input type="checkbox"/>
Sys Admin RO	System Administrator Read Only	10	<input type="checkbox"/>
API Billing Service	Billing Service Access	0	<input type="checkbox"/>
PREA Coordinator	PREA	50	<input type="checkbox"/>
<input type="text" value="Name"/>	<input type="text" value="Description"/>	<input type="text" value="Level"/>	<input type="button" value="Add"/>

System Administration - Customize Role/Access Definitions

4. The ITS shall prohibit direct-dialed calls of any type.
5. The ITS shall prohibit access to a line operator for any type of calls.
6. The ITS shall prohibit access to "411" information service.
7. The ITS shall prohibit access to 800 and 900 type services.
8. The ITS shall prohibit access to multiple long distance carriers via 950, 800 and 10 10-XXX numbers.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with Requirements V.F.4 through V.F.8 and all their subparts. The ENFORCER® delivers all calls through an automated operator. Access to a live operator is never allowed. Access to 411, 10-10-XXX, 800, 866, 888, 877, 900, 911, and any other 800 or 900 type is prohibited. During installation, ICSolutions personnel program the system to block all calls to these numbers. The ENFORCER® enables authorized users to enter blocked numbers immediately 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:

- 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.

Global Number Edit

Number: 1-202-528-7488

Call Type: All

Category: undefined

Block: Facility

Passive Acceptance

Greeting Off

PAN Override

Do Not Record

Privileged

Free Video

Free Voicemail

Block Voicemail

Max Duration (minutes):

Default is 15

Notes:

Speed Dial:

Name:

Description: ICS Block

Email Alert(s)

Page Alert(s)

Monitor Alert(s)

Payment Alert(s)

General Alert

Dial pattern:

Hide Recording

Hide CDRs

Ignore DTMF Digits: 0

Ignore Silence Seconds: 0

Attach

Rate File:

Time frame (secs): 0

Seconds: 0

Last Updated: 2014-12-19 13:27 By: hqdata

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.

9. The ITS must be able to be shut down quickly and selectively. WTRJ must be able to shut down the ITS by cut-off switches at several locations including, but not limited to:
 - a) At demarcation location
 - b) By central control
 - c) By select housing units

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® system is configured to support cut-off of the inmate phone system by individual phone or housing unit configurations in the event of a riot or lockdown, or any other incident that requires emergency shutdown of the inmate telephone system. The system may be shut down at the demarcation location, by central control, and by select housing units.

Phone Shut-Down – Electronic

A single station, multiple stations or individual calls may be quickly switched on/off through the workstation **Call Status** display. By selecting **Phone Shutdown**, The ENFORCER® will display a screen which enables users to *schedule* a shut-down.

Station Group	Stations Off	Stations On	Delete Schedule
All Stations			

Scheduled Station Shutdown

Note: This option is typically used in situations where maintenance is to be performed. Users may select **All Stations** from the Station Group Column, or select other specified groups.

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.

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



**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.

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

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. Additional information about this functionality has been provided in **Requirement V.F.9** above.

11. The ITS shall prevent any inmate telephone from receiving any incoming calls. The Offeror shall work with the local exchange carriers (LECs) to ensure such control. Offeror shall provide a detailed explanation regarding the information which is displayed on the called party's caller ID each time a call from the Facility is placed.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The proposed ENFORCER® system is hosted in the ICSolutions data center in San Antonio, and all inmate calls are processed by this 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.

The system is configured to block Caller ID information. No facility phone numbers will ever appear on called parties' Caller ID. ICSolutions can configure the information to display unknown number or our customer service phone number.

12. The ITS, upon detection of a three way call (call forwarding and conference calls, etc.), shall have the capability to flag and/or terminate the call immediately. Three-way calls shall be flagged in the call detail records as “three-way call.”
- a) Please indicate whether the ITS plays a message to the inmate and/or the called party prior to terminating the call.
 - b) Please specify the method used by the Offeror to detect three-way 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 WTRJ 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, **regardless of whether the called party is using a cell phone or a landline.**

13. WTRJ prefers that the ITS has the capability to detect and terminate Remote Call Forwarding calls. If Offeror's ITS is unable to detect Remote Call Forwarding, please provide the status of Offeror's research and development relative to detection of Remote Call Forwarding.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The first line of defense occurs at call validation – this is the typical approach taken by providers who provide call forwarding detection. ICSolutions has identified specific operating carriers (OCs) primarily used by call forwarding services such as Vumber, Google Voice, Conscallhome, etc. When combined with our unique billing name

and address verification (BNA) process for prepaid collect customers, this information provides rules-based methods for blocking call forwarding services.

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

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

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

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

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

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

14. The ITS shall have the capability of answer detection.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® recognizes busy signal, ring no answer, and invalid number announcements (SIT Tones). Upon detecting answer, the system will only acknowledge positive acceptance by the called party. Answering machines, pagers and voice mail responses will all be treated as incomplete calls. Only a positively accepted call will generate a call charge to the paying party.

15. The ITS shall be capable of limiting the length of a call, providing the dial tone at certain times of the day and allowing a maximum number of minutes or seconds per inmate, per month. The current call time limit is fifteen (15) minutes.

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, whether that is 15 minutes, 20 minutes, or any other call duration. In addition, the system rate files include call duration override settings for situations that require duration changes for local calls or specific destination numbers.

Number: 1-202-528-7488 Speed Dial: Name: Description: ICS Block

Call Type: All Category: undefined Block: Email Alert(s): Attach

Passive Acceptance Page Alert(s): Monitor Alert(s): Payment Alert(s): General Alert:

Greeting Off PAN Override Do Not Record Privileged Free Video Free Voicemail Block Voicemail Hide Recording Hide CDRs

Max Duration (minutes): 15 Ignore DTMF Digits: 0 Time frame (secs): 0

Default is 15 Ignore Silence Seconds: 0

Notes:

Last Updated: 2014-12-19 13:27 By: hqdata

Global Number Edit - Override Global Duration Limit for Specific Number

INMATE CALLING SOLUTIONS

The ENFORCER®'s Phone Scheduler feature lets you pre-set any 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, etc.

Inmates can also be given customized calling privileges/restrictions according to a variety of criteria including being restricted to placing calls only from certain phones, only to specific numbers, and much more. More specific restrictions can be set from the Edit Inmate Account screen. Authorized Facility users can also adjust the number duration of calls for each individual inmate. Note also the Status "Restricted" (Site/Location), Restrict___ Calls Every___ (Day/Week/Month), and Free Calls Allowed fields below.

Inmate Id: (type name for suggestion)
23684 Find/New

Status	Location	Last Name	First Name	Middle Name
Active	F	SMITH	CODY	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 Remaining: Disabled Last Reset:

Restrict: Calls Every Day

Inmate Account Profile

16. In all circumstances, the ITS shall limit the inmate to a single call request. The ITS shall always require the inmate to disconnect the call in progress and initiate another call.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. 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. Upon termination of each call, the inmate is returned to the call initiation script and required to go through the entire controlled process in order to place another call.

G. Phone System Reports

1. The Offeror shall supply the capability for the facility to view and track call activity, commission information, and facility service requests from practically any location at any time via a web accessible site.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® provides centralized reporting capabilities, allowing users to generate reports immediately and in real time. Reports are available through our secure, remote access or an on-site workstation. 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.

The system comes preconfigured with an extensive list of standard reports. 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.

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
- 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

Call detail records are stored for the entire contract duration to provide the facility **with immediate access to historical call information throughout the contract term.**

INMATE CALLING SOLUTIONS

Commission Information

The rated call records and the ability to generate system summary reports will always be available from the system workstation. **This provides the Facility with the tools to verify commissions at any time.** For example, the Revenue Breakdown report can be printed at any time to summarize call history for a specified date range:

INMATE CALLING ICSolutions		Revenue Report					02/02/2011 03:06 - Page 1
		Site: Seaport					
		Start Time = 2011-02-01 End = 2011-03-01 00:00:00					
Charge Type	Tariff Type	Calls	Talk Secs	Billed Mins	Revenue	Percent	
Collect	Local	0	0	0	0.00		
	Intra Cell	0	0	0	0.00		
	Intra LATA	2	1962	33	5.70		
	Intrastate	0	0	0	0.00		
	Interstate	0	0	0	0.00		
	Canadian	0	0	0	0.00		
	Caribbean	0	0	0	0.00		
	International	0	0	0	0.00		
Subtotal		2	1962	33	5.70	45.2	
Prepaid collect	Local	0	0	0	0.00		
	Intra Cell	0	0	0	0.00		
	Intra LATA	4	1590	28	4.20		
	Intrastate	0	0	0	0.00		
	Interstate	0	0	0	0.00		
	Canadian	0	0	0	0.00		
	Caribbean	0	0	0	0.00		
	International	0	0	0	0.00		
Subtotal		4	1590	28	4.20	33.3	
Debit	Local	0	0	0	0.00		
	Intra Cell	0	0	0	0.00		
	Intra LATA	2	1013	18	2.70		
	Intrastate	0	0	0	0.00		
	Interstate	0	0	0	0.00		
	Canadian	0	0	0	0.00		
	Caribbean	0	0	0	0.00		
	International	0	0	0	0.00		
Subtotal		2	1013	18	2.70	21.4	
Debit card	Local	0	0	0	0.00		
	Intra Cell	0	0	0	0.00		
	Intra LATA	0	0	0	0.00		
	Intrastate	0	0	0	0.00		
	Interstate	0	0	0	0.00		
	Canadian	0	0	0	0.00		
	Caribbean	0	0	0	0.00		
	International	0	0	0	0.00		
Subtotal		0	0	0	0.00	0.0	
Total		8	4565	79	12.60	100.0	

Revenue Report sample

Facility Service Requests

The ICSolutions' Mantis trouble ticketing system is 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.

Trouble tickets may also be initiated and viewed via our web-based tracking tools as shown below.



The screenshot displays the Mantis web interface for viewing issues. At the top, there is a navigation bar with links: Main | My View | View Issues | Report Issue | Change Log | Roadmap | My Account | Logout. Below this is a search bar with an 'Apply Filter' button and a 'Reset Filter' button. The main content area shows a list of issues with the following columns: P, ID, #, Category, Severity, Status, Updated, and Summary. The issues listed are:

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"/>	0019096	12	Network	major	assigned (glangdin)	2012-05-29	EOC message undelivered to otser
<input type="checkbox"/>	0020129	5	Enforcer	minor	assigned (jgoetsch)	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

At the bottom of the list, there is a 'Select All' checkbox and a 'Move' button.

MANTIS Trouble Ticketing Screen

INMATE CALLING SOLUTIONS

2. The Offeror shall supply call detail reports to the WTRJ. These reports shall contain a variety of call information and be customizable to suit WTRJ's needs.

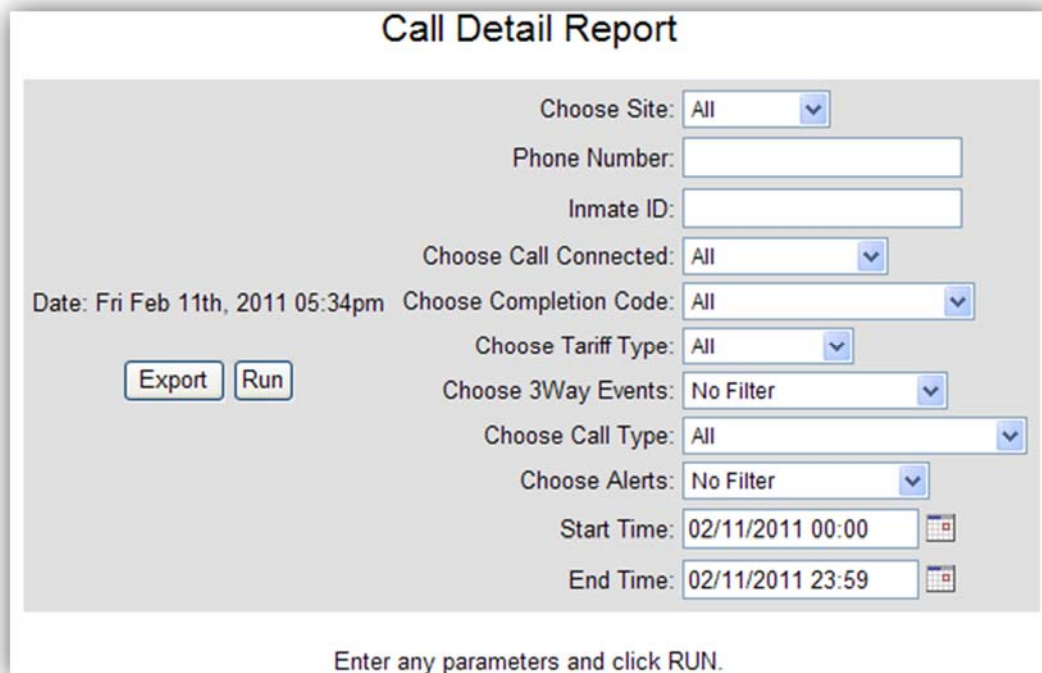
ICSolutions Response:

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. 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
- Start Time of Call
- End Time of Call
- Call Duration
- Called Number
- 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

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 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.



Call Detail Report

Choose Site: All

Phone Number:

Inmate ID:

Choose Call Connected: All

Date: Fri Feb 11th, 2011 05:34pm

Choose Completion Code: 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

Enter any parameters and click RUN.

Call Detail Report Parameters

Extensive Call Detail Reports are available to meet the requirements stated. The following screen details the customization options available for call detail reports. ICSolutions is always available to assist with any reporting need or any customized report requirement. Samples of the most commonly used reports are provided in **Exhibit B** of this proposal.

At right is a sample of the header for each report that details report criteria. This particular example provides a detailed listing of all 3-way attempts for designated date ranges.

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

Below is a sample call detail report generated for all call types for a specific date range.

INMATE CALLING ICSolutions		Call Detail Report Site: Newport DOC 1296680502										
Call Start	Dialed Number	Completion Code	Rec	Alert	Call Type	Tariff Type	Talk Seconds	Billed Time	Cost	Inmate ID	Last Name	
2011-02-02 16:00:11-05	1-603-504-8309	Normal	YES	NO	Debit	Intra LATA	47	1	0.15			
2011-02-02 15:56:28-05	1-978-663-2333	Normal	YES	NO	Debit	Interstate	95	2	0.30			
2011-02-02 15:56:02-05	1-603-866-9940	Normal	YES	NO	Prepaid collect	Intra LATA	139	3	0.45			
2011-02-02 15:56:01-05	1-603-225-6141	Normal	YES	NO	Prepaid collect	Local	46	1	0.50			
2011-02-02 15:55:25-05	1-603-542-1430	Normal	YES	NO	Debit	Intra LATA	268	5	0.75			
2011-02-02 15:54:59-05	1-603-631-5090	Normal	YES	NO	Debit	Intra LATA	270	5	0.75			
2011-02-02 15:54:21-05	1-603-860-7899	Normal	YES	NO	Debit	Intra LATA	417	7	1.05			
2011-02-02 15:53:19-05	1-918-269-1417	Normal	YES	NO	Prepaid collect	Interstate	231	4	0.60			
2011-02-02 15:52:45-05	1-802-674-4073	Normal	YES	NO	Debit	Interstate	62	2	0.30			
2011-02-02 15:52:02-05	1-603-942-0023	Normal	YES	NO	Debit	Intra Cell	382	7	0.70			
2011-02-02 15:51:31-05	1-603-988-9193	Normal	YES	NO	Debit	Intra LATA	74	2	0.30			

Sample Call Detail Report

3. Offeror shall attach samples of their call detail and other standard reports.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Samples of the most commonly used reports are provided in **Exhibit B** of this proposal. ICSolutions sample billing file and CDR have been provided in **Exhibit G**.

4. Offeror shall provide a secure access to all calling activity via the web accessible site. The hosted site will need to provide an interface that will allow the facility to view call detail reports, check and track the facility commission data. This system should also allow authorized individuals to open and/or view the status of service tickets.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. As stated previously, The ENFORCER® offers unlimited secure, remote access from any computer with internet access, allowing authorized users to log in to The ENFORCER® any time from any location. Our remote access allows users to perform the same functions they can 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. For additional information, please see response to **Requirement V.B.34** earlier in this section.

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.

The screenshot shows the Mantis web interface for viewing issues. At the top, there are navigation links: Main | My View | View Issues | Report Issue | Change Log | Roadmap | My Account | Logout. Below this is a search bar and a 'Jump' button. The main area contains a grid of filters for various fields like Reporter, Status, Show, Platform, Groups, b7E, and Note.Bx. Below the filters is a table titled 'Viewing Issues (1 - 6 / 6)' with columns: P, ID, #, Category, Severity, Status, Updated, and Summary. The table lists six issues with their respective details.

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	7	ENF Interface	minor	assigned (jgoetsch)	2012-06-07	DLT issues on admc091, 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"/>	0019096	17	Network	major	assigned (plangdin)	2012-05-29	EOC message undelivered to otser
<input type="checkbox"/>	0020129	5	Enforcer	minor	assigned (jgoetsch)	2012-02-28	admc0 is occasionally losing EOC messages
<input type="checkbox"/>	0009853	6	Enforcer	minor	on hold (houston)	2011-12-06	Change File destination from FORNAX to Enforcer server. Strange file format

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 above. In all cases, TSC personnel will update the ticket and contact the appropriate facility personnel via phone or email whenever the ticket is updated.

H. Service and Maintenance

1. Provide an onsite representative who will handle all inmate problems with the ITS. This will include liaison duties between the ITS tech support, phone technician, inmate and inmate families, our member jurisdictions and the public. The representative will handle all technical issues with call recording terminals at the facility and member jurisdictions while working with the ITS technical support. The representative will also complete all requests for inmate telephone recordings that cannot be completed by a member or outside jurisdiction. The representative will also work directly with member jurisdictions to assist with any issues they have with retrieving recording or other data. The representative will serve as the “Custodian of Records” for the ITS and will be subpoenaed by courts to validate recordings. This representative’s hours will be documented in the proposal.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions can recruit, hire and train a part-time site administrator / technician to meet the facility’s requirements. Or, if the WTRJ has an onsite representative and prefers we maintain that individual, we will be happy to offer the position to that person first. Core responsibilities for this position can include:

- Serve as Primary Interface for facility system inquiries
- Track and manage inmate inquiries, complaints and responses
- Repair/replace inmate telephones as needed
- Assist WTRJ investigative personnel with reporting needs & tasks
- Manage paperwork associated with RMAs for spare parts used in system maintenance
- Coordinate planned site visits and materials delivery through facility security
- Report generation to meet facility requirements
- Report generation assistance and limited training to new facility personnel
- Provide weekly update of phone system status, repairs made, open items

The proposed onsite technician will be onsite a minimum of one day per week, or as preferred by the Jail, and will be on call at other times to respond to emergency requests.

All site administrators, field service technician employees and any subcontractors undergo a 40-hour system training certification based in San Antonio, TX. The training includes but is not limited to administrative interface, telephony board installation and replacement, system software, preventative maintenance, wiring, and installation.

2. Offeror shall provide 24-hour, toll-free service number.

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 within 20 seconds.

3. Offeror shall provide service policies and procedures as an attachment to this proposal.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. For ICSolutions' Service Policies & Procedures, please see **Exhibit F**.

4. Describe the maintenance and quality assurance programs for telephones to be installed.

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.**

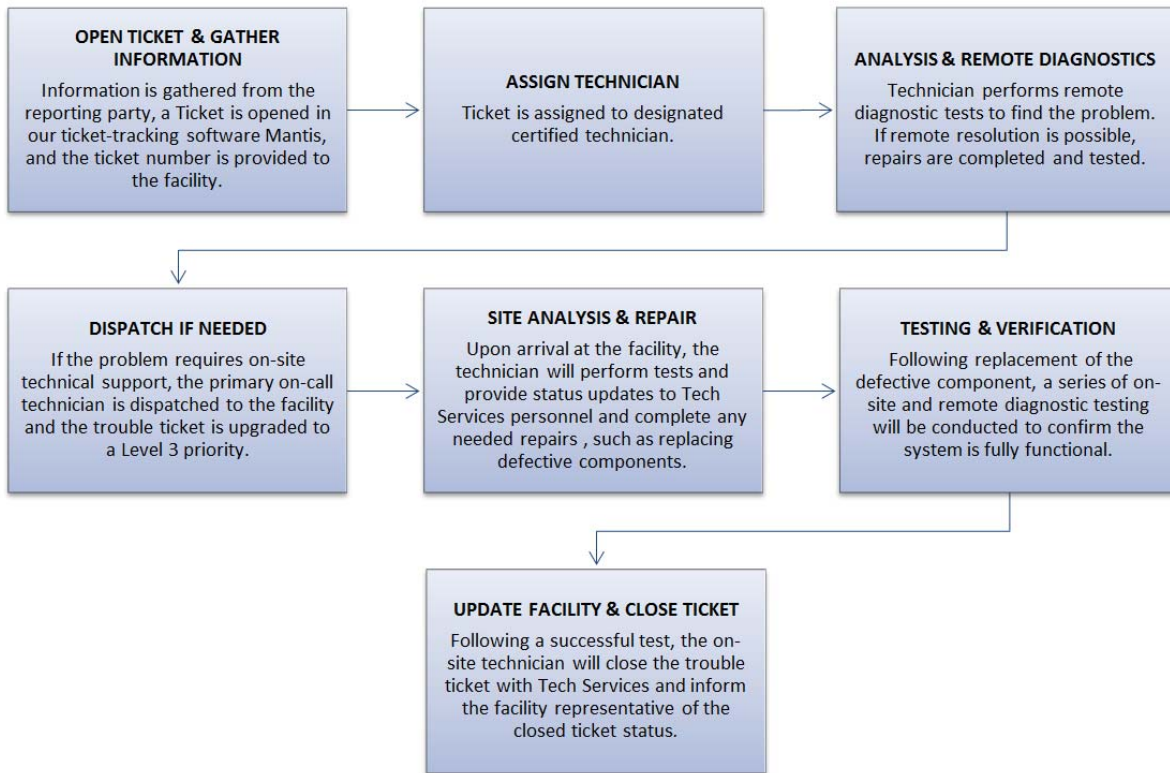
Complete Service at
no cost to the WTRJ

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 WTRJ 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 within 20 seconds. 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.

The screenshot shows the Mantis web interface. At the top, there are navigation links: Main | My View | View Issues | Report Issue | Change Log | Roadmap | My Account | Logout. On the right, there are buttons for 'Issue #' and 'Jump'. Below this is a complex filter grid with various criteria like Reporter, Assigned To, Category, Severity, Resolution, Profile, Status, Hide Status, Priority, Target Version, Show, View Status, Show Sticky Issues, Changed(Yes), Use Date Filters, Relationships, Platform, OS, OS Version, Tags, Group, BTN, Consumer or Person Reporting Problem, Hold Expires, Investigation Number, Target Date, Vendor Ticket, and Note By. At the bottom of the filters, there is a search box, an 'Apply Filter' button, and links for 'Advanced Filters' and 'Create Permalink'. Below the filters, there are buttons for 'Reset Filter' and 'Save Current Filter'. The main content area is titled 'Viewing Issues (1 - 6 / 6)' and includes links for 'Print Reports', 'CSV Export', and 'Excel Export'. Below this is a table with columns: P, ID, #, Category, Severity, Status, Updated, and Summary. The table contains six rows of ticket data. At the bottom of the table, there is a 'Select All' checkbox, a 'Move' dropdown menu, and an 'OK' button.

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	7	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	17	Network	major	assigned (glangdin)	2012-05-29	EOC message undelivered to otser
<input type="checkbox"/>	0020129	5	Enforcer	minor	assigned (jgoetsch)	2012-02-28	admco is occasionally losing EOC messages
<input type="checkbox"/>	0009853	6	Enforcer	minor	on hold (bhouston)	2011-12-06	Change File destination from FORNAX to Enforcer server. Strange file format

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 above. 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 WTRJ.

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 210-477-7357 Cell: 601-212-6128 email: lcoleman@icsolutions.com	None
Level Two	George Langdin Technical Services Manager Direct: 210-477-7320 Cell: 210-373-0620 Email: glangdin@icsolutions.com	Mike Kennedy VP of Sales & Marketing Toll-free: 866-228-4040 Office direct: 904-741-9306 Cell: 251-533-0046 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 VP of Sales & Marketing Toll-free: 866-228-4040 Office direct: 904-741-9306 Cell: 251-533-0046 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 VP of Sales & Marketing Toll-free: 866-228-4040 Office direct: 904-741-9306 Cell: 251-533-0046 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 VP of Sales & Marketing Toll-free: 866-228-4040 Office direct: 904-741-9306 Cell: 251-533-0046 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.

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 WTRJ 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 WTRJ 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 WTRJ'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 WTRJ to maximize the WTRJ's satisfaction throughout the contract term.

ICSolutions' Quality Control Policies & Procedures

All equipment proposed is shipped from ICSolutions' San Antonio manufacturing facility following a **rigorous testing procedure and approval by Quality Assurance personnel**. Following deployment, ICSolutions will create a preventative maintenance schedule to ensure that we meet the goal of continuous, reliable service. In addition, ICSolutions takes a number of pro-active steps to manage system performance, including:

1. 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%) An exception report is automatically created for any site showing such variances.
2. In addition, 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 support team for further investigation and resolution.
3. Lastly, 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.
5. It is solely the Offerors' responsibility to provide installation and maintenance which includes all wiring at the facility.

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 the WTRJ all at no cost to the WTRJ.

6. Detail equipment installation charges, if any.


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 the WTRJ all at **no cost to the WTRJ**.

7. Detail the method of determining service interruptions and service call priorities. List response time for each priority and the level of expertise devoted to each priority.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Technical Services Center (TSC) personnel are professionally trained and experienced in the operations of the inmate telephone system. All TSC employees undergo a 40-hour system training based in San Antonio, TX. Due to the sophisticated nature of The ENFORCER® system, TSC personnel can conduct an array of non-intrusive remote diagnostic tests that will quickly pin-point the problem and expedite resolution. We recognize the need to maintain security at the facility and make every effort to perform remote repairs in order to minimize the need for site visits.



Always-on
Remote Monitoring,
Diagnosis & Repair

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.

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 WTRJ.

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

8. List the service office responsible for the facility.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The WTRJ will be serviced by local technicians and account managers from stationed in the Keefe / ICSolutions Regional Office in **Chesapeake, VA** – less than 30 minutes from the Jail. Backup service and technology will be provided from our primary data center in San Antonio, Texas. ICSolutions' San Antonio data center houses:

- **Technical Services** – 24 x 7 x 365 live support for facility staff
- **Customer Service** – 24 x 7 x 365 live support for call recipients
- **Engineering & Product Development** – the technical experts who developed, maintain, and continue to enhance our proprietary ENFORCER® calling platform
- **Executive Management** – the leaders who are ultimately responsible for each client's continued satisfaction

9. The Offeror shall provide the necessary labor, parts, materials, and transportation to maintain all proposed telephones in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the Agreement. No charge shall be made to WTRJ for maintenance of the ITS.

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 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 WTRJ for this service.

10. The Offeror shall maintain all cable related to the ITS, whether reused or newly installed.

ICSolutions Response:

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

11. The Offeror shall respond to repair requests from WTRJ by arriving at the site promptly after reasonable notice has been given on a twenty-four (24) hours a day, seven (7) days a week basis, 365 days a year.

ICSolutions Response:

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

12. The Offeror must exhibit to WTRJ a best effort approach to completion of the repairs or replacement during the first twenty-four (24) hours following notification of a significant problem (significant is at the sole discretion of WTRJ). WTRJ shall be notified of progress and or delays in progress until there is resolution of the problem. Offeror shall notify WTRJ any time a technician will be dispatched to the Facility.

ICSolutions Response:

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

13. WTRJ may cancel the Agreement with Offeror if Offeror has not cured a service problem within ten (10) days of the Offeror receiving notice of the problem from WTRJ.

ICSolutions Response:

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

14. A complete list of contractors/subcontractors, managers, administrators, technicians, etc. must be provided to WTRJ. This includes a complete list of business, cellular or other contact means; the Offeror's management home and emergency telephone numbers must also be furnished. Offeror shall provide a copy of your current repair procedure policy for both normal maintenance and emergency outages.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. For ICSolutions' Service Policies & Procedures, including contact numbers, please see **Exhibit F**.

ICSolutions' excellent customer service begins from the date of contract award through the life of the contract. Our service package offers the WTRJ 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 a sophisticated project management team, with Mike Kennedy, ICSolutions' Vice President of Sales & Marketing and your Regional Account Manager, 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 the WTRJ 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 **Section 1.C**.

ICSolutions has provided contact information below, as well as an escalation list. Additional management home and emergency numbers can be provided upon award.

Client Services

Mike Kennedy, Vice President of Sales & Marketing

2200 Danbury Street
San Antonio, TX 78217
251-533-0046

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 WTRJ throughout the entire contract term. ICSolutions recognizes that the WTRJ's needs may evolve over the life of the contract and Mike will work with the WTRJ to adjust the system and features provided to best fit the WTRJ'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

2200 Danbury Street
San Antonio, TX 78217
210-477-7381

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

2200 Danbury Street
San Antonio, TX 78217
210-572-9556

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

2200 Danbury Street
San Antonio, TX 78217
850-490-6077

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

2200 Danbury Street
San Antonio, TX 78217
210-477-7340

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 (ITS Installations)

2200 Danbury Street
San Antonio, TX 78217
210-477-7355

Responsibilities

During the implementation, Geoff will be responsible for managing the installation, including development of the WTRJ'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.

John Gardner, Regional Field Service Manager

2200 Danbury Street
San Antonio, TX 78217
210-477-7347

Responsibilities

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

Qualifications

Mr. Gardner holds an A+ Certification and has more than 20 years of experience in installations and project management. John is skilled at installations of both inmate telephone systems and video visitation systems. John has led many installations, including the installations at Placer County, California – Howard County, Maryland – and Graham County, Arizona.

Latoya Coleman, Technical Support Manager

2200 Danbury Street
San Antonio, TX 78217
210-572-9547

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 nearly 10 years of technical support experience, with more than 6 years 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

2200 Danbury Street
San Antonio, TX 78217
210-588-8102

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.

Josh Hatzenbuehler, Engineering Manager

2200 Danbury Street
San Antonio, TX 78217
210-477-7325

Responsibilities

Josh directs the Engineering team responsible for designing the software and hardware for The ENFORCER® inmate call processing platform and The Visitor™ Video Visitation & Scheduling Management platform. Josh also serves as a point of contact for escalated software engineering tickets and software support issues.

Qualifications

Josh has ten years' experience in the development and configuration of software systems. He joined ICSolutions in 2013 as a software engineer, focusing on developing flexibility in user customization of ICSolutions' IVR system. He has worked with software systems since 2007, with several years' experience as a lead software engineer on multiple projects. Josh earned his Bachelor of Science in Electrical Engineering from Texas A&M in 2010. Josh managed development of all aspects of the Video Visitation software, including managing customer and vendor relationships. In addition, Josh developed the software configuration for customer facilities during the installations and upgrades of video visitation systems.

George Langdin, Technical Services Manager (IT Engineering)

2200 Danbury Street
San Antonio, TX 78217
210-477-7320

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 25 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.

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 210-477-7357 Cell: 601-212-6128 email: lcoleman@icsolutions.com	None
Level Two	George Langdin Technical Services Manager Direct: 210-477-7320 Cell: 210-373-0620 Email: glangdin@icsolutions.com	Mike Kennedy VP of Sales & Marketing Toll-free: 866-228-4040 Office direct: 904-741-9306 Cell: 251-533-0046 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 VP of Sales & Marketing Toll-free: 866-228-4040 Office direct: 904-741-9306 Cell: 251-533-0046 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 VP of Sales & Marketing Toll-free: 866-228-4040 Office direct: 904-741-9306 Cell: 251-533-0046 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 VP of Sales & Marketing Toll-free: 866-228-4040 Office direct: 904-741-9306 Cell: 251-533-0046 Fax: 210-693-1016 mkenedy@icsolutions.com

Subcontractors

ICSolutions has the necessary personnel and capability to perform all functions of this contract. ICSolutions manufactures the inmate telephone system, designs the software applications, provides the installation, training and support to accommodate all aspects of this contract. Should the use of subcontractors ever become necessary, the WTRJ will be informed of this decision in advance. Regardless of whether or not subcontractors are ever used, ICSolutions accepts full responsibility for all functions performed under this contract if awarded whether provided direct or through the use of carefully selected subcontractors.

15. Either party shall report to the other party any misuse, destruction, damage, vandalism, liability, etc. to the ITS. Offeror will assume liability for any and all such damages. In addition, Offeror shall ensure that all inmate telephones are operable and maintained at an acceptable level at all times.

ICSolutions Response:

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

16. All issues surrounding the ITS service shall be reported by Offeror to WTRJ or its Designee promptly.

ICSolutions Response:

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

I. Installation and Cut-Over

1. The contractor will provide inmate phone sets, the remote administration station and the automated inmate call control system, remote system access via the web and the system and insure that they are working properly. This installation is to be completed within thirty (30) days after award of the contract.
2. Offeror shall submit a complete and detailed schedule of the time frame required for installation, utility coordination, training, cut over and testing. The system must be installed in a manner and under a time frame designed to minimize disruption of the normal functioning of the facility.
3. If the schedule cannot be met within the 30 days stated above, contractor must propose an installation schedule of events. Failure to state installation time in the bid will obligate the contractor to complete installation so as required in the bid. Extended installation time may be considered when in the best interest of the WTRJ.

4. Due to Offeror's action(s), if any installation is not completed within the timeframe allowed in the agreed-upon implementation plan, Offeror may incur liquidated damages in the amount of three hundred dollars (\$300.00) per day for each day beyond the installation date. In no event will natural disasters or acts of God cause Offeror to incur liquidated damages.
5. Should Offeror incur liquidated damages, WTRJ will invoice Offeror. Payment of the invoice shall be made to WTRJ or its Designee within thirty (30) days of Offeror's receipt of the invoice.
6. The Offeror agrees to obtain WTRJ's written permission before proceeding with any work that requires cutting into or through girders, beams, concrete or tile floors, partitions or ceilings, or any work that may impair fireproofing or moisture proofing, or potentially cause any structural damage.
7. The Offeror agrees to assume responsibility for installation of the equipment in accordance with the specifications contained in the manufacturer's installation instructions.
8. Use of existing or in-place conduit, raceways, cable ways, cable, inside wiring, telephone set mountings, switches, terminal boxes, and terminals within the Facility are at the risk of the Offeror. No exposed wiring will be permitted in inmate housing areas. Ownership of any wiring or conduit placed under this Agreement by the Offeror becomes WTRJ's property upon termination and/or expiration of the Agreement.
9. The Offeror agrees that if any cabling work is required as part of any installation, all new cables shall be used and marked clearly and legibly at both ends, and must meet all applicable EIA/TIA wiring standards for commercial buildings. The new wiring will be of a color agreed upon by WTRJ and the contractors as to not conflict with the color schema currently in use at WTRJ.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with Requirements V.I.1 through V.I.9. According to Requirement V.I.3 of this section, implementation plans longer than 30 days may be considered when in the best interest of the WTRJ. ICSolutions would like to point out that only the incumbent vendor could provide cutover in 30 days because any new vendor will have to order circuits from the Local Exchange Carrier, who usually requires a minimum of 30 days' notice to install circuits. Therefore, ICSolutions has provided our installation plan in **Section 3: Work Plan** to provide service in a more realistic timeframe.

10. The Offeror shall install additional telephones and monitoring and recording equipment as needed at no cost to WTRJ. This shall be done throughout the Agreement term and all subsequent renewal terms.

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 WTRJ to accommodate expansions to the phone system consistent with expansions to the inmate population. If, at any point, the WTRJ 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.

11. The Offeror shall provide and install adequate surge and lightening protection equipment on all lines used for the ITS. Offeror shall be responsible for maintaining, replacing or upgrading the surge and lightening protection at no cost to WTRJ.

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.

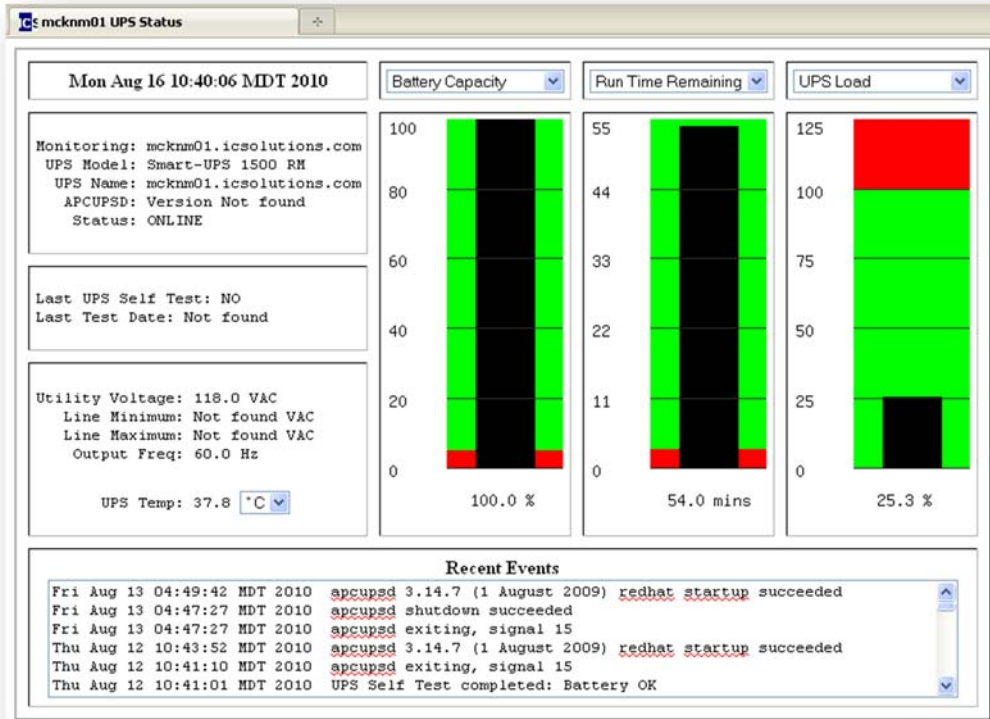
In addition to running continuous, automated analyses; ICSolutions technicians can view the status of all UPS units in service at any time from our NOC.

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	Data
ada01	Smart-UPS 2200 RM	ONLINE	100.0%	118.0 VAC	22.7%	24.2° C	36.0 min	All data
admco04	Smart-UPS 2200 RM	ONLINE	100.0%	115.2 VAC	40.9%	17.1° C	23.0 min	All data
ankmn91	Smart-UPS 2200 RM	ONLINE	100.0%	122.4 VAC	46.1%	36.0° C	19.0 min	All data

UPSMON - All Systems Status

INMATE CALLING SOLUTIONS

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 WTRJ's ENFORCER® calling system.

Critical system data and call recordings are also stored in both the primary and secondary data center – providing an additional layer of redundancy to protect the WTRJ from any possibility of data loss.

12. Installation of all telephones and related equipment shall be accomplished during normal business hours at WTRJ or as otherwise specified by the Administrator.

ICSolutions Response:

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

13. The Offeror shall clean up and remove all debris and packaging materials resulting from work performed.

ICSolutions Response:

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

14. The Offeror shall restore to original condition any damage to WTRJ's property caused by maintenance or installation personnel associated with the Offeror, including repairs to walls, ceilings, etc.

ICSolutions Response:

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

15. The Offeror agrees to install, repair and maintain all Offeror provided equipment and lines, including but not limited to any wiring or cable work required throughout the facility at no cost to WTRJ. All Offeror-provided equipment, installation, maintenance and repair costs as well as all costs or losses due to vandalism shall be the total responsibility of the Offeror.

ICSolutions Response:

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

16. Upon completion of the initial installation and any ongoing installations, Offeror must provide WTRJ and its Designee with a list of telephone numbers, equipment specifications and locations of each unit.

ICSolutions Response:

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

17. Offeror must indicate any environmental conditions required for the proposed call processing equipment. Offeror shall specifically provide a recommendation for addressing the temperature in the phone room at the facility at no cost to WTRJ.

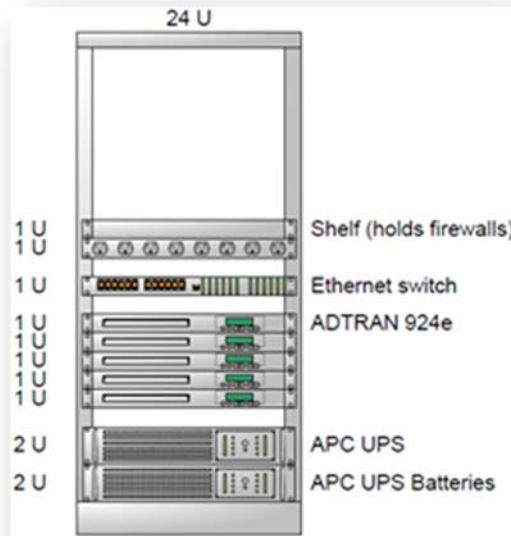
ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. With The ENFORCER®'s centralized configuration, the WTRJ will benefit from limited onsite installation and maintenance requirements, reduced energy consumption, and a very small footprint for the onsite equipment, as 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.

INMATE CALLING SOLUTIONS

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. Additionally, this hardware is temperature tolerant and will operate flawlessly in environments ranging from 35 -110 degrees Fahrenheit. It is recommended that the power source be clean and unencumbered with other devices.

The rack configuration of the on-site equipment is provided below.



On-site Equipment in a Rack

18. Offeror must indicate the physical size of any call processing equipment to be installed at the Facility.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. This equipment will be installed in a standard 19" Equipment Rack, as shown above in **Requirement V.I.17**.

19. Any delay in the implementation of the contractors' schedule that is caused by WTRJ will increase the contractor's time allowance to complete installation but the contractor must submit a complete and detailed schedule of additional time required.

ICSolutions Response:

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

20. The contractor will assume the risk of loss and or damage during shipment, unloading and installation.

ICSolutions Response:

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

J. Call Monitoring and Recording

1. Any communication between the inmate and the called party must have the capability of being recorded.

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.

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.

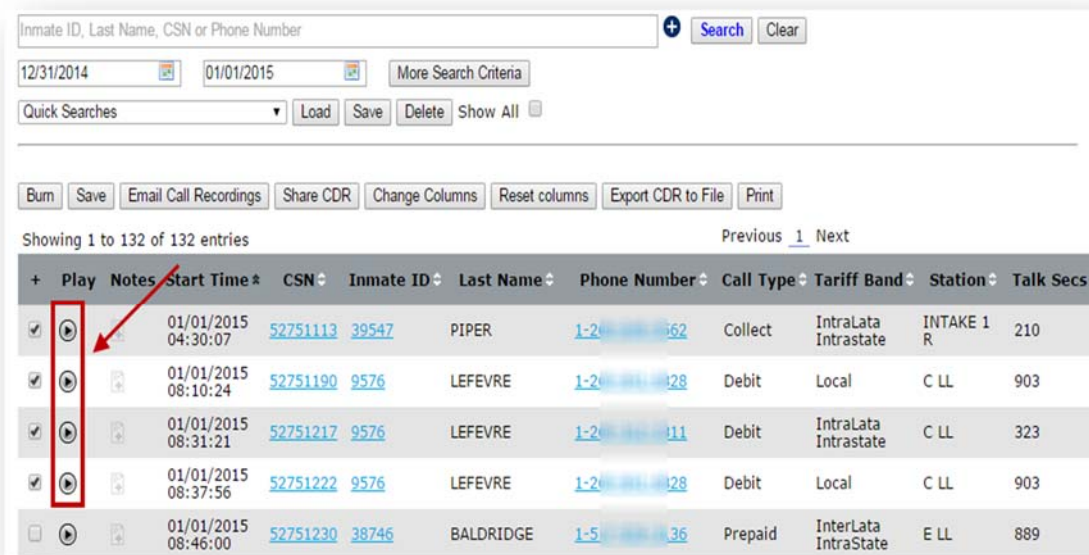
The system has extensive search capabilities for Investigators. Call recordings can be retrieved based on the following parameters and more:

- 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. 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.



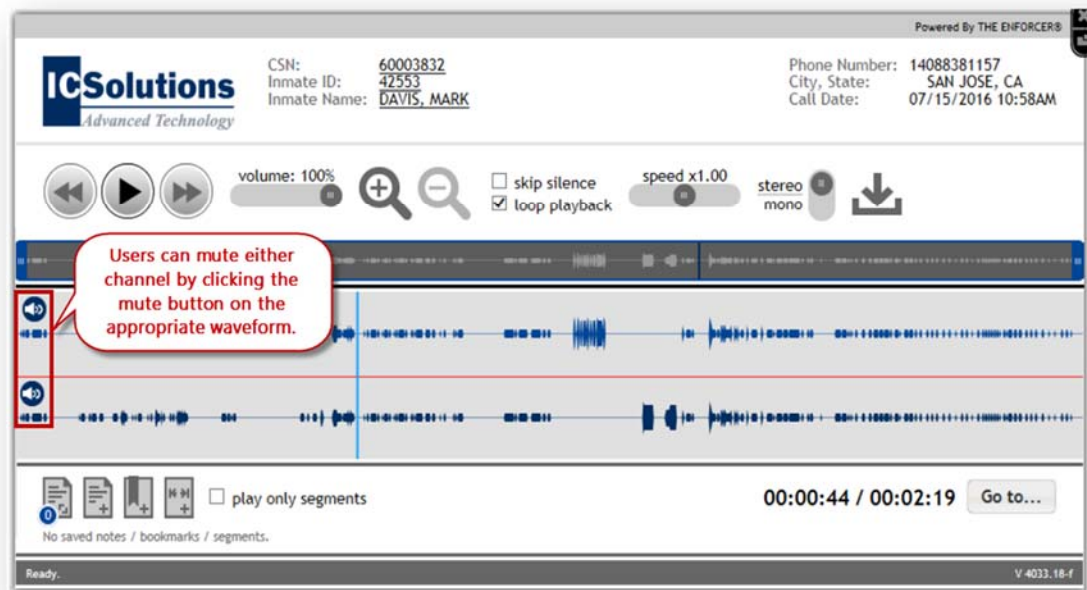
The screenshot shows a web interface for call detail results. At the top, there is a search bar for 'Inmate ID, Last Name, CSN or Phone Number' with 'Search' and 'Clear' buttons. Below the search bar are date filters for '12/31/2014' and '01/01/2015', and a 'More Search Criteria' button. A 'Quick Searches' dropdown menu is also present with 'Load', 'Save', 'Delete', and 'Show All' buttons. Below the search area are several action buttons: 'Burn', 'Save', 'Email Call Recordings', 'Share CDR', 'Change Columns', 'Reset columns', 'Export CDR to File', and 'Print'. The main content area shows 'Showing 1 to 132 of 132 entries' and navigation links for 'Previous', '1', and 'Next'. The table below has the following columns: '+', 'Play', 'Notes', 'Start Time', 'CSN', 'Inmate ID', 'Last Name', 'Phone Number', 'Call Type', 'Tariff Band', 'Station', and 'Talk Secs'. The first row is highlighted, and a red box surrounds the 'Play' icon, with a red arrow pointing to it.

+	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	1-504-462-136	Prepaid	InterLata IntraState	E LL	889

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

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

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



ICS Web Player

2. Communication between the inmates and their attorney's office should not be recorded. The system must allow the facility to identify phone numbers that should not be recorded.

ICSolutions Response:

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

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

Attorney Registration

If desired, ICSolutions offers an Attorney 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 attorney registration approval function.

Attorney Registration

Please enter search criteria

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	<input type="button" value="Show"/> <input type="button" value="Add"/>	<input type="button" value="Show"/>	<input type="button" value="Approve"/> <input type="button" value="Reject"/>
1-435-644-5278	05/01/2011	Pending Approval	05/01/2011	<input type="button" value="Show"/> <input type="button" value="Add"/>	<input type="button" value="Show"/>	<input type="button" value="Approve"/> <input type="button" value="Reject"/>
1-480-990-1611	04/28/2011	Pending Approval	04/28/2011	<input type="button" value="Show"/> <input type="button" value="Add"/>	<input type="button" value="Show"/>	<input type="button" value="Approve"/> <input type="button" value="Reject"/>
1-509-734-7285	05/07/2011	Pending Approval	05/09/2011	<input type="button" value="Show"/> <input type="button" value="Add"/>	<input type="button" value="Show"/>	<input type="button" value="Approve"/> <input type="button" value="Reject"/>
1-541-522-8424	04/06/2011	Pending Approval	04/06/2011	<input type="button" value="Show"/> <input type="button" value="Add"/>	<input type="button" value="Show"/>	<input type="button" value="Approve"/> <input type="button" value="Reject"/>
1-541-633-9131	05/05/2011	Pending Approval	05/05/2011	<input type="button" value="Show"/> <input type="button" value="Add"/>	<input type="button" value="Show"/>	<input type="button" value="Approve"/> <input type="button" value="Reject"/>
1-602-351-8260	04/07/2011	Pending Approval	04/07/2011	<input type="button" value="Show"/> <input type="button" value="Add"/>	<input type="button" value="Show"/>	<input type="button" value="Approve"/> <input type="button" value="Reject"/>

Attorney Registration

3. Authorized individuals must be able to search call recordings by dialed number, date, time, inmate account, or site ID.

ICSolutions Response:

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

4. Authorized individuals must be able to simultaneously listen to and record conversations.

ICSolutions Response:

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

Live Call Monitoring

The ENFORCER® offers real-time, live call monitoring of calls in progress. Call monitoring with The Observer is accessed through the **Monitor** tab of the ENFORCER'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 WTRJ 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 WTRJ administrators can access the system from any computer with an internet connection as if they were opening a website.



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

INMATE CALLING SOLUTIONS

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.

The Observer

Pause Comment Cut off Disable Add Listener Show Map

All Active All Stations Project time

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

Action	Status	Station	Number	Min	Cost	Inmate	Name	Alert
	Greeting	B-4	1-480-928-4069	0:00	\$3.45	347122	ALVES, CORAN	none
	Talking	E-2	1-775-287-7127	8:24	\$3.15	410656	WILLIAMS, NIKI	none
	Talking	C4	1-316-218-5613	13:41	\$2.38	084183	OSIL, ROBERT	Inmate
	Dialing	F-1	1-230-230-5330	0:00	\$0.00	067122	LANG, MARK	none
	Greeting	G-1	1-928-486-8148	0:00	\$3.45	363912	ESTEFAN, ETHAN	none
	Talking	J-4	1-928-230-5335	4:49	\$1.15	067606	BAILEY, EMILY	none
	Talking	K-4	1-480-348-5401	12:59	\$2.99	393912	DUNCAN, WILL	none
	Talking	L-1	1-210-555-9999	2:30	\$5.00	185575	MCKAY, MARK	none

Call details IP

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

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

Critical Call Monitoring Functions include:

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

The Observer

Action Buttons

Customization

Offhook:54 Talking:41 Alert:0 DNR:3

Action	Status	Station	Number	Min	Cost	Inmate	Name	Host	Alert
	Dialing	STATION 7107	1-208-3				H, CLAYTON	ctlati05	none
	Talking	REC ROOM PH 8	1-417-5				VIN, LYLE	ctlati01	none
	Talking	LAUNDRY PH 1	1-208-3				EN, MICHAEL	ctlati06	none
	Talking	J BLOCK TIER 2 CORDLESS PHONE 2	1-208-3				ON, JESUS	ctlati04	none
	Talking	J BLOCK TIER 2 CORDLESS PHONE 3	1-208-3				LLAH, AZAD	ctlati02	none
	Talking	A TIER 3 CORDLESS PHONE 2	1-208-7				ER, CASEY	ctlati01	none
	Talking	A TIER 2 CORDLESS PHONE 1	1-385-6				ORZCO CORNEJO, RICARDO	ctlati06	none
	Talking	E BLOCK TIER 2 PHONE 2	1-208-785-5781	28:23	\$4.06	107564	RODRIGUEZ, PATRICK	ctlati02	none
	Talking	G BLOCK DAYROOM CORDLESS PHONE 1	1-208-571-8275	20:41	\$3.08	103803	TORSTENBO, JOHN	ctlati02	none
	Talking	STATION 13101	1-208-899-6846	21:30	\$3.22	78515	TRINKAUS, DUSTIN	ctlati01	none

Call Station List

A call in progress may be disconnected by authorized personnel by clicking the *Cutoff* button.

Display of Calls in Progress

Monitoring sessions occur in true real time with no delay in transmission of the audio, using standard live audio streaming techniques. When a user selects a call in progress to begin monitoring, the audio is streamed to that user live and in real-time. All audio is buffered so even if 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.

ICS Call Player V5.0.0.4 (CSN 59562406)

CSN: 59562406 Phone Number: 1-313-341-1219
 Inmate ID: 44541 City, State: DETROIT, MI
 Inmate Name: KAMERON KRAVAUGHN WALKER Call Date: 02/27/2015 14:17:39
 Security: SSL / TLS

10 min

buffer: 0.0 secs Call Time: 7:13 play point: 0:01 (actual: 0:35)

Date	User	Position	Note

Call Player

INMATE CALLING SOLUTIONS

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	80660	NULPH...	ctlat105	none
	Talking	REC ROOM PH 8	1-417-...47	5:36	\$0.98	85531	NEV...	ctlat101	none
	Talking	LAUNDRY PH 1	1-208-...20	14:21	\$2.10	10572	HARND...	ctlat106	none
	Talking	J BLOCK TIER 2 CORDLESS PHONE 2	1-208-...23	5:22	\$0.98	72862	CHAC...	ctlat104	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	WE...	ctlat105	none
	Talking	CLASS ROOM A - PH 4	1-208-...90	5:10	\$0.98	92919		ctlat103	none
	Talking	STATION 14117	1-208-...18	2:53	\$0.56	71811	SH...	ctlat105	none

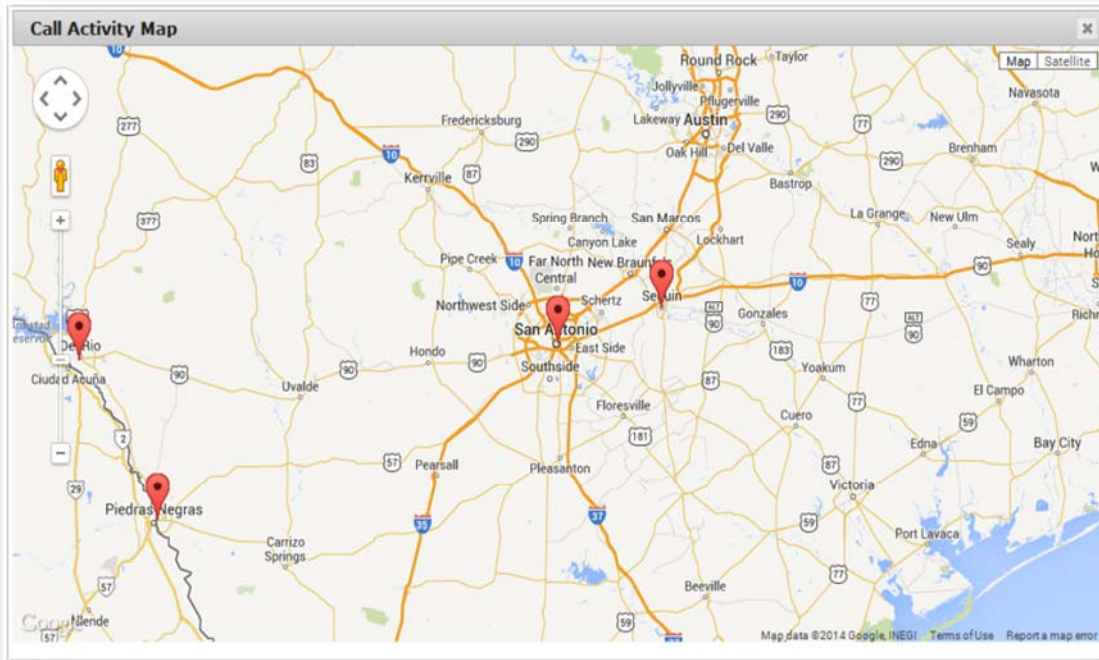
Add Listener x

Phone Number: x

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

Displaying a Geographical Map

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

- Recordings must be backed up for archival purposes. Please describe system utilized.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. 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 San Antonio and one data center in Atlanta). 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.

INMATE CALLING SOLUTIONS

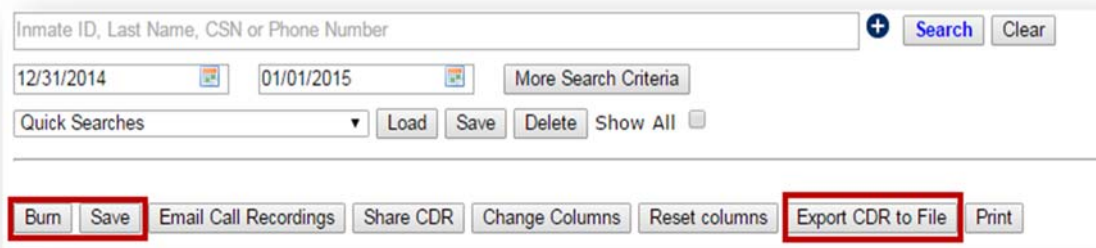
From the Call Detail Results screen, authorized facility users may quickly and easily export or download call recordings and call data in standard file formats. Selected calls may be quickly and easily exported to media in **CSV, PDF, and Excel file formats**. Call recordings may be exported to **MP3, 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.



+ 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

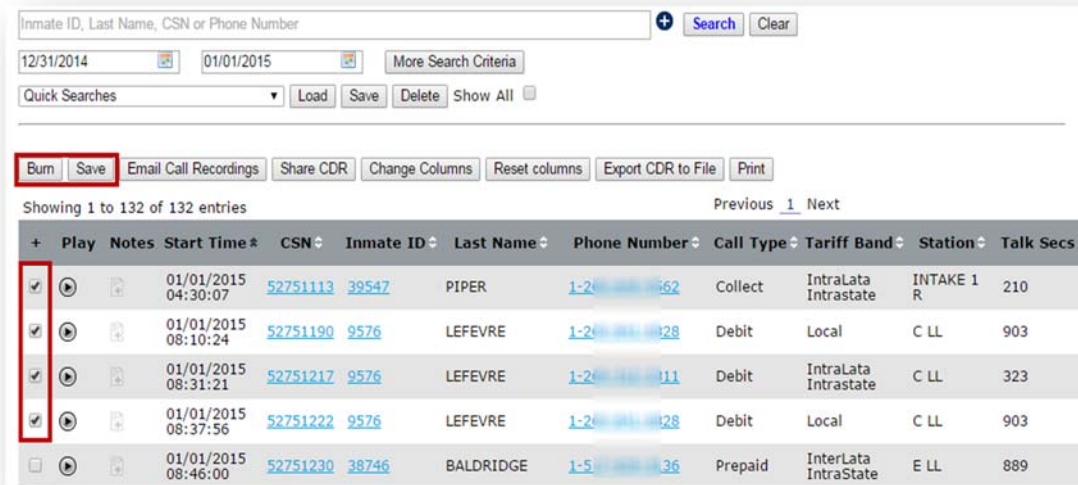
12/31/2014 01/01/2015

Quick Searches

Export Options – Burn, Save, and Export Calls

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.



The screenshot shows a web interface for call detail results. At the top, there is a search bar for 'Inmate ID, Last Name, CSN or Phone Number' with 'Search' and 'Clear' buttons. Below the search bar are date filters for '12/31/2014' and '01/01/2015', along with 'More Search Criteria' and 'Quick Searches' options. A row of action buttons is visible, with 'Burn' and 'Save' highlighted by a red box. Below this is a table of call records with columns: Play, Notes, Start Time, CSN, Inmate ID, Last Name, Phone Number, Call Type, Tariff Band, Station, and Talk Secs. The first four rows of the table have their 'Play' checkboxes checked, also highlighted by a red box.

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	1-202-888-1152	Collect	IntraLata IntraState	INTAKE 1 R	210
<input checked="" type="checkbox"/>		01/01/2015 08:10:24	52751190	9576	LEFEVRE	1-202-888-1128	Debit	Local	C LL	903
<input checked="" type="checkbox"/>		01/01/2015 08:31:21	52751217	9576	LEFEVRE	1-202-888-1111	Debit	IntraLata IntraState	C LL	323
<input checked="" type="checkbox"/>		01/01/2015 08:37:56	52751222	9576	LEFEVRE	1-202-888-1128	Debit	Local	C LL	903
<input type="checkbox"/>		01/01/2015 08:46:00	52751230	38746	BALDRIDGE	1-502-888-1136	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

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 list. On the right side, there is a control panel with sections for 'Optical Disc Drive' (showing 'D:\DVD RW AD-72405'), 'Audio File Type' (with radio buttons for 'mp3' and 'speex'), and 'Disc(s)' (showing 'DEMO 20130711 93_1' and 'DEMO 20130711 93_2'). Below the control panel, there are buttons for 'Add', 'Rename', and 'Burn'. At the bottom left, a message box says '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

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.

6. The ITS shall allow WTRJ staff to remotely monitor live conversations and to access call recordings.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® offers unlimited secure, remote access from any computer with internet access, allowing authorized users to log in to The ENFORCER® any time from any location. Our remote access allows users to perform the same functions they can 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. For additional information, please see response to **Requirement V.B.34** earlier in this section.

7. The ITS shall be capable of permitting full monitoring and recording of all calls from any telephone within the Facility unless there are restrictions that prohibit the recording and monitoring of certain calls such as attorney- client restrictions. The ITS shall have the capability to exclude those calls.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® system offers full monitoring and recording of all inmate calls not marked as "do not record." 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.

8. The ITS shall comprehensively record all calls. At a minimum, WTRJ shall have the capability of playing back a recorded call. All call recordings shall be stored for the term of the contract. The Offeror shall be responsible for supplying all backup disks/CDs/media for the storage of call recordings at no cost to WTRJ throughout the life of the Agreement and any renewal terms.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. 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**. For additional information, please see response to **Requirement V.J.1** earlier in this section.

INMATE CALLING SOLUTIONS

9. The monitoring and recording of calls shall be selectively programmable by one or all of the following:
 - a) Inmate Telephone;
 - b) Housing Unit;
 - c) Start and Stop Time and Date of Call;
 - d) Called Number
 - e) PIN; and
 - f) Inmate Name

ICSolutions Response:










ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® features a search function to isolate calls of interest. Authorized users can search for calls to monitor or playback by any parameter in the call detail record, including Telephone, Housing Unit, Start and Stop time, date of call, called number, PIN, Inmate Name, and more.

When searching for call recordings, the user may select virtually any criteria. Each call recording displayed will reflect the date and time of the recording, call duration, PIN, etc. Search results will be displayed in date and time order unless another sort option is specified by the user.

10. The ITS shall be capable of showing real time call activity. This activity shall be detailed by date of call, start time of call, stop time of call, originating telephone station number and called number.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Authorized personnel can easily access live call activity remotely, or using an onsite workstation, at any time. Call activity includes the PIN, date and time of call, call length, telephone station, and dialed number. This real-time call activity can be reviewed while calls are in progress, and live monitoring can begin if desired. (Call activity can also be viewed after the call is complete, and playback of the call recording is available.)

Action	Status	Station	Number	Min	Cost	Inmate	Name	Alert
 	Greeting	B-4	1-480-928-4069	0:00	\$3.45	347122	ALVES, CORAN	none
 	Talking	E-2	1-775-287-7127	8:24	\$3.15	410656	WILLIAMS, NIKI	none
 	Talking	C4	1-316-218-5613	13:41	\$2.38	084183	OSIL, ROBERT	Inmate
 	Dialing	F-1	1-230-230-5330	0:00	\$0.00	067122	LANG, MARK	none
 	Greeting	G-1	1-928-486-8148	0:00	\$3.45	363912	ESTEFAN , ETHAN	none
 	Talking	J-4	1-928-230-5335	4:49	\$1.15	067606	BAILEY, EMILY	none

11. WTRJ requires an onsite workstation under this RFP for the onsite offeror's employee. Access to the ITS shall be completely web-based. Offeror shall provide a detailed description for how access to the ITS can be accomplished.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will furnish the facility with the specified number of fully-featured administrative workstations. 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.

All system functions can be performed by any approved user who presents the proper user ID and password during Administrator login.

- 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

PC Specs for Remote Access

Any remote PC which meets the following specifications may securely access The ENFORCER® platform:

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: Internet Explorer (IE) 6, IE7, IE8, Firefox 3.5 +

Voice Analytics supports both IE 6, 7, 8, and Firefox 3.5 +

12. The ITS shall allow for the manual set up of the monitoring and recording connection on an as needed basis. The ITS shall have the capability to select a particular telephone number for recording or monitoring while a call is in progress.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. 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. For additional information, please see response to **Requirement V.J.4** earlier in this section.

13. The ITS shall provide for simultaneous playback of recorded calls and continuous recording of live conversations. It is mandatory that the playback of any selected channel must be accomplished while continuing to record all input channels.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® provides for simultaneous playback of recorded calls and continuous recording of all live conversations. For additional information, please see response to **Requirements VJ.1** and **V.J.4** earlier in this section.

14. The ITS shall provide for continuous on-line diagnostics and continuous supervision, as well as local remote offline system control access for advanced programming and diagnostics. Access to the built-in advanced diagnostics and program control shall be accessible via modem or broadband internet 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 solution designed for the WTRJ is a centralized configuration, which means the call processor will reside at a secure data center rather than at a WTRJ facility. The centralized, primarily offsite configuration we have designed for the WTRJ 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.

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.

The screenshot displays the Mantis web interface for viewing issues. At the top, there is a navigation menu with links: Main | My View | View Issues | Report Issue | Change Log | Roadmap | My Account | Logout. A search bar and 'Jump' button are also present.

Below the navigation is a filter section with various criteria:

- Reporter:** any
- Monitored By:** any
- Assigned To:** any
- Category:** any
- Severity:** any
- Resolution:** any
- Profile:** any
- Status:** Hide Status: any; closed (And Above)
- Priority:** any
- Target Version:** any
- Show:** View Status: any; Show Sticky Issues: Yes; Changed(hrs): 6; Use Date Filters: No; Relationships: any
- Platform:** OS: any; OS Version: any; Tags:
- Groups:** any
- RTM:** Consumer or Person Reporting Problem; Hold Expires: any; Investigation Number: any; Target Date: any; Vendor Ticket: any
- Note By:** any; Sort by: Updated Descending

Buttons for 'Apply Filter', 'Advanced Filters', 'Create Permalink', 'Reset Filter', and 'Save Current Filter' are visible.

The main section is titled 'Viewing Issues (1 - 6 / 6)' and includes links for 'Print Reports', 'CSV Export', and 'Excel Export'. It contains a table of issues:

	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	7	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"/>	-	0019096	17	Network	major	assigned (glangdin)	2012-05-29	EOC message undelivered to otser
<input type="checkbox"/>	-	0020129	5	Enforcer	minor	assigned (jgoetsch)	2012-02-28	admco is occasionally losing EOC messages
<input type="checkbox"/>	-	0002853	6	Enforcer	minor	on hold (hbouston)	2011-12-06	Change File destination from FORNAX to Enforcer server. Strange file format

At the bottom of the table, there are 'Select All' and 'Move' options, and an 'OK' button.

INMATE CALLING SOLUTIONS

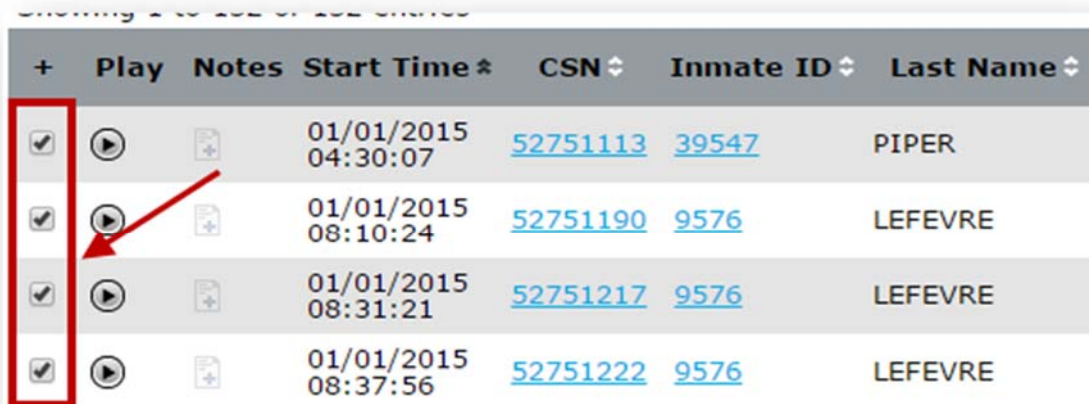
Mantis maintains a thorough account of all trouble tickets issued by the ICSolutions' Technical Services Center (TSC) for the life of the contract. Upon request, historical trouble reporting data can be provided in report format for facility review. Trouble tickets may also be initiated and viewed via our web-based tracking tools as shown above. In all cases, TSC personnel will update the ticket and contact the appropriate facility personnel via phone or email whenever the ticket is updated.

15. The ITS shall provide the capability to copy the conversations onto a storage device in audio format with tamper free capabilities.

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.

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.



+ <input type="checkbox"/>	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

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

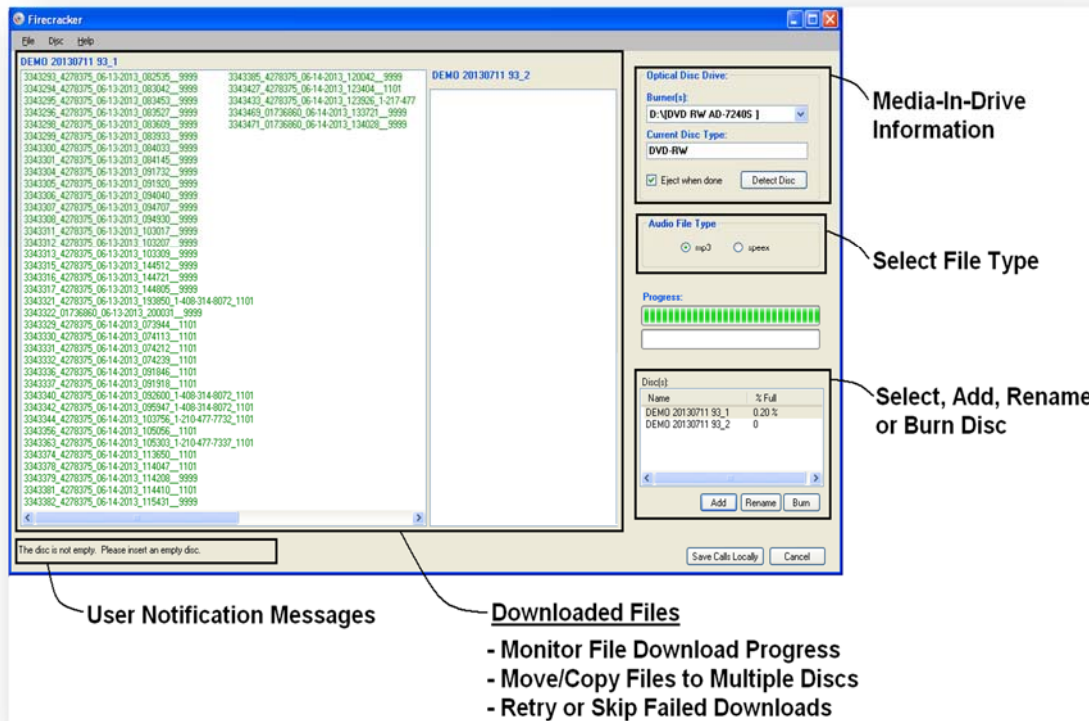
Showing 1 to 132 of 132 entries Previous 1 Next

	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	1-202-888-162	Collect	IntraLata Intrastate	INTAKE 1 R	210
<input checked="" type="checkbox"/>			01/01/2015 08:10:24	52751190	9576	LEFEVRE	1-202-888-128	Debit	Local	C LL	903
<input checked="" type="checkbox"/>			01/01/2015 08:31:21	52751217	9576	LEFEVRE	1-202-888-111	Debit	IntraLata Intrastate	C LL	323
<input checked="" type="checkbox"/>			01/01/2015 08:37:56	52751222	9576	LEFEVRE	1-202-888-128	Debit	Local	C LL	903
<input type="checkbox"/>			01/01/2015 08:46:00	52751230	38746	BALDRIDGE	1-505-888-136	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



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.

Chain of Evidence

To ensure the authenticity of call recordings, 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, and then compare that checksum value with the checksum value retrieved from the database. If the checksum values 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.

As another level of protection, access to or manipulation of the source recording is never allowed. No individual is given direct access to the actual recordings on disk in order to maintain absolute integrity. The system will pass copies of its recordings to individuals through the call record selection process.

Access to the call recordings or call monitoring is executed through a series of user names, passwords and account privileges. Any individual desiring access to the recording playback or call monitoring must have a valid user name with sufficient privileges and a valid password. At any time, System Administrators may run a Recording Access report to view 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.

16. Time and date entries for each recorded conversation shall be displayed on a per channel basis. The ITS shall display all conversations in chronological order to facilitate research and playback.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. When a user searches for recordings, the recordings appear on the screen shown below. The recordings can be sorted by any of the column headings by clicking the heading itself. If a user wishes to view call recordings in chronological order, they simply click the Off-Hook Time column heading to sort the recordings.

INMATE CALLING SOLUTIONS

THE ENFORCER County FL
User: Itzger IV (81)
Copyright 2008-2010

Buttons: Play selected call, Run Audio CO-R, Run Data CO-R, Save Calls Locally, Export call records to file, Change Columns, Printable, Share CDR

Select	Play	Notes	Off Hook Time	Pin	Lastname	Phone number	Billed Time	Cost	Trunk ID	Station Name	End Type	3-Way
<input type="checkbox"/>			06/14/2010 15:40:06	20100001331953	MUNETT	1-352-569-9425	5:00	\$1.80	1105	C - RIGHT	Normal	
<input type="checkbox"/>			06/14/2010 15:37:46	20100006112964	VERAGHEN	1-352-787-4119	3:00	\$2.25	1124	F - LEFT	Normal	3-Way
<input type="checkbox"/>			06/14/2010 15:34:53	20100011836255	BENTLEY	1-352-446-8178	15:00	\$1.80	1107	G - LEFT	Normal	
<input type="checkbox"/>			06/14/2010 15:33:43	20100009500418	NASH	1-850-528-7367	15:00	\$5.00	1109	C POD 3	Normal	
<input type="checkbox"/>			06/14/2010 15:33:33	20100001331953	MUNETT	1-352-569-9425	6:00	\$1.80	1110	C - RIGHT	Normal	
<input type="checkbox"/>			06/14/2010 15:33:10	20100002501029	COTTON	1-352-693-2663	1:00	\$1.80	1105	D POD 2	Normal	
<input type="checkbox"/>			06/14/2010 15:29:29	20090009372195	FORD JR	1-352-793-3269	15:00	\$1.80	1101	E - LEFT	Time limit	3-Way
<input type="checkbox"/>			06/14/2010 15:27:22	20100008549487	BAKER	1-352-787-1713	5:00	\$2.25	1124	ENROLL WALL BOOK	Normal	
<input type="checkbox"/>			06/14/2010 15:25:49	20100009950921	ROE	1-352-365-9781	15:00	\$2.25	1103	C - LEFT	Time limit	3-Way
<input type="checkbox"/>			06/14/2010 15:24:55	20090024992121	GREEN JR	1-352-748-0589	2:00	\$2.25	1107	H - LEFT	Normal	
<input type="checkbox"/>			06/14/2010 15:24:16	20100010482424	LAWSON	1-352-748-7903	1:00	\$2.25	1105	B POD 2	Normal	
<input type="checkbox"/>			06/14/2010 15:21:49	20100010280069	MORIN	1-352-697-3155	2:00	\$1.88	1110	D POD 4	Normal	
<input type="checkbox"/>			06/14/2010 15:21:26	20100012201187	MULLAN	1-352-344-1443	2:00	\$2.35	1107	C POD 4	Normal	
<input type="checkbox"/>			06/14/2010 15:18:32	20100002501029	COTTON	1-352-693-2663	10:00	\$1.80	1108	D POD 2	Normal	

Live monitoring sessions are displayed in chronological order. A user simply clicks the call they wish to view, and call detail that includes the above information will appear below the call.

When searching for call recordings, the user may select virtually any criteria. Each call recording displayed will reflect the date and time of the recording, call duration, PIN, etc. Search results will be displayed in date and time order unless another sort is specified by the user. Columns may be sorted by clicking the column headings on the Call Detail Results screen.

Annotations:

- Add Call Note
- Sort by Column
- Column Re-Sort Order
- Play Call Recording
- View Inmate Profile
- Select Calls for Save, Copy, or Share
- View List of Users Who Have Listened to Call
- Look Up Called Party Name/Address

Select	Play	Notes	Off Hook Time	End Type	Inmate ID	Inmate Seq	Phone number	Billed Start Time	Call Type	Tariff Type	Talk Secs	Billed Time	Cost	Station Name	Language
<input type="checkbox"/>			04/19/2011 17:09:53	Preanswer Hangup	23456	5369414		04/19/2011 17:09:53	Commissary	None	0	0:00	\$0.00	STATION_1209	English
<input type="checkbox"/>			04/19/2011 17:08:38	Digit Timeout	23456	5369414		04/19/2011 17:08:38	Not Set	None	0	0:00	\$0.00	STATION_1209	English
<input type="checkbox"/>			04/19/2011 17:02:23	Preanswer Hangup	23456	5369414		04/19/2011 17:02:23	Commissary	None	0	0:00	\$0.00	STATION_1209	English
<input type="checkbox"/>			04/19/2011 16:59:23	Preanswer Hangup	23456	5369414		04/19/2011 16:59:23	Commissary	None	0	0:00	\$0.00	STATION_1209	English
<input type="checkbox"/>			04/19/2011 14:43:42	Preanswer Hangup	23456	5369414	1-210-477-7329	04/19/2011 14:43:42	Debit	InterLata InterState	0	0:00	\$0.00	STATION_1209	English
<input type="checkbox"/>			04/19/2011 13:58:27	Normal	23456	5369414	1-210-477-7329	04/19/2011 13:58:51	Admin Setup	InterLata InterState	0	0:00	\$0.00	STATION_1210	English
<input type="checkbox"/>			04/19/2011 13:57:39	All Trunks Busy	23456	5369414	1-210-477-7329	04/19/2011 13:57:55	Admin Setup	InterLata InterState	0	0:00	\$0.00	STATION_1210	English
<input type="checkbox"/>			04/19/2011 13:52:17	Normal	23456	5369414	1-210-477-7329	04/19/2011 13:54:46	Admin Setup	InterLata InterState	10	0:00	\$0.00	STATION_1210	English
<input type="checkbox"/>			04/19/2011 11:38:23	Preanswer Hangup	23456	5369414		04/19/2011 11:38:23	Commissary	None	0	0:00	\$0.00	STATION_1209	English
<input type="checkbox"/>			04/19/2011 11:34:12	Preanswer Hangup	23456	5369414		04/19/2011 11:34:12	Not Set	None	0	0:00	\$0.00	STATION_1209	English
<input type="checkbox"/>			04/19/2011 10:01:58	All Trunks Busy	23456	5369414	1-210-477-7301	04/19/2011 10:02:51	Debit	InterLata InterState	0	0:00	\$0.00	STATION_1210	English
<input type="checkbox"/>			04/19/2011 10:00:34	Normal	23456	5369414	1-210-496-5411	04/19/2011 10:01:31	Admin Setup	InterLata InterState	0	0:00	\$0.00	STATION_1210	English
<input type="checkbox"/>			04/19/2011 09:58:04	Preanswer Hangup	23456	5369414		04/19/2011 09:58:04	Not Set	None	0	0:00	\$0.00	STATION_1210	English
<input type="checkbox"/>			04/19/2011 09:53:18	All Trunks Busy	23456	5369414	1-615-496-5400	04/19/2011 09:53:43	Admin Setup	InterLata InterState	0	0:00	\$0.00	STATION_1210	English
<input type="checkbox"/>			04/19/2011 09:51:00	All Trunks Busy	23456	5369414	1-210-477-7301	04/19/2011 09:52:00	Debit	InterLata InterState	0	0:00	\$0.00	STATION_1210	English

Call Info - Search Calls - Standard Results screen

17. At the request of WTRJ, Offeror shall provide remote access to the ITS at no cost. The provision of remote access shall allow WTRJ the same features and functionalities, permitted by the user's level of access.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® offers unlimited secure, remote access from any computer with internet access, allowing authorized users to log in to The ENFORCER® any time from any location. Our remote access allows users to perform the same functions they can 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. For additional information, please see response to **Requirement B.34** earlier in this section.

18. The Offeror shall provide an uninterrupted power supply source to ensure 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. For additional information, please see response to **Requirement I.11** earlier in this section.

K. Debit and Pre-Paid Application

1. The debit and/or pre-paid application shall work with the JMS and Commissary providers.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. 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 WTRJ's other vendors to support our full range of premium integrated services.

We have implemented hundreds of real-time Web service integrations, as well as batch processes using FTP and sFTP, incorporating SOAP, XML, and CSV data exchange protocols with 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.

Some Correctional Industry Application vendors charge exorbitant fees for integrations; but ICSolutions will gladly provide interfaces with any vendor and software the WTRJ uses now or chooses to implement in the future—with **absolutely no extra charge ever!**

ICSolutions Integrated Services can:

- Eliminate data-entry and save staff time by importing PINs and names from JMS to auto-enroll inmates in the phone system
- Reduce busywork and improve efficiency by importing inmate information from the JMS to provide an IVR for inmates to check court dates and fines etc. through the phones
- Improve morale and increase calling and revenues by selling Debit Time through the Commissary
- Eliminate bubble sheets by enabling Commissary Ordering by Phone
- Improve security with PIN-linked cardless Debit accounts through inmate Banking/ Trust accounts
- Eliminate cash handling and reduce complaints with Debit cards for the banking system to offer on-the-spot Refund and Release
- Improve security and reduce community complaints by importing victims' numbers from VINE to automatically create personal call- blocks for inmates
- And much, much more!

2. The pre-paid application shall allow for pre-payment to a specific inmate's account.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is proud to offer the WTRJ 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.

Additionally, our 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.

ICSolutions also offers lobby kiosks, phone and web deposits and other related services from our Access Corrections line of products. For more information about the proposed Access Corrections products, please refer to **Exhibit H**.

3. The ITS shall provide the inmate with the balance of their debit and/or pre-paid account at the time of the call. The ITS shall provide the called party with the balance of their debit and/or pre-paid account at the time of the call.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. When the inmate attempts to make a call, the inmate is asked to select a language and enter his PIN number. After the number is dialed the inmate is given 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).*
- *"Please stand by"*

During the call setup process, the called party is given the option to hear the balance of their prepaid account by pressing the appropriate digit on the keypad.

4. The debit and/or pre-paid application shall allow international calls.

ICSolutions Response:

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

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."*

5. The debit and/or pre-paid application shall have the capability to terminate a debit and/or pre-paid account and issue a refund in a manner specified by WTRJ. Please describe Offeror's process for meeting this requirement. Under no circumstances will the Offeror be allowed to keep any money deposited in a debit and/or pre-paid account upon termination of the Agreement between WTRJ and Offeror. All monies shall be returned to the individual inmate or end-user at the termination of the account or six (6) months of no activity, whichever comes first. The Offeror will allow the closing of an account upon release on an inmate and have their unused balance posted to the inmate's general account to offset fees amassed or refunded to the inmate thru our debit card program.

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. ICSolutions typically charges a \$2.99 fee for refund request processing following inmate release from the facility. This fee is non-commissionable and may be waived upon request. 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. Refund fees will be waived for this process. 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. Alternately, upon release of the inmate, ICSolutions can transfer remaining debit balances to (800) EZ-DEBIT, so that inmates can use the remaining funds in their debit account to make phone calls outside the facility. The inmate simply dials the toll free number, enters the designated PIN, just as they would if they were using a calling card; and they will be able to make calls anywhere in the world.

6. The debit and/or pre-paid calling rates may be lower than the collect calling rates.

ICSolutions Response:

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

7. The debit application shall interface with the inmate accounting system and Commissary Systems for the transfer of money from the inmate's account to the inmate's ITS debit account. The interface shall be completed at no cost to WTRJ or the inmate. The current JMS provider is Interact Jail Tracker and the Commissary Provider is currently Oasis

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. 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 WTRJ's other vendors to support our full range of premium integrated services.

We have implemented hundreds of real-time Web service integrations, as well as batch processes using FTP and sFTP, incorporating SOAP, XML, and CSV data exchange protocols with 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.

Some Correctional Industry Application vendors charge exorbitant fees for integrations; but ICSolutions will gladly provide interfaces with any vendor and software the WTRJ uses now or chooses to implement in the future—with **absolutely no extra charge ever!**

ICSolutions Integrated Services can:

- Eliminate data-entry and save staff time by importing PINs and names from JMS to auto-enroll inmates in the phone system
- Reduce busywork and improve efficiency by importing inmate information from the JMS to provide an IVR for inmates to check court dates and fines etc. through the phones
- Improve morale and increase calling and revenues by selling Debit Time through the Commissary
- Eliminate bubble sheets by enabling Commissary Ordering by Phone
- Improve security with PIN-linked cardless Debit accounts through inmate Banking/ Trust accounts
- Eliminate cash handling and reduce complaints with Debit cards for the banking system to offer on-the-spot Refund and Release
- Improve security and reduce community complaints by importing victims' numbers from VINE to automatically create personal call- blocks for inmates
- And much, much more!

8. Offeror shall provide information on how ITS handles debit and/or pre-paid balances if an inmate is transferred from WTRJ.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Customers may use their PrePaid Collect account to pay for calls received from any ICSolutions customer.

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.

Refunds for inmates are processed in real time as soon as the inmate is released. Alternately, upon release of the inmate, ICSolutions can transfer remaining debit balances to (800) EZ-DEBIT, so that inmates can use the remaining funds in their debit account to make phone calls outside the facility. The inmate simply dials the toll free number, enters the designated PIN, just as they would if they were using a calling card; and they will be able to make calls anywhere in the world.

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.

L. Training

1. Offeror shall provide on-site training to authorized individuals in system administration, operation, and reporting at no cost to WTRJ. This training will be repeated as needed for new staff at no cost to WTRJ.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions provides training during implementation, as well as ongoing training upon request for the duration of the contract at no cost to the Jail!

2. Describe training program; include description of course and any applicable documents.

ICSolutions Response:

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

Facility Staff Training Plan

Training Outline & Objectives

ICSolutions' goal is to familiarize Jail 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 Jail'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 Jail.
- 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 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**.

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
- Collect Call Process
- 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

3. Offeror shall provide training to WTRJ's staff at the location where the equipment is installed. Additional training shall be provided to new staff assigned at no cost to WTRJ. Training manuals shall be provided to WTRJ's staff at all training meetings and will become the property of WTRJ.

ICSolutions Response:

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

The screenshot shows the user interface for 'THE ENFORCER' software. At the top, it says 'INMATE CALLING ICSolutions' on the left and 'THE ENFORCER®' in the center. On the right, it indicates the user is 'caumiller (V 6.1rc.7)' in a 'Test Facility' with a copyright of 2005-2016. Below this is a navigation menu with items: Inmate, Global Numbers, Accounts, Monitor, Call Info, Reports, The Visitor, Site Admin, ICS Admin, Tools, and Logout. The 'Tools' menu is expanded, showing options: Call Info Settings, Change Password, ICS Supplement, Product Documentation (highlighted), and Contact Us. Below the menu, there is a section titled 'Product Documentation for Inmate Calling Solutions' with the text 'Feel free to download these manuals' and five hyperlinks: 'THE ENFORCER User Reference Guide', 'THE ENFORCER Quick Reference Guide', 'ICS Supplement Update Guide', 'THE ENFORCER 6.1 Release Notes', and 'THE ENFORCER 5.3 Release Notes'.

User Access to Product Documentation

4. Informational pamphlets shall be available for inmates relative to the applicable features and functionalities of the ITS, when requested by WTRJ.

ICSolutions Response:

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

Inmate and Call Recipient Training Plan

ICSolutions offers several solutions to ensure the telephone users also have a transparent transition to the new system. First, we coordinate with the facility approximately three weeks before 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.

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.

M. Transition

1. The Offeror shall work with WTRJ, and the incumbent Offeror to ensure an orderly transition of services and responsibilities under the Agreement and to ensure the continuity of the services required by WTRJ.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions' Project Manager carefully creates a schedule for each of our implementations to avoid downtime. During the hardware transition process, we first replace your current phones with our phones which will operate with your current vendor system. Then, we install our ENFORCER® hardware components (media gateways, switches, firewall, UPS) in the communications room without interfering with the operation of your current system. Once the hardware components are installed, we connect to the centralized platform in the San Antonio data center and perform rigorous testing to ensure the system will operate as desired on Day 1. Once system testing and quality control checks are completed, we will swing the inmate telephones off your current system to The ENFORCER® platform.

Typically, the transition of service from the current system to The ENFORCER® is completed in the early morning hours to ensure there is zero downtime in phone service availability for the inmate population. For more information about our implementation plan, please refer to **Section 3.1: ITS Work Plan**.

2. Upon expiration, termination, or cancellation of the Agreement, the Offeror shall cooperate in an orderly transfer of responsibilities and/or the continuity of the services required under the terms of the Agreement to an organization designated by WTRJ. The Offeror shall provide and/or perform any or all of the following responsibilities:
 - a) The Offeror acknowledges that the call records, call recordings, documentation, reports, data, etc., contained in the ITS are the property of WTRJ. The call detail records, call recordings, documentation, reports, data, etc. shall be provided to WTRJ by Offeror in a workable, software-compatible format at no cost to WTRJ upon expiration and/or cancellation of the Agreement.

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 WTRJ will have continued access to all data and recordings after the contract has ended. After contract termination, ICSolutions can maintain the Jail's access to The ENFORCER® for continued online access to call records and recordings for the retention period required by the contract.

- b) The Offeror shall discontinue providing service or accepting new assignments under the terms of the Agreement, on the date specified by WTRJ. The Offeror agrees to continue providing all of the services in accordance with the terms and conditions, requirements and specifications of the Agreement for a period not to exceed ninety (90) calendar days after the expiration, termination or cancellation date. Commissions will be due and payable by Offeror to WTRJ at the compensation rate provided in the Agreement until collect, debit and/or pre-paid calls are no longer handled by Offeror.

ICSolutions Response:

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

3. All ITS inside wiring shall become the property of WTRJ at the conclusion of the Agreement. The Offeror agrees to remove its equipment at the conclusion of the Agreement in a manner that will allow the reuse of that wire distribution.

ICSolutions Response:

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

4. Successful offeror will test the software database, network facilities, switching systems, and all hardware and software components to ensure each and every system feature and service is functioning and operational to the specifications and requirements of the WTRJ. Successful offeror shall provide test results to the WTRJ prior to implementation as well as all system documentation and related manuals. The WTRJ shall provide final approval in writing prior to go live operations.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Below is ICSolutions' baseline Installation Testing Protocol that the Implementation Team uses as a starting point for each new installation. The Testing Protocols were developed based on our team's dozen years' experience installing The ENFORCER®. While our experience has demonstrated the Testing sufficiently cover installation project risks, the protocols can be tailored to meet the WTRJ's needs, as identified during the Implementation Kick-Off Meeting at the beginning of the implementation or at any time throughout the implementation.

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 WTRJ. 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

Successful offeror shall conduct an operational system test of the proposed system and certify, in writing, that the system is ready for acceptance testing and will perform in accordance with the requirement stated in their contract. The successful offeror shall ensure that the system, in general, and each module of the system, in particular, operates according to specifications before turning the system over to the WTRJ. WTRJ personnel will not debug modifications for the successful offeror.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The below Sample Installation Checklist was developed based on our team’s dozen years’ experience installing The ENFORCER®. It is used for each installation.

Sample Installation Checklist

Below is a sample Testing and Acceptance Checklist, which can be customized to meet the WTRJ’s needs:

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		

INMATE CALLING SOLUTIONS

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		

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		

The WTRJ will have ten business days to test all aspects of the system to ensure it is functioning as specified. If any aspect of the system fails to function as specified, the offeror will be given five business days to correct the malfunction. The WTRJ will have another ten business days to test and accept the system. If the successful offeror fails to correct defects after a second five day period, the WTRJ reserves the right to require replacement of the system. Acceptance testing shall not in any way relieve the successful offeror of its responsibilities to correct any defect during the term of this contract.

IC Solutions Response:

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

N. Payment Options

1. The proposed system must maintain a list of toll free phone numbers (such as attorney's offices).

ICSolutions Response:

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

Free Calls

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

- Configured for a selected phone station, such as allowing free local calls from a phone in the 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

INMATE CALLING SOLUTIONS

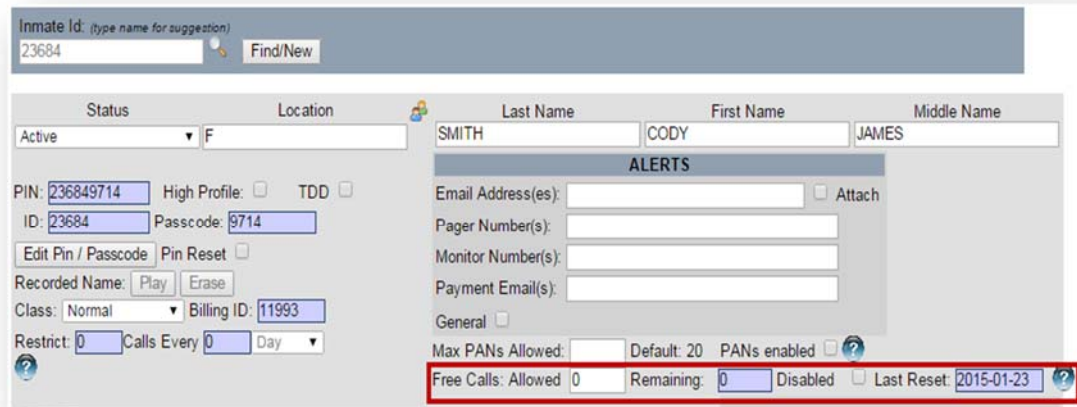
A global free calling status is set by selecting the 'Free call' call type on the Global Number Table entry for the number in The ENFORCER®. This ensures *all* calls to that phone number are processed at no cost. Once set in the database, the free call function operates automatically with no facility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

The screenshot displays the 'Global Number Edit' interface. At the top, the 'Number' field is set to '1-210-477-7370'. Below this, the 'Call Type' dropdown menu is highlighted with a red box and set to 'Free call'. Other dropdowns include 'Category' (undefined) and 'Block' (Not Blocked). A list of checkboxes on the left includes 'Passive Acceptance', 'Greeting Off', 'PAN Override', 'Do Not Record', 'Privileged', 'Free Video', 'Free Voicemail', and 'Block Voicemail'. On the right, there are fields for 'Email Alert(s)', 'Page Alert(s)', 'Monitor Alert(s)', and 'Payment Alert(s)', each with an 'Attach' checkbox. Below these are 'Dial pattern' and 'Rate File' fields, and checkboxes for 'Hide Recording' and 'Hide CDRs'. At the bottom, there are fields for 'Max Duration (minutes)', 'Ignore DTMF' (with 'Digits' and 'Time frame (secs)' sub-fields), 'Default is 15', 'Ignore Silence' (with 'Seconds' sub-field), and a 'Notes' text area. Buttons for 'Delete', 'Cancel Changes', and 'Save Changes' are at the bottom. A footer note reads 'Last Updated: 2015-01-16 15:48 By: msingletary'.

Global Number Edit screen – “Free call” Call Type

Free Calls for Individual Inmates

Individual inmates can also be allowed a certain number of free calls upon booking, or per a time period (such as a week or month) that the 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.



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 screen – Setting Free Calls

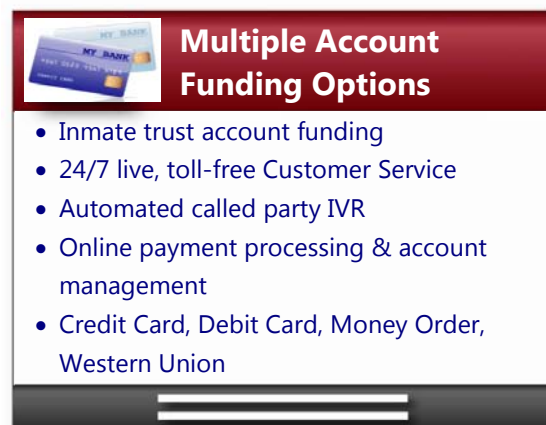
- The proposed system shall provide a debit and/or pre-paid account for inmates' families and other approved parties.

ICSolutions Response:

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

ICSolutions Calling Options

In addition to traditional Collect calling, ICSolutions would like to propose Point-of-Sale Prepaid Collect (PSPCSM), Call Center Debit, and Integrated Cardless Debit (Inmate Prepaid) for the WTRJ. 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:



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

❖ 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 WTRJ 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.

❖ 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.

3. All debit and/or pre-paid calls will be subject to the same restrictions and features as standard inmate collect calls.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The call controls are the same for all types of calls, such as debit, prepaid, or collect calls.

4. The called party shall be informed of the per-minute cost of the call prior to accepting the charges.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. When the called party answers they are presented the following prompts:

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

5. As an option, please provide a system that will allow inmate families and friends to set-up alternate billing methods directly with the Offeror. Two of the methods WTRJ would like to see offered are:

- a) The Offeror should have a system in place that will allow inmate families and friends to set-up an account directly with the Offeror.
- b) The Offeror should have an advance payment system. This system should allow customers to prepay for calls from the facility.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions provides Prepaid and Debit calling to our clients across the country as an alternate payment method that inmates' loved ones may set-up directly with ICSolutions to prepay for calls from the facility. In addition to traditional Collect calling, ICSolutions highly recommends Point-of-Sale Prepaid Collect (called party prepaid) and Call Center Debit for friends and family. These programs allow payment alternatives, call expense budgeting, and calling options for numbers that may not accept traditional collect calls, such as cell phones. These options include:

Point-of-Sale Prepaid Collect (PSPCSM)

ICSolutions' Prepaid program targets those customers whose calls are blocked due to carrier billing limitations. As with collect, the called party pays for these calls. Coupled with a short complementary call, *PSPC* 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. **PSPC 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.

Only ICSolutions' Prepaid program includes **proactive outreach and account set-up** efforts and **live Customer Care call center professionals**. This support enables ICSolutions to create more accounts and complete more inmate calls than any other prepaid calling program.

Call Center Debit

When PINs are in place, ICSolutions also highly recommends its *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.

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

Whenever an attempted call is blocked, the **called party is instantly connected with a knowledgeable billing representative** who can explain our prepaid program, establish a prepaid account, and facilitate payment by credit card, e-Check, Western Union® or money order. Credit card and e-Check payments can be processed and inmate calling enabled in just **15 minutes**.

Payments may be made, real time via:

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

Commissary Integrations

ICSolutions has successfully integrated with the following commissary providers to date:

- Canteen
- Swanson/Trinity
- Stellar
- Stewart
- Tech Friends
- Keefe Commissary Network
- Snackery Vending Systems
- Cashless Systems
- CFS Commissary
- Visionaire
- Turnkey
- Aramark
- Union Foods/ATG
- Dozens of facility in-house systems

Additionally, we have written all manner of interfaces with inmate commissary, banking / trust account systems, JMS and/or VINE systems to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities. ICSolutions will gladly provide interfaces with **any** vendor the WTRJ currently uses and **any** systems the WTRJ chooses to implement in the future—with **absolutely no extra charge ever!**

O. Equipment

1. The proposed inmate telephone system shall be a turnkey, non-coin telephone system and service.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is proposing a completely turnkey, non-coin inmate phone system, which includes all systems, telephones, software, and peripheral hardware; and installation, maintenance and service of the proposed system. This level of support is part of our turn-key proposal to each customer. As such, there will be **no cost** whatsoever to the WTRJ for this service.

2. The Offeror shall provide non-coin, collect call, debit and/or pre-paid call, inmate telephones composed of durable, tamper-free equipment suitable for jail environments. Equipment must not contain any removable parts.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. All proposed phones are non-coin, constructed of **heavy gauge steel**, with shockproof keypads that includes a shatterproof Lexan handset and have no removable parts. All handset cords will be armored and have a poly-coated steel lanyard, which can withstand a minimum 1000 foot-pounds of pull power. Tamper-preventive security screws will be used on all telephones to guard against potential vandalism.



- Lexan handsets
- Factory Sealed with no removable parts
- Hearing Aid compatible (E.I.A. Standard RS504 compliant)
- Poly-coated armored handset cords
- Armored steel handset cord
- Optional handset cord lengths (12", 18" or 32" or custom)
- Built-in Confidencer to minimize background noise
- Sealed Housing protects unit from moisture
- Optional external volume control
- Heavy duty chrome keypad

ICSolutions has provided specification sheets of the proposed inmate phones in **Exhibit A**.

3. The proposed system shall include any system hardware or software necessary to allow facility personnel to query, display, retrieve recordings, and print inmate telephone activity.

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). Anyone with a password and log-in ID granted by WTRJ administrators can access the system from **any computer** running a modern browser as if they were opening a website. No additional PCs are required.

4. The proposed system shall have the ability to monitor live or listen to previously recorded calls at various designated offices.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® offers authorized users to listen to live calls in progress or previously recorded calls by logging into the user interface.

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 WTRJ 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 WTRJ administrators can access the system from any computer with an internet connection as if they were opening a web-site.



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

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.

The Observer

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

Action	Status	Station	Number	Min	Cost	Inmate	Name	Alert
	Greeting	B-4	1-480-928-4069	0:00	\$3.45	347122	ALVES, CORAN	none
	Talking	E-2	1-775-287-7127	8:24	\$3.15	410656	WILLIAMS, NIKI	none
	Talking	C4	1-316-218-5613	13:41	\$2.38	084183	OSIL, ROBERT	Inmate
	Dialing	F-1	1-230-230-5330	0:00	\$0.00	067122	LANG, MARK	none
	Greeting	G-1	1-928-486-8148	0:00	\$3.45	363912	ESTEFAN, ETHAN	none
	Talking	J-4	1-928-230-5335	4:49	\$1.15	067606	BAILEY, EMILY	none
	Talking	K-4	1-480-348-5401	12:59	\$2.99	393912	DUNCAN, WILL	none
	Talking	L-1	1-210-555-9999	2:30	\$5.00	185575	MCKAY, MARK	none

Call details

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

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

INMATE CALLING SOLUTIONS

Critical Call Monitoring Functions include:

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

The Observer

Action Buttons

Customization

Offhook:54 Talking:41 Alert:0 DNR:3

Action	Status	Station	Number	Min	Cost	Inmate	Name	Host	Alert
	Dialing	STATION 7107	1-208-3				H, CLAYTON	ctlat05	none
	Talking	REC ROOM PH 8	1-417-5				WIN, LYLE	ctlat01	none
	Talking	LAUNDRY PH 1	1-208-3				EN, MICHAEL	ctlat06	none
	Talking	J BLOCK TIER 2 CORDLESS PHONE 2	1-208-3				CON, JESUS	ctlat04	none
	Talking	J BLOCK TIER 2 CORDLESS PHONE 3	1-208-3				LLAH, AZAD	ctlat02	none
	Talking	A TIER 3 CORDLESS PHONE 2	1-208-7				ER, CASEY	ctlat01	none
	Talking	A TIER 2 CORDLESS PHONE 1	1-385-620-8306	17:24	\$2.52	83028	OROZCO-CORNEJO, RICARDO	ctlat06	none
	Talking	E BLOCK TIER 2 PHONE 2	1-208-785-5781	28:23	\$4.06	107564	RODRIGUEZ, PATRICK	ctlat02	none
	Talking	G BLOCK DAYROOM CORDLESS PHONE 1	1-208-571-8275	20:41	\$3.08	103803	TORSTENBO, JOHN	ctlat02	none
	Talking	STATION 13101	1-208-899-6846	21:30	\$3.22	78515	TRINKAUS, DUSTIN	ctlat01	none

Call Station List

A call in progress may be disconnected by authorized personnel by clicking the *Cutoff* button.

Display of Calls in Progress

Monitoring sessions occur in true real time with no delay in transmission of the audio, using standard live audio streaming techniques. When a user selects a call in progress to begin monitoring, the audio is streamed to that user live and in real-time. All audio is buffered so even if 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.

ICS Call Player V5.0.0.4 (CSN 59562406)

CSN: 59562406 Phone Number: 1-313-341-1219
 Inmate ID: 44541 City, State: DETROIT, MI
 Inmate Name: KAMERON KRAVAUGHN WALKER Call Date: 02/27/2015 14:17:39
 Security: SSL / TLS

10 min

buffer: 0.0 secs Call Time: 7:13 play point: 0.01 (actual: 0:35)

Date	User	Position	Note

Call Player

Add Listener

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

The Observer

Pause Comment Cut off Disable Add Listener Show Map

All Active All Stations All Facilities Agency time

Offhook:55 Talking:40 Alert:0 DNR:3

Action	Status	Station	Number	Min	Cost	Inmate	Name	Host	Alert
	Greeting	STATION 7107	1-208-26	0:00	\$4.20	80560	NULPH...	ctlati05	none
	Talking	REC ROOM PH 8	1-417-47	5:36	\$0.98	65511	NEV...	ctlati01	none
	Talking	LAUNDRY PH 1	1-208-20	14:21	\$2.10	10572	HARNDI... EL	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	WEF... NDA	ctlati05	none
	Talking	CLASS ROOM A - PH 4	1-208-90	5:10	\$0.98	92919	I...	ctlati03	none
	Talking	STATION 14117	1-208-01	2:53	\$0.56	71811	S...	ctlati05	none

Add Listener x

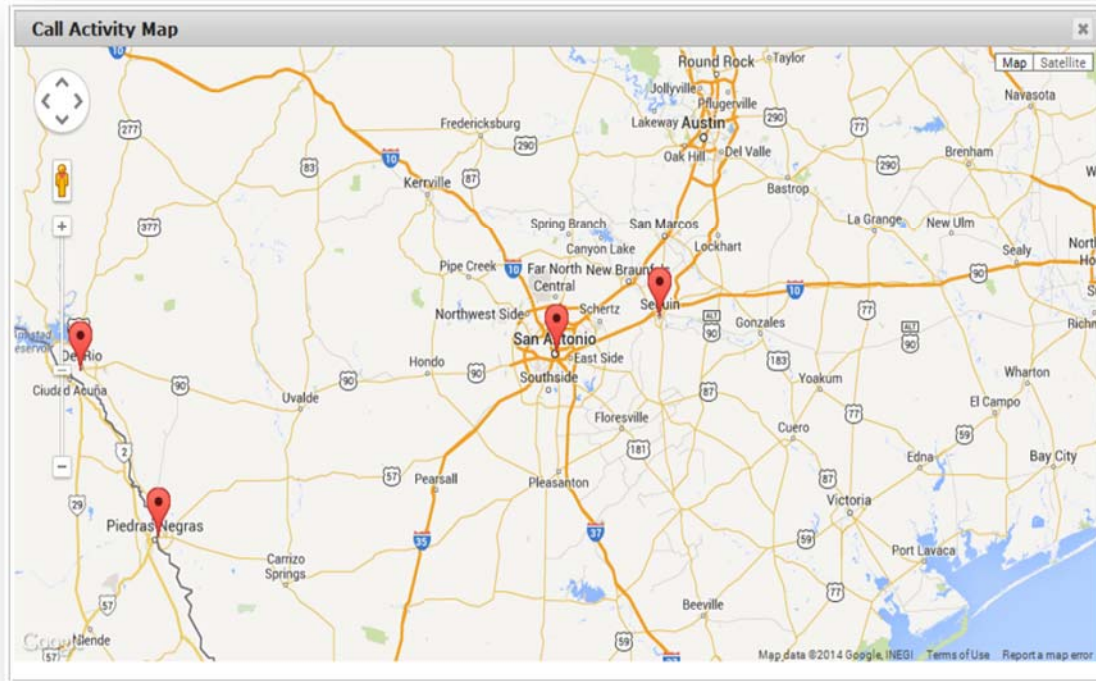
Phone Number: x

Connect Cancel

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

Displaying a Geographical Map


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.)

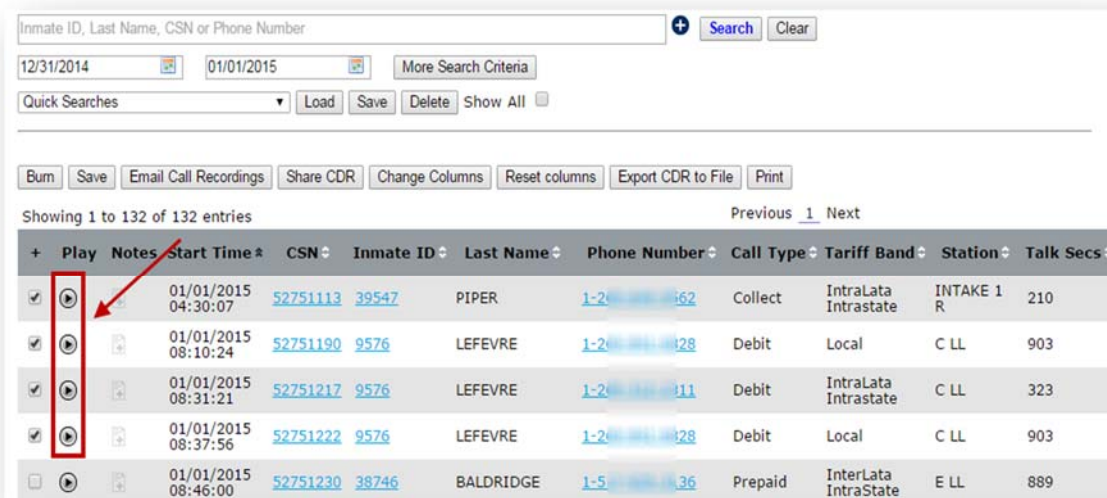







Live Monitoring Call Activity Map

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 ICSPlayer. The user simply selects the call from the call detail screen or clicks the play  icon to the left of the call detail record and the ICSPlayer will appear.



	Play	Notes	Start Time	CSN	Inmate ID	Last Name	Phone Number	Call Type	Tariff Band	Station	Talk Secs
<input checked="" type="checkbox"/>			01/01/2015 04:30:07	52751113	39547	PIPER	1-202-462-162	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	1-502-462-136	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

5. The proposed system software shall be based on security level and password protected.

ICSolutions Response:

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

OK

(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.

The screenshot displays the 'Users' management interface. At the top, there are 'Save' and 'Cancel' buttons. The main content is organized into several sections:

- User Information:** Includes fields for Username (cv...), Email (cv...@icsolutions.com), Firstname (Chris), Lastname (W...), Phone, and Organization (ICSolutions). An 'Add/Edit Organizations' button is located on the right.
- Password Details:** Includes Password and Confirm Password fields (both masked with asterisks). A 'Force Password Change' checkbox is present. To the right, password requirements are listed: 'Must contain lowercase letters.', 'Must contain uppercase letters.', 'Must contain numbers.', and 'Must be at least 8 characters in length.'
- Roles and Restrictions:** Features a table with columns 'Role' and 'Description'. One role is listed: 'Sys Admin' with the description 'System Administrator'. An 'Add / Edit Roles' button is on the right.
- Sites:** Includes a list with 'All Sites' and an 'Add / Edit Sites' button on the right.
- Account Settings:** Includes checkboxes for 'Is API Account' and 'Disable Account'.

At the bottom of the form, there are 'Save' and 'Cancel' buttons.

User Access Levels

The ENFORCER® platform offers great flexibility and convenience with regard to remote access for investigators. Multiple investigators can securely access the system remotely at the same time without impacting on-going system operations or performance.

The ENFORCER® system is configured to be accessible remotely over a private, firewalled WAN or a secure VPN to ensure availability of recording and call record data from any point or location. Data queries, reports, and recording playback are all available through LAN, WAN, or VPN connection to the system.

While connected, users may securely monitor live conversations, access recordings, search system data and generate reports as though they were on-site. Our remote capability is designed to facilitate cooperative investigations among law enforcement and corrections agencies, while also protecting the system from any unsecure access.

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

The ICSolutions' network is protected by perimeter and secondary firewalls. Access to the WAN network can be accomplished only by IP addresses registered with the system. Any domain/IP address that is not registered will be denied access to the system. Our Juniper firewall automatically logs all denied connection requests. These logs are accessible to ICSolutions' network monitoring staff. Should the WTRJ wish to review these firewall access logs, personnel may contact our Technical Services Center 24 x 7 x 365 to request copies of these logs.

6. All Offeror equipment shall comply with FCC regulations

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. All equipment is in full compliance with FCC regulations.

7. The Offeror will be responsible for the cost of maintenance and repair of the system.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will **install and maintain** the ENFORCER® inmate calling system – along with all telephones and ancillary hardware and software – for the **life of the contract** and at **no cost** to the WTRJ. ICSolutions is committed to keeping your inmate phone system in top working order to ensure **continuous availability of calling services to inmates**, and **reliable revenue-generation for our clients**.

To ensure optimal performance of the phone system, ICSolutions invests extensively in appropriate

- preventive maintenance,
- efficient remote diagnostics,
- certified local technicians,
- local storage of spare parts and a "crash kit" of critical system components,
- a 24X7X365 professional Technical Services call center that will connect you to a **live technician within 20 seconds of calling**, and
- a thorough Quality Assurance Program that is designed to head off problems before they can impact the facilities we serve.

Again, all service, warranty, and ongoing maintenance – in addition to all equipment and software – are provided for the life of the contract, and at no cost to the WTRJ.

8. The proposed equipment and system shall be scalable to meet the WTRJ's growing needs at no cost to WTRJ.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Given its modular architecture, The ENFORCER® can easily accommodate expansions or decreases to the inmate population. ICSolutions will work with the WTRJ to accommodate expansions to the phone system consistent with expansions to the inmate population. If, at any point, the WTRJ 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, without affecting the operations of the existing system. Additional network capacity requires approximately 30 days' notice for the LEC to deliver additional bandwidth but does not require any system downtime. Conversely, this can also be done the opposite way should the WTRJ have a need to decrease equipment.

9. Offeror equipment shall include a backup power supply.

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.

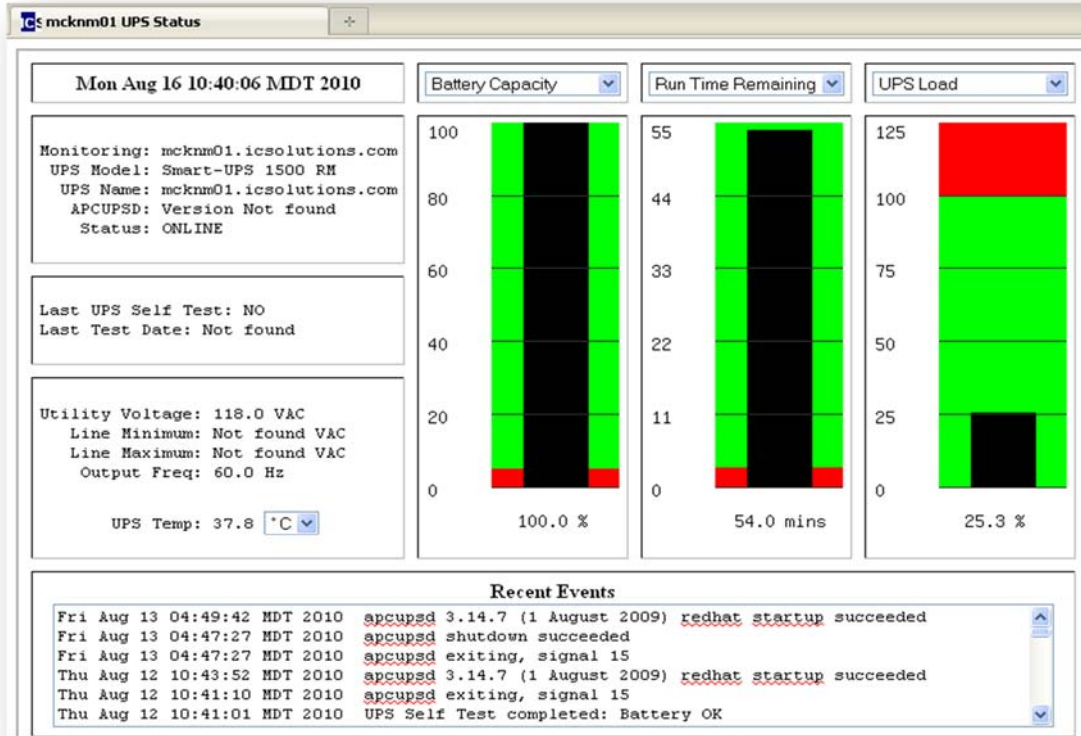
ICSolutions' network monitoring software is in constant communication with each ENFORCER® UPS. Our UPS Monitor (UPSMon) software continually monitors the status, utility voltage, battery capacity, remaining run-time and UPS Load of every ENFORCER® installed nationwide. The software runs 24/7/365 and 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	Data
ada01	Smart-UPS 2200 RM	ONLINE	100.0 %	118.0 VAC	22.7 %	24.2° C	36.0 min	All data
admco04	Smart-UPS 2200 RM	ONLINE	100.0 %	115.2 VAC	40.9 %	17.1° C	23.0 min	All data
ankrn91	Smart-UPS 2200 RM	ONLINE	100.0 %	122.4 VAC	46.1 %	36.0° C	19.0 min	All data

UPSMON - All Systems Status

They can also pull up details including histories of all power fluctuations and disturbances to drill down and diagnose oddities in network usage and performance:



UPS Mon 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 WTRJ's ENFORCER® calling system.

Critical system data and call recordings are also stored in both the primary and secondary data center – providing multiple layers of redundancy to protect the WTRJ from any possibility of data loss.

10. Disclose, with percentages clearly shown, what work is or will be subcontracted, and what work is or will be performed by the Offeror's employees.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Due to our large service presence in the State of Virginia, ICSolutions does not anticipate using subcontractors in the performance of this contract. Thus, ICSolutions intends to perform 100% of the contract with employees. ICSolutions is proud to note that we are a single source provider. By selecting ICSolutions, the WTRJ is choosing to work

directly with the manufacturer of the call processing system and a company that directly performs all aspects of the contract from billing and collection, to prepaid calling, to customer service and local repair utilizing our own employees for maintenance, installation, and technical services. The resources available from ICSolutions will ensure a program that both meets and in many cases exceeds all of your facility's requirements.

11. The Offeror shall notify WTRJ of any new software upgrades within thirty (30) days of the introduction of the new software into the market by Offeror. Offeror shall upgrade the ITS with new software versions and new hardware as required by WTRJ at no cost to WTRJ.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is recognized as a leader in technology innovation. Many features that are currently available on the ENFORCER® are the result of specific suggestions and requests from our clients. Regardless of which client requests the new feature, the functionality is automatically made available to all clients at no cost.

Whenever an upgrade or enhancement to The ENFORCER® finishes testing and is ready for wide release, the WTRJ will be notified of the new release updates and provided documentation of the features and functions of the new software. **ICSolutions releases updates to The ENFORCER® approximately every quarter to ensure the system is always state-of-the-art.** New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption. Enhancements and upgrades to the ENFORCER® are predominantly driven by market demand and specific client requests.

These regular software upgrades will be available at **no cost to the WTRJ.**

P. Other Electronic Interfaces

The Offeror shall provide electronic interfaces to various systems in use by the jail currently or in the future.

1. The Offeror shall not charge the Inmate, the jail, or its outside contractor or provider for the interface or service.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will provide the interfaces at no cost to the WTRJ!

2. Interfaces include any of the following current or future uses:

- a) JMS
- b) Commissary Services
- c) Inmate Accounting System (whether or not it is part of another system).
The interfaces shall include all actions and /or transactions needed to accurately update individual inmate accounts to reflect deposits, purchases or refunds. Inmate accounts shall be updated immediately upon the Offeror's receipt of any order or a request for a refund.
- d) Other technology interfaces that may become necessary at the jails discretion based on the rapidly changing nature of technology such as a tablet program.

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 to automate processes, such as PIN administration or phone time purchasing. 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.

- **JMS Integration** - 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.
- **Commissary Integration** – With Commissary integration, ICSolutions can provide Integrated Cardless Debit, 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 commissary software package to share information between systems and automate the process. There is no cost for the creation of an inmate account.
- **Inmate Banking Integration** – With inmate banking integrations, inmates can use any standard inmate telephone to check their Trust Account balances, as well as give inmates the ability to submit real-time orders of commissary over the phone. This automated technology can reduce the need for staff involvement in commissary ordering. It can also reduce inmate balance requests, which might otherwise have to be manually processed by the Facility.

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 WTRJ'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.

3. Changes in Offerors/contractors for the above interfaces will require the Offeror to provide a new interface at no cost.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. With our dedicated, in-house team of software engineers and network architects we guarantee our ability to create customized interfaces with the WTRJ's other vendors to support our full range of premium integrated services, all **at no cost!**

Q. Fees, Rates and Commission

1. The system must have the capability to inform the called party of the call cost prior to acceptance.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. When the called party answers they are presented the following prompts:

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

2. The Offeror and or their partners or subcontractors must agree to disclose any fees (other than those specifically mandated by law) including but not limited to: account set up fees; bill statement fees; technology fees; credit card processing fees; account setup fees; account fees, equipment damage fees; intralata fees; bill rendering fees, universal services fund fees; taxes; state fees; dial around fee; processing transaction fees; bill recovery fees; processing fees; debit and/or pre-paid card fees; any fees associated with closing, dissolving and /or termination of accounts; special fees; termination fees; online fees; and non-mandated connection fees.; and any additional fees, charges, reimbursements, surcharges, and 3rd party reimbursements.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will not charge any fees that are not mandated by law or otherwise approved by the WTRJ. For all of our proposed charges, please refer to our complete financial offer in **Section 4.B: Rates & Commissions.**

3. Offeror will fully absorb any and all fees passed onto them by a third party (i.e.-billing agency, subcontractor, etc.).

ICSolutions Response:

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

4. The rates charged to users shall not exceed the tariffs as mandated by the Public Utilities Commission for all services. Offeror shall provide detailed information to the WTRJ regarding any mandatory fees as dictated by law, before a contract is executed.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will not charge any fees that are not mandated by law or otherwise approved by the WTRJ. For all of our proposed charges, please refer to our complete financial offer in **Section 4.B: Rates & Commissions.**

5. In addition, any fees charged to inmates, inmate families and/or friends of inmates for depositing funds into an inmate's account must be disclosed and open to negotiation.

ICSolutions Response:

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

6. The Offeror shall be responsible for the collection of charges for fraudulent or otherwise uncollectible calls.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will bear the entire burden of any and all charges associated with fraudulent or uncollectible calls. All services are provided at no cost to the WTRJ.

7. The Offeror shall be responsible for any and all billing disputes, claims, or liabilities that may arise in regards to its provisions of this contract.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will bear the entire burden of any and all charges associated with billing disputes, claims, etc. that may arise in the performance of this contract. All services are provided at no cost to the WTRJ.

8. Offeror billing to called parties must include the Offeror information and a toll-free telephone number to resolve billing disputes.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Bills to called parties clearly display a toll-free telephone number that called parties may call to resolve billing disputes.

9. Billing charges shall begin at the time of the call acceptance when the called party accepts the calling party and shall be terminated when either party hangs up. Incomplete calls such as network intercept recordings, busy signals, no answers, refusals of calls, answering machine pick-ups, etc. shall not be billed.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® recognizes busy signal, ring no answer, and invalid number announcements (SIT Tones). Upon detecting answer, the system will only acknowledge positive acceptance by the called party. Answering machines, pagers and voice mail responses will all be treated as incomplete calls. **Only a positively accepted call will generate a call charge to the paying party.**

10. Under no circumstances will the commission rate be adjusted lower than the rate agreed to at contract award, nor will the WTRJ be obligated to renegotiate any portion of this contract as a result of an increase to the commission rate.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. For our complete financial offer, please refer to **Section 4.B: Rates & Commissions.**

11. Offeror shall provide real-time access to all the data within this contract, whether data is derived by offeror or their designated contractor/sub-contractor including but not limited to all financial records, all account information, including but not limited to, inmate’s debit account information, all pre-paid account information, debt, collect call information, all transaction history on all calls, including but not limited to, all fees; furthermore, offeror must include all detailing information on a per call basis including but not limited to the complete call billing and detail record of all charges, fees and information, data must also be available in a exactable downloadable open source and auditable format.

ICSolutions Response:

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

Revenue Transparency

ICSolutions provides the data necessary to verify the accuracy of commission calculations at all times, **allowing complete transparency of collected revenue.** The ENFORCER® system provides centralized reporting capabilities that enable facility users to generate both standard and custom reports in real-time to assist with audits of Administrative Fee payments, 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.

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. For more sample system and revenue reports, please see **Exhibits B & C** of this proposal response. Below is a description of several of the revenue reports available with The ENFORCER.

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.

Report Name	Description
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
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.
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.

12. Offeror shall pay commission calculated on total Gross Revenue generated by and through the ITS including collect, pre-paid and debit local, intralata/intrastate, interlata/intrastate, and international calls placed from the inmate telephones at the Facility.

ICSolutions Response:

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

Gross Revenues

ICSolutions calculates the commissions as the stated percentage of Total 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, and then add the per-call connect fee. 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, WTRJ can print a revenue report that exhibits all call types, and how they are rated. ICSolutions believes in servicing the WTRJ 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 WTRJ to contact anyone on our client list to hear about our outstanding reputation for clear, accurate, and on-time commission payments.

13. Offeror shall pay commission on total Gross Revenue before any deductions are made for un-billable calls, bad debt, uncollectible calls, fraudulent calls, LEC adjustments, or any other Offeror expenses.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions never makes any deductions for unbillable calls, uncollectible revenue, line costs, or any other cost of providing inmate telephone services.

14. Any charges/fees added to the called party's bill without the express written consent of WTRJ shall carry a fine of three hundred and fifty dollars (\$350.00) per day from the date the additional charges/fees were first added through the date the charges/fees were discontinued. WTRJ and Offeror shall mutually agree whether the charges/fees are to remain.

ICSolutions Response:

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

15. WTRJ and Offeror shall mutually agree upon a compensation structure.

ICSolutions Response:

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

16. Should WTRJ and Offeror mutually agree that the charges/fees are to be discontinued, Offeror shall refund each called party for the unapproved charges/fees from the date the charges/fees were implemented until the date the charges/fees were discontinued.

ICSolutions Response:

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

17. A collect call is deemed complete, and commission due, when the called party accepts the call regardless if the Offeror can bill or collect the revenue on the collect call.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. For all calls, once the called party positively accepts the call, the call is deemed connected and billing begins. Commission is calculated on Total Gross Revenue of all positively accepted calls, regardless if the revenue is collected.

18. A debit and/or pre-paid call is deemed complete, and commission due, when a call is pre-paid by the inmate via the debit and/or pre-paid account and a connection is made between the inmate and the called party by positive acceptance.

ICSolutions Response:

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

Positive Acceptance & Answer Supervision

The called party must press, dial, or say a digit to indicate positive acceptance. Positive call acceptance is required for all collect, debit, and prepaid calls. The ENFORCER® system supports both DTMF and pulse-based call acceptance responses. When the called party is instructed to accept or reject the call, the system “listens” for the appropriate DTMF tones, spoken number or count of rotary-dial pulses.

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

Once the called party positively accepts the call, the call is deemed connected and billing begins. Commission is calculated on Total Gross Revenue of all positively accepted calls, regardless if the revenue is collected.

19. WTRJ will not be liable for any of Offeror's costs including, but not limited to, shipping charges, network charges, insurance, interest, penalties, termination payments, attorney fees, liquidated damages or any other Offeror costs. Offeror shall indicate debit and/or pre-paid calling rates in Attachment D include sales tax.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will bear the entire burden of any and all charges associated with the provision of service, such as billing disputes, claims, insurance, etc. that may arise in the performance of this contract. All services are provided at no cost to the WTRJ.

20. Commission for debit and/or pre-paid calls shall be based upon total Gross Revenues, as specified above, generated from debit and/or pre- paid call usage.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions calculates commission based on Total Gross Revenue.

21. Calls to telephone numbers that appear on the free call list supplied by WTRJ shall not generate revenue for Offeror and shall not be commissionable to WTRJ.

ICSolutions Response:

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

22. Offeror shall, at its own option, include a financial incentive offer in addition to the commission proposal show in Attachment D.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. For our complete financial offer, please refer to **Section 4.B: Rates & Commissions.**

23. The Offeror shall submit a request in writing to receive approval from WTRJ for any calling rate increases and/or decreases for inmate telephone calls before any new calling rates are implemented. WTRJ will respond in writing to Offeror's request. Should Offeror decrease the calling rates without the express written approval of WTRJ, the Offeror shall be responsible for paying commissions on the Gross Revenue as determined by applying the calling rates prior to the unapproved change. Should Offeror increase the calling rates without the express written approval of WTRJ, Offeror must issue credits to all customers that are overcharged. A list of the issued credits shall be provided to WTRJ Agent as documentation. No commission refund shall be due from WTRJ to Offeror for unapproved rate increases.

ICSolutions Response:

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

24. The Offeror shall implement any rate adjustments requested by WTRJ within ten (10) days of said request, subject to regulatory approval.

ICSolutions Response:

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

25. All charges and fees associated with calls from the Facility must be specifically designated within Offeror's proposal and specified in Attachment D.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. For our complete financial offer, including all proposed charges, please refer to **Section 4.B: Rates & Commissions**.

R. Commission Payment and Reporting

1. The Offeror shall provide commission and traffic detail reports to WTRJ on or before the twentieth (20th) day of the month following the month of traffic. WTRJ prefers a prepaid commission amount with monthly earned commission deductions from the prepaid amount with a true-up at such point that the prepayment is less than the annual commissions earned. WTRJ requires that traffic detail reports be sent via electronic format.

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 will be provided upon request or reports can be generated at any time using the system workstation provided. These reports will be provided to the WTRJ on or before the 20th day of the month following the month of traffic. The following is a sample ICSolutions' Commission Report which details traffic:



Monthly Commission Report
Month 2004
Settlement Date: xx/xx/xx

Client ID: 9999 - XYZ Department of Corrections
Facility: XYZ Main Jail
123 Any Street
Anytown, CA 9999
Attention: Accounting Department

Tariff Type	Call Type	#of Calls	#of Minutes	Gross Revenue	%	Commission Earned
Local	Collect	227	1,989	\$ 1,168.25	50%	\$ 584.13
	PrePaid	80	966	\$ 438.50	50%	\$ 219.25
	Debit	132	1,263	\$ 692.80	50%	\$ 346.40
Total Local		439	4,167	\$ 2,299.55		\$ 803.38
IntraLATA	Collect	1,637	16,257	\$ 12,386.35	50%	\$ 6,192.68
	PrePaid	473	5,157	\$ 3,725.45	50%	\$ 1,862.73
	Debit	365	3,867	\$ 2,837.55	50%	\$ 1,418.78
Total IntraLATA		2,475	25,281	\$ 18,948.35		\$ 9,474.18
Intrastate	Collect	232	2,125	\$ 2,452.34	50%	\$ 1,226.17
	PrePaid	41	445	\$ 477.97	50%	\$ 238.99
	Debit	82	771	\$ 874.52	50%	\$ 437.26
Total Intrastate		355	3,341	\$ 3,804.83		\$ 1,465.16
Interstate	Collect	905	8,348	\$ 12,284.76	50%	\$ 6,142.38
	PrePaid	565	6,245	\$ 8,508.23	50%	\$ 4,254.12
	Debit	238	2,342	\$ 3,327.18	50%	\$ 1,663.59
Total Interstate		1,708	16,935	\$ 24,120.17		\$ 10,396.50
Intl. & Canada	Debit	66	494	\$ 782.99	50%	\$ 391.50
Total Collect		3,001	28,668	\$ 28,290.70	50%	\$ 14,145.35
Total PrePaid		1,159	12,813	\$ 13,150.15	50%	\$ 6,575.08
Total Debit		883	8,738	\$ 8,515.04	50%	\$ 4,257.52
Grand Total			50,218	\$ 49,955.89		\$ 24,977.95

2. Traffic detail reports shall include a detailed breakdown of the traffic for all collect, debit and pre-paid calls for each inmate telephone or inmate telephone station at the Facility. Traffic detail shall include, at a minimum, each of the following items for each inmate telephone station broken down by collect, debit and pre-paid call types: (a) Facility Name; (b) Facility Identification Number; (c) Facility Street Address, City, State, and Zip Code; (d) Automatic Number Identifier, or inmate telephone and/or inmate telephone station port number; (e) Total Gross Local Revenue and Commission per inmate telephone or inmate telephone station; (f) Total Gross Intralata/Intrastate Revenue and Commission per inmate telephone or inmate telephone station; (g) Total Gross Interlata/Intrastate Revenue and Commission per inmate telephone or inmate telephone station; (h) Total Gross International Revenue per inmate telephone or inmate telephone station; (i) Commission Rate; (j) Total Commission Amount (including, but not limited to, Local, Intralata/Intrastate, and Interlata/Intrastate); (k) Site Identification Number (l) Traffic Period Dates; (m) Total Minutes of use per inmate telephone or inmate telephone station for each call type; (n) Total Number of Calls per inmate telephone or inmate telephone station for each call type; (o) Total Debit Usage for each call type; (p) Total Pre-Paid Usage for each call type; and (q) Total Pre- Paid Purchases. Please provide a sample of how the Offeror will meet this requirement.

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 will be provided upon request or reports can be generated at any time using the system workstation provided. These reports will be provided to the WTRJ on or before the 20th day of the month following the month of traffic.

Please refer to **Requirement R.1** above for a Sample Commission Report.

3. Commission discrepancies must be resolved by Offeror within thirty (30) days of receipt of notification of a discrepancy from WTRJ or such discrepancy is subject to late charges, as described below and/or termination of the Agreement at the sole discretion of WTRJ, and/or any other legal course of action WTRJ elects to pursue.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Should any discrepancies in commissions arise, ICSolutions will resolve the discrepancy within thirty (30) days of receipt of notification of the discrepancy.

4. Offeror shall provide monthly system platform Call Detail Records (CDRs) and billing files which shall be delivered to WTRJ no later than the twentieth (20th) day of the month following the month of traffic.

ICSolutions Response:

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

5. The Billing Files contain all fields which are legally permitted to be released, with the contents of said fields in the exact format and exact content as those files prepared and submitted for billing to the billing company and ultimately delivered to the called party. The Billing Files shall be accompanied by a complete file map and complete field legend. The billing files shall include, but not limited to, the following fields: (a) Facility Name; (b) Facility Site ID; (c) Origination Number; (d) Inmate PIN (if utilized by the facility); (e) Dialed Number; (f) Batch ID; (g) Row ID; (h) Record ID; (i) Date of Call; (j) Call Start Time; (k) Call End Time; (l) Time of Day; (m) Multiple Rate Period Indicator; (n) Originating City; (o) Originating State; (p) Bill City; (q) Bill State; (r) Billed Minutes of Use; (s) Rounded Bill Time Indicator; (t) Bill Number; (u) Call Type (e.g. Local, Intralata/Intrastate, Interlata/Interstate, etc.); (v) Call Type Settlement Code; (w) Call Amount; (x) Taxes; (y) Fees; (z) Specialized Calling Indicator; (aa) Validation Indicator; and (bb) Tax Exempt Indicator. Offeror should, in the RFP response, provide a listing of all fields (required or preferred above) that are not being released.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has included a sample billing file and a sample CDR as part of **Exhibit G: Sample Billing File & CDR Data**. Additionally, ICSolutions currently provides billing files and raw CDR data in the exact format outlined above to several of our current accounts.

6. The raw Call Detail Records shall contain all calls (both attempted and completed), including all inbound voicemail messages as well as voicemail message retrievals, that originate from the Facility for each day and each time of the day for the period for which said raw Call Detail Records are requested. The raw Call Detail Records shall contain the unedited data including all fields and all field content which is legally permitted to be released. When requested, these records shall be accompanied by a complete file map and complete file legend. The raw Call Detail Records shall include, but not limited to, the following fields: (a) Facility Name; (b) Facility Site ID; (c) Origination Number; (d) Dialed Number; (e) Trunk ID; (f) Port ID; (g) Station ID; (h) Location of Phone; (i) Prepaid Card ID Number (if utilized at the facility); (j) Inmate ID (if utilized by the facility); (k) Inmate PIN (if utilized by the Facility); (l) Traffic Period; (m) Date of Call;

(n) Call Start Time; (o) Call End Time; (p) Duration of Call (in seconds); (q) Bill Type (e.g. Collect, Prepaid Collect, Debit, etc.); (r) Call Type (e.g. Local, Intralata/Intrastate, Interlata/Interstate, etc.); (s) Call Amount; (t) Validation Result; (u) Termination Status; (v) LIDB Status; and (w) Completion Status. Offeror should, in the RFP response, provide a listing of all fields (required or preferred above) that are not being released.

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.**

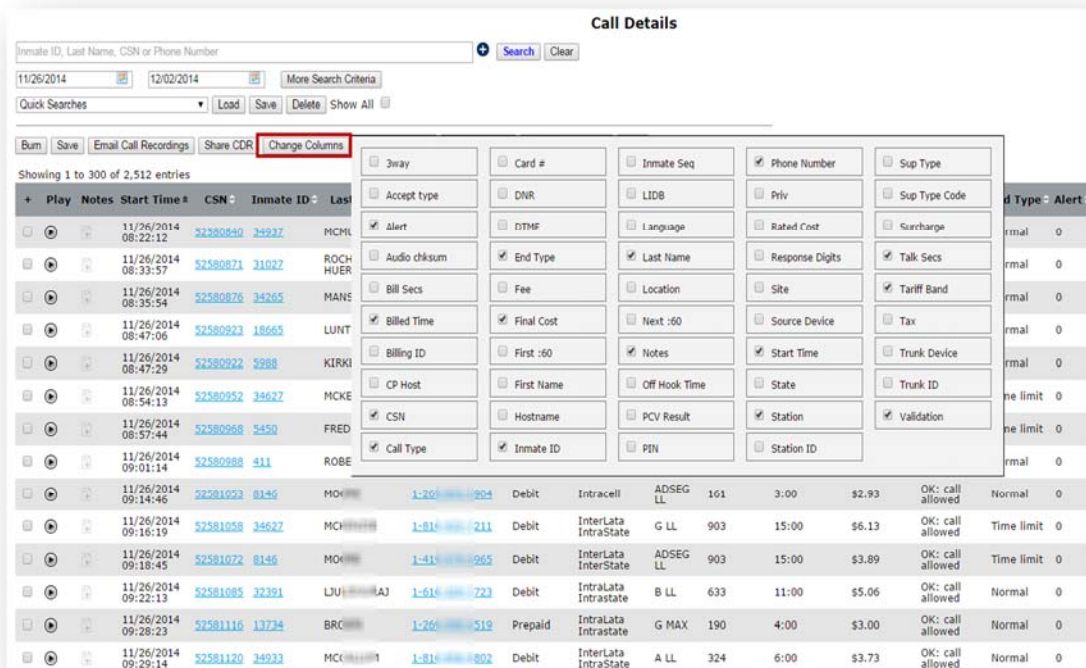
The system also comes preconfigured with an extensive list of standard reports. And, although it's easy to define your own report parameters in The ENFORCER®, ICSolutions is happy to assist by creating any new, customized reports that are desired.

The following screen details the customization options available for call detail reports. Samples of the most commonly used reports are provided in **Exhibit B** of this proposal.



Call Detail – Search Call Records

Numerous additional fields are stored within each call record and can be used to further customize reports and recording searches as shown below:



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.

The screenshot displays the 'Call Details' search interface. At the top, there is a search bar for 'Inmate ID, Last Name, CSN or Phone Number' with 'Search' and 'Clear' buttons. Below it are date pickers for '09/01/2015' and '09/08/2015', and a 'More Search Criteria' button. A 'Quick Searches' dropdown and 'Load', 'Save', 'Delete', 'Show All' buttons are also present. A 'Burn', 'Save', 'Email Call Recordings', and 'Share' button row is at the bottom of the main interface.

The 'More Search Criteria' dialog box is open, showing a grid of search parameters categorized into:

- 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.

A callout box on the left states: "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." Red arrows point from this box to the 'More Search Criteria' button and the dialog box.

The bottom part of the screenshot shows the 'Call Details' interface with a custom query configuration. A red box highlights the following parameters:

- Call Type: [Dropdown]
- Duration: [Min] [Max]
- Response Digits: [Dropdown]
- CSN Range: [Min] [Max]
- End Type: [Dropdown]
- Cost Range: [Min] [Max]

 Below this configuration are buttons for 'Burn', 'Save', 'Email Call Recordings', 'Share CDR', 'Change Columns', 'Reset columns', 'Export CDR to File', and '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 Previous 1 2 3 4 5 ... 74 Next

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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	DTMF	CSN#	Start Time			
<input type="checkbox"/>	<input type="checkbox"/>	48239	MINERT	1-928-377-4517	Prepaid	Local	K-2	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93789	06/23/2014 09:28:16			
<input type="checkbox"/>	<input type="checkbox"/>	273141	PERRAULT	1-928-846-6426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Station Hangup	0	0	93788	06/23/2014 09:28:43			
<input type="checkbox"/>	<input type="checkbox"/>	366344	FARNER	1-928-377-4508	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"/>	<input type="checkbox"/>	222181	PERRAULT	1-928-846-6426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Max Accept Time	0	0	93780	06/23/2014 09:27:13			
<input type="checkbox"/>	<input type="checkbox"/>	273141	PERRAULT	1-928-846-6426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Refused	0	0	93773	06/23/2014 09:25:27			
<input type="checkbox"/>	<input type="checkbox"/>	273141	PERRAULT	1-928-846-6426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93772	06/23/2014 09:23:49			
<input type="checkbox"/>	<input type="checkbox"/>	366722	FULKERSON	1-928-530-9081	Prepaid	Intracell	F-4	688	12:00	\$2.76	OK: call allowed	Normal	0	0	93768	06/23/2014 09:23:35			
<input type="checkbox"/>	<input type="checkbox"/>	298824	HAKES	1-928-706-3531	Prepaid	IntraLata IntraState	K-3	491	9:00	\$2.07	OK: call allowed	Normal	0	0	93759	06/23/2014 09:21:46			
<input type="checkbox"/>	<input type="checkbox"/>	366722	FARNER	1-928-377-4508	Prepaid	Local	K-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93753	06/23/2014 09:19:46			
<input type="checkbox"/>	<input type="checkbox"/>	266244	FULKERSON	1-928-530-9081	Prepaid	Intracell	F-4	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93751	06/23/2014 09:18:43			
<input type="checkbox"/>	<input type="checkbox"/>	10118	FASSLER	1-928-279-1026	Prepaid	Local	A-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93728	06/23/2014 09:06:18			
<input type="checkbox"/>	<input type="checkbox"/>	10118	FASSLER	1-928-279-1026	Prepaid	Local	A-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93727	06/23/2014 09:05:12			

[Select Calls for Save, Copy, or Share](#)
 [View List of Users Who Have Listened to Call](#)
 [Look Up Called Party Name/Address](#)
 [View Call Log](#)

Call Detail - Search Calls - Standard Results screen

- Commission payments, traffic detail reports, billing files, CDR reports and/or reports not containing the required fields received by WTRJ after the due date are subject to late charges. The due date for all payments and reporting is the twentieth (20th) day of the month following the month of traffic. Late charges for commission payments shall be equal to five percent (5%) per month of the commission due. Late charges for reporting shall be a fee of \$750.00 per month for each report not received by the twentieth (20th) day of the month following the traffic month.

ICSolutions Response:

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

S. Fee Requirements

The Offeror and or their partners or subcontractors must agree to disclose any fees (other than those specifically mandated by law) including but not limited to: account set up fees; bill statement fees; technology fees; credit card processing fees; account setup fees; account fees, equipment damage fees; intralata fees; bill rendering fees, universal services fund fees; taxes; state fees; dial around fee; processing transaction fees; bill recovery fees; processing fees; debit and/or pre-paid card fees; any fees associated with closing, dissolving and /or termination of accounts; special fees; termination fees; online fees; and non-mandated connection fees.; and any additional fees, charges, reimbursements, surcharges, and 3rd party reimbursements. Offeror will fully absorb any and all fees passed onto them by a third party (i.e.-billing agency, subcontractor, etc.). Offeror shall provide detailed information to the WTRJ regarding any before a contract is executed.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. For all of our proposed charges, please refer to our complete financial offer in **Section 4.B: Rates & Commissions**.

T. Performance Process

The Offeror shall adhere to the following Performance Process when upgrading the ITS software and equipment, or performing any changes to the ITS at WTRJ. Any deviation from this process may result in a fine or penalty to Offeror. Such fine or penalty will be equal to no less than five hundred dollars (\$500.00) per occurrence or equal to any fine imposed by the agency supplying the fine, whichever is greater. The fine or penalty shall be due and payable by Offeror upon receipt of written notification from WTRJ of the total amount due.

ICSolutions Response:

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

1. Offeror shall provide WTRJ thirty (30) days written notice of a change or upgrade to the ITS.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Whenever an upgrade or enhancement to The ENFORCER® finishes testing and is ready for wide release, the WTRJ will be notified of the new release updates and provided documentation of the features and functions of the new software. **ICSolutions releases updates to The ENFORCER® approximately every quarter to ensure the system is always state-of-the-art.** New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption. Enhancements and upgrades to the ENFORCER® are predominantly driven by market demand and specific client requests.

The quarterly system enhancements are typically released automatically as part of our standard services under contract, while major system changes, such as expansions, are performed after obtaining client approval.

These regular software upgrades will be available at **no cost to the WTRJ**.

2. Offeror shall perform extensive testing on all system changes or upgrades prior to discussing with WTRJ. At a minimum, the extensive testing, said changes or upgrades shall include:
 - a) Extensive testing on a system identical to the existing system at WTRJ.
 - b) Analog, Data, and Circuit testing.
 - c) International call testing.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Prior to release, all software upgrades are tested in a test environment using a replica of the existing ENFORCER®. All testing is tracked, reviewed, and monitored in a Change Management Record that is created specifically for the upgrade and tracked in ICSolutions' Mantis ticketing system, which is a tool used to document, track and measure the impact of proposed changes. Some upgrades are smaller in nature and would have no impact on most of the system. The testing plan is designed to test all aspects of the change. 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 WTRJ'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.
- **“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 fifteen-year history, ICSolutions will continue to expand our system’s capabilities throughout the life of a contract with the WTRJ , and we would welcome your input as a valued technology partner.

- Offeror shall provide written detailed information about the change and/or upgrade, specifically identifying additional features and functionalities said changes will make available to WTRJ.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Every upgrade is accompanied with Release Notes, a guide informing users of the specific changes to the system. The current and past Release Notes, as well as the other product documentation, are available at any time directly through The ENFORCER®



User Access to Product Documentation

- Offeror shall receive written notification from WTRJ before scheduling or proceeding with any changes to the ITS.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The quarterly system enhancements are typically released automatically as part of our standard services under contract, while major system changes, such as expansions, are performed after obtaining client approval.

- Offeror shall provide WTRJ with written instructions for the inmates of changes to calling procedures. Such instructions shall be provided in English and Spanish and posted throughout the Facility by the Offeror.

ICSolutions Response:

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

INMATE CALLING SOLUTIONS

Dialing instructions are included in both English and Spanish on each inmate telephone. Below is an example of the standard instruction plate included on each inmate telephone. The label is printed and mounted in a vandal-resistant display area behind a shatterproof plastic shield above the keypad.



<u>How To Use This Phone</u>	<u>Como Usar Este Telefono</u>
<ol style="list-style-type: none"> 1. Lift Handset 2. Make Language Selection 1=English 2=Spanish 3. Press 2 for Dialing Instructions Calls will be monitored & recorded Friends or Families with Blocked Numbers or Billing Problems Should Call (888) 506-8407 	<ol style="list-style-type: none"> 1. Levante el aparato 2. Escoja la idioma que desee 1=Ingles 2=Espanol 3. Oprime 2 por instrucciones que les dicen como marcar Llamadas seran minitorizadas y grabadas Amigos y familiares con problemas con su cuenta que llamen a (888) 506-8407

Additional placards can be provided in more locations at no cost to the WTRJ.

6. WTRJ, at its option, shall have a minimum of two (2) weeks to notify inmates at WTRJ of any ITS changes that are going to specifically affect the inmates.

ICSolutions Response:

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

7. Offeror shall coordinate a convenient time and day with WTRJ to implement the changes or upgrades to the ITS to avoid disruption. Offeror shall work with WTRJA to schedule the changes or upgrades during a time when the telephones are not being used regularly by the inmates.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption. Expansions of the system, such as substantially increasing the number of phones, will be coordinated with the Jail to ensure the least amount of disruption to the inmates. The inmate telephone service is still available on the existing phones during expansions so there is no disruption of service.

8. Offeror shall coordinate the presence of a technician to WTRJ on the day of implementation to place test calls and ensure the ITS is functioning correctly.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Certified technicians and our certified trainer stay at the facility during cutover to assist staff and inmates with the transition. During implementation, our onsite technicians test the phones to ensure they operate properly to ensure a smooth transition.

9. All said changes shall be made by Offeror at no cost to WTRJ.

ICSolutions Response:

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

- U. Offeror shall provide or interface with a video visitation system either through their own tablet program or one determined to be beneficial to WTRJ.

ICSolutions Response:

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

The Visitor™ Visitation Management System

Powered by The ENFORCER®

At no cost to the WTRJ, ICSolutions can provide The Visitor™ visitation management system that is built right in to The ENFORCER®. The Visitor™ is a web-based system, with all visitation rules, administrative tools, and data accessible online by authorized users using a **single sign-on** to The ENFORCER® for ultimate convenience.

The Visitor™ visitation management system is a multi-functional tool that **streamlines all visitations**, including the WTRJ'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 WTRJ facilities. Features of The Visitor Visitation Management System include, but are not limited to:

- Easy browser-based visitation registration & session scheduling
- Visitor Account List of approved, suspended and denied visitors
- Visitation Scheduler for authorized facility staff
- Inmate notifications of visits accessible through the inmate phones
- Ability for visitors to view the visitation schedule via their web-based account
- Flexible and customizable visitation rules

With The Visitor™, visitation registration and 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 a JMS integration or manually, as needed. The Visitor™'s high configurability means it can accommodate complex and multi-level rules, all of which will be reflected in the scheduling solution.

The Visitor™ Video Visitation System:

Powered by The ENFORCER®

At the WTRJ's option, ICSolutions can provide The Visitor™ video visitation system that is built right in to The ENFORCER® in addition to the Visitor Visitation Management system. The Visitor™ is a completely TCP/IP based system, with all 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™ video visitation system is a multi-functional tool that supports not only video visitation, 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., ensuring that it will meet or exceed the WTRJ's needs.

ICSolutions can provide video visitation system (VVS) stations for inmates and visitors, as needed. The 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.



- Video visitation
- Attorney consultation
- IP addressable
- Commissary kiosk services
- Send & receive e-mails
- Power-Over-Ethernet
- 17" color monitor
- 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.

ICSolutions can also provide tablet solutions that offer inmate education and entertainment options, as well as communications options like inmate calling through The ENFORCER® platform, video visitation, and/or secure inmate email. These options were described earlier in this section.

Case Maker

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

V. Optional Services

Vendor shall provide information on the below list of options and on any additional technology or optional features that may be of interest to WTRJ.

1. Offeror shall provide information on any additional technology or optional features that may be of interest to WTRJ (i.e. Inmate Email, Inmate Tablets, reverse look-up). Please be sure to provide detailed information on the functionalities as well as a complete description of the features and applications proposed. Also, detail any cost associated with the additional technology or optional features offered/proposed.


ICSolutions Response:

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

ICSolutions is offering several product lines to ***efficiently manage inmates from booking to release*** – including ICSolutions' Reverse Lookup, Inmate Voicemail, Email, The Communicator Inmate Communications Portal, The VerifierSM Voice Biometrics, The Word Detector Keyword Search, 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.

The Attendant IVR (Information Line)

At no cost to the WTRJ, and with no impact on commissions or the cost of calling, ICSolutions can implement an Interactive Voice Response (IVR) system to provide public and inmate callers with automated information. This can include **basic jail information** (location, visitation hours, etc.) and, with a JMS integration, **inmate-specific information** (inmate lookup, release dates, upcoming court dates, bond inquiries, etc.). This inmate lookup feature is available at no cost to the WTRJ.



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***

Our automated telephone inquiry system, called “The Attendant,” 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.

The Communicator Paperless Inmate Communications Portal

The Communicator completely eliminates the need for the WTRJ 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.

+ OR Search Clear

Last Week 04/01/2015 00:00:00 04/30/2017 23:59:59 More Search Criteria

Create New Message

Action	Type	Inmate ID	CSN	Inmate Name	Site	Location	BTN or Created By	Created	First Listened	Status
	Notification	361498	63158631	FOX, ROBERT ALAN	3681	HPOD-102-4	jweland	04/19/2017 14:06	Never	New
	Notification	361498	63158620	FOX, ROBERT ALAN	3681	HPOD-102-4	jweland	04/13/2017 14:15	Never	New
	Notification	361498	63158605	FOX, ROBERT ALAN	3681	HPOD-102-4	jweland	03/17/2017 14:06	Never	New
	Notification		63158480	2 inmates			jweland	03/14/2017 15:13	Never	
	Notification	361498	63158466	FOX, ROBERT ALAN	3681	HPOD-102-4	jweland	03/14/2017 11:09	Never	New
	Notification	361498	63158244	FOX, ROBERT ALAN	3681	HPOD-102-4	jweland	03/06/2017 14:04	Never	New

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 WTRJ, and with no impact on our financial offer.

Inmate Voice Messaging

The Inmate Voice Messaging feature has been incorporated in the ENFORCER platform to allow Called Party Voice Messaging by those with Prepaid 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.

INMATE CALLING SOLUTIONS

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 screenshot shows the Inmate Messaging Screen interface. At the top, there is a search bar for "Inmate ID" with the value "00010903" and a "Find" button. To the right is a "Create Message" link. Below the search bar are filters for "Show message type" (set to "All") and "with status" (set to "All"), along with a "Submit" button. The main area is a table with columns: Play, MSG, Type, Inmate ID, Inmate Name, Location, BTN or Create User, Call or Create Timestamp, First Listen Timestamp, Listen Count, and Status. The table contains five rows of messages. A red box highlights the "Play" icon in the first row of the table. A red arrow points from this icon to a call player overlay window. The overlay window displays the text: "bclark @ 2011-06-07 13:41", "Effective Monday, June 20, 2011 visitation hours will be extended to 8:00 pm on Friday, Saturday and Sunday only. New hours will remain in effect until further notice.", and a "close" link. Below the screenshot, the text "Opens Standard Call Player" is written.

Play	MSG	Type	Inmate ID	Inmate Name	Location	BTN or Create User	Call or Create Timestamp	First Listen Timestamp	Listen Count	Status
		Voicemail	00010903	DENISE SMERCHEK	POD 3	1-408-362-4183	2011-06-08 15:06	Never	0	New
		Notification	00010903	DENISE SMERCHEK	POD 3	bclark	2011-06-07 16:37	Never	0	New
		Notification	00010903	DENISE SMERCHEK	POD 3	bclark	2011-06-07 13:42	Never	0	New
		Voicemail	00010903	DENISE SMERCHEK	POD 3	bclark	2011-06-07 13:23	Never	0	New
		Voicemail	00010903	DENISE SMERCHEK	POD 3	bclark	2011-06-07 11:37	2011-06-07 13:42	0	New

Opens Standard Call Player

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.

Reverse Lookup

ICSolutions can provide the facility with integrated Reverse Lookup at no cost to the WTRJ. 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.

Personal Allowed/Blocked Numbers (PANs)

Edit PANs
PAN History

Pan Num	Phone Number	Speed Dial	Name	Relationship	Description	Allow	Call Type	Date Updated	Updated By	In Use	Details
1	1-618-4-363		RIC N. AMY	ATTORNEY	GRANITE CITY, IL	Allow	All	04/20/2010 11:19:43	enf	1	Details
2	1-618-7-81		HA JOHN	COUSIN	GRANITE CITY, IL	Allow	All	04/20/2010 11:19:43	enf	1	Details
3	1-618-5-440		LE MIC	GIRLFRIEND	GRANITE CITY, IL	Allow	All	04/20/2010 11:19:43	enf	1	Details

Select	Play	Notes	Off Hook Time	End Type	Inmate ID	Inmate Seq	Phone Number	Bill Start Time	Call Type	Tariff Type	Tariff Secs	Billed Time	Cost	DTIME	Result
<input type="checkbox"/>			11/15/2010 10:07:58	Preanswer Hangup		0		11/15/2010 10:07:58	Not Set	None	0	0:00	\$0.00		No Answer
<input type="checkbox"/>			11/15/2010 10:05:08	No Call		unknown		11/15/2010 10:05:08	Not Set	None	0	0:00	\$0.00		No Answer
<input type="checkbox"/>			11/15/2010 10:01:32	Preanswer Hangup	3278327	1021	1-929-007-4147	11/15/2010 10:01:32	Collect	InterLata InterState	0	0:00	\$0.00		No Answer
<input type="checkbox"/>			11/15/2010 09:52:41	No Call	3278327	1021				Lata InterState	0	0:00	\$0.00		No Answer
<input type="checkbox"/>			11/15/2010 09:52:15	Preanswer Hangup		0					0	0:00	\$0.00		No Answer

[Close](#)

Address: 232...VE
 C/S/Z: GRANITE CITY, IL
 Alt Phone: 1618555893

[Close](#)

JOHN [Details](#) [Map](#)
 1595 Al...AY MORGAN HILL, CA 95007

The address can be clicked to reveal a map and recent satellite photo of the location.

1595 Al...ay
Morgan Hill, CA 95007

[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® Site 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 Analyzer: Link Analysis

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 designed for our services. This tool is designed with the investigative needs of the corrections market in mind.

Using The Analyzer, authorized facility staff will be able to search varying degrees of separation in order to establish links from inmate to inmate 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:

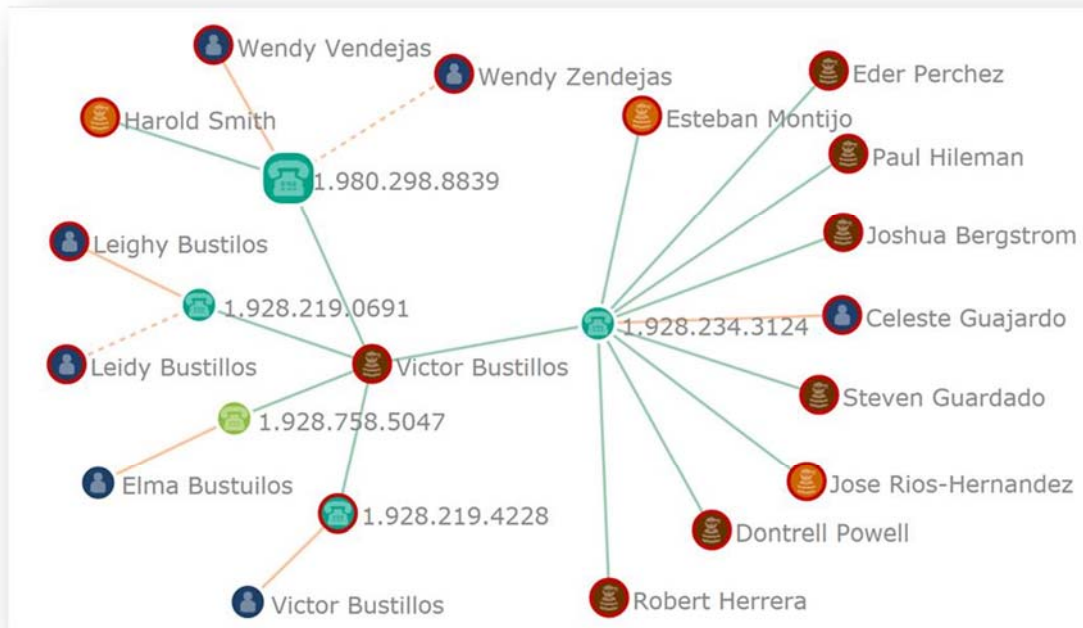
- **Receiving phone calls**
- Depositing funds into an inmate’s account
- Participating in any other optional service offered by ICSolutions – such as inmate email, inmate voicemail, or onsite visitation (when visitation phones are connected to The ENFORCER® for monitoring/recording)

Key features of The Analyzer include:

- 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 integrated with The ENFORCER®, The Analyzer is a web-based program. 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 WTRJ 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.

Below is a sample The Analyzer **visual 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

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: <input type="text" value="0"/>		Completed Only: <input type="checkbox"/>	Call Type: <input type="text" value="Any"/>

Calling Matrix

Inmate ID	Inmate Name	Phone Number	Global Number	Calls	Attempts	Other Usage	Show Call Recs
29463	EMMANUEL DAMMON	1-202--3	No	1	6		<input type="button" value="Show CDRs"/>
29463	EMMANUEL DAMMON	1-248--3	No	1	1	1 inmate	<input type="button" value="Show CDRs"/>
29463	EMMANUEL DAMMON	1-248--9	No	0	1		<input type="button" value="Show CDRs"/>
29463	EMMANUEL DAMMON	1-313--4	No	0	5		<input type="button" value="Show CDRs"/>
29463	EMMANUEL DAMMON	1-313--7	No	1	6		<input type="button" value="Show CDRs"/>
29463	EMMANUEL DAMMON	1-313--9	No	0	2	8 inmates	<input type="button" value="Show CDRs"/>

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. 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.

Latest Voice Biometric Technology

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, Imposter real-time continuous voice detection and imposter identification, and Argus Echo case management and post-call voice analysis of both the inmate and called party.

The VerifierSM

At no cost to the WTRJ, 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 following standard reports are available for The VerifierSM on-demand through The ENFORCER®:

- **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.


These features are built right in to The ENFORCER® platform, offering the WTRJ a voice biometric tool **that does not require separate software.**

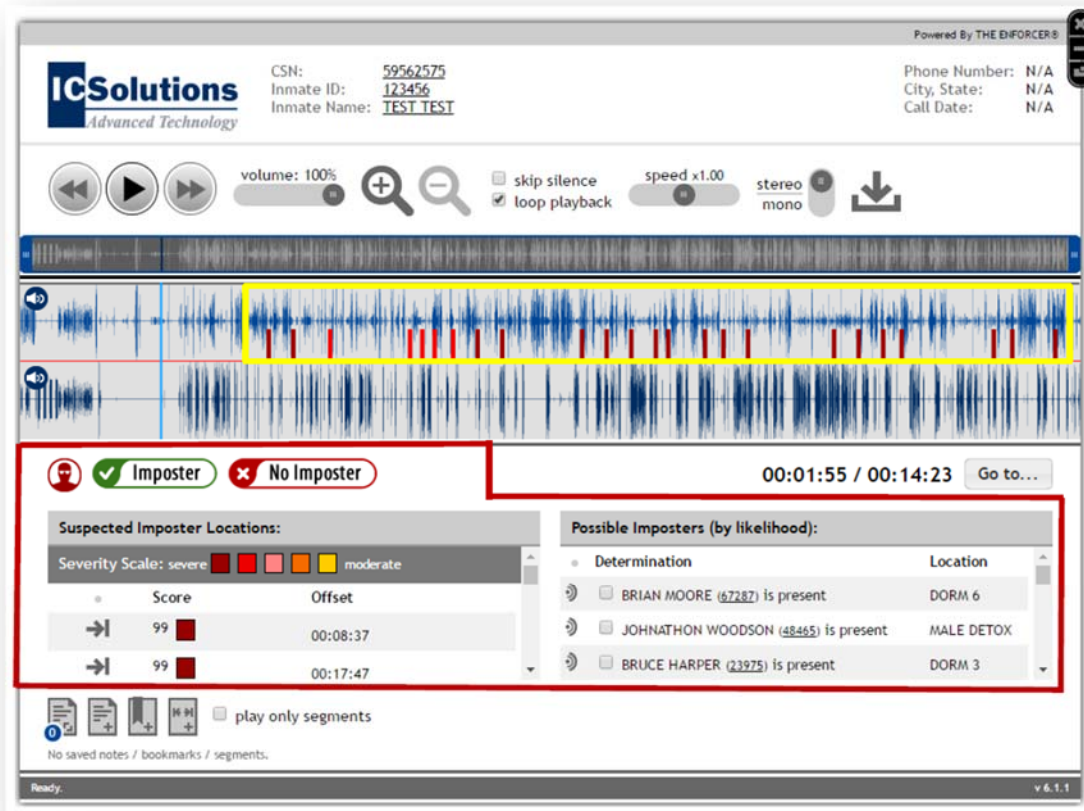
The Imposter

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.

INMATE CALLING SOLUTIONS

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 IC Solutions Web Player interface. At the top, it shows the company logo and inmate information: CSN: 59562575, Inmate ID: 123456, Inmate Name: TEST TEST, Phone Number: N/A, City, State: N/A, and Call Date: N/A. Below this is a media control bar with play, volume (100%), zoom, skip silence, loop playback, speed (x1.00), and stereo/mono options. The main area features a waveform with a yellow highlight and red vertical markers indicating detected imposters. A red-bordered box highlights the detection results:

Imposter (checked) **No Imposter** (unchecked) 00:01:55 / 00:14:23 Go to...

Suspected Imposter Locations:

Score	Offset
99	00:08:37
99	00:17:47

Possible Imposters (by likelihood):

Determination	Location
<input type="checkbox"/> BRIAN MOORE (67282) is present	DORM 6
<input type="checkbox"/> JOHNATHON WOODSON (48465) is present	MALE DETOX
<input type="checkbox"/> BRUCE HARPER (23975) is present	DORM 3

Additional controls include 'play only segments' and 'No saved notes / bookmarks / segments.' The status bar at the bottom shows 'Ready' and 'v.6.1.1'.

Imposter Identification on the Web Player

Argus Echo™

As an added bonus, ICSolutions is also pleased to offer the optional Argus Echo voice biometric product. Echo provides a number of additional benefits, including:

- Echo provides for **continuous voice identification**, providing the investigators not only verification of whom is speaking but also the identity of the inmates.
- Echo **DOES NOT require supervised enrollment**. Prints are automatically created and continuously improved delivering the highest accuracy possible.
- Echo is able to create voice prints on request. This is a powerful tool to have when a suspect is not an inmate and is using many different phone numbers. Once the print is created, the voice can be searched through historical calls so investigators can listen to and extract potential intelligence.
- Echo is not only able to identify PIN sharing but also the identity of the PIN accomplice allowing investigators to focus their investigative efforts.
- Queries can be run on the database by voice, identifying all the calls in which a targeted inmate may have spoken on. In addition, a **voice of a targeted NON-INMATE can also be run against the database** given investigators unparalleled intelligence gathering tools.
- In the event that Echo cannot positively identify the identity of an impostor, the system will still notify that the speaker was not the owner of the PIN.

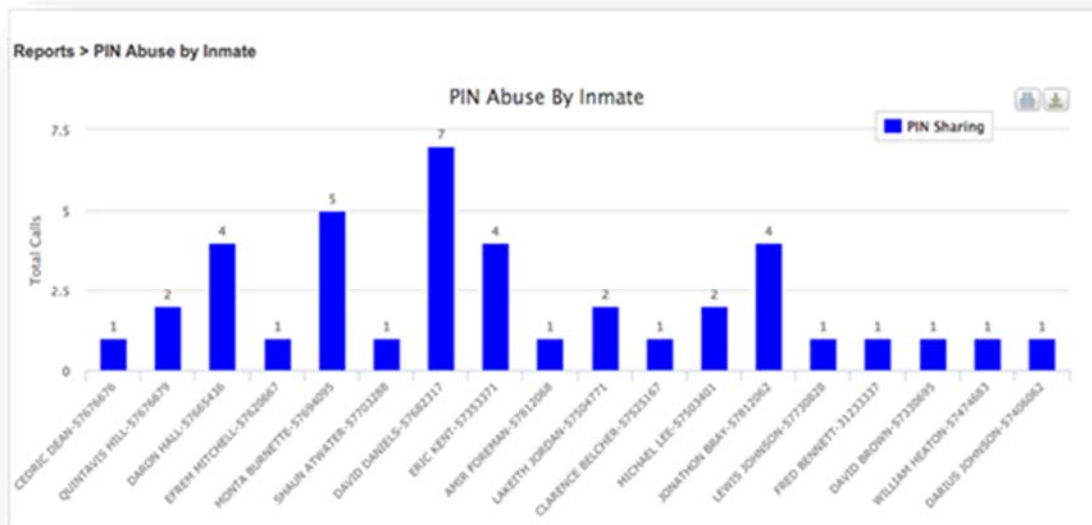
ECHO Features:

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.

- **Automatic Print Enrollment:** Echo requires NO human intervention or assistance from Agency staff in the creation of its Biometric Voice Print (BVPs). The system uses proprietary processes to create BVPs from recordings. ECHO's voice prints can also be set to continuously improve, ensuring that the BVP is of the highest quality at all times.
- **Create Voice Prints on Request:** Investigators can also request the creation of BVPs for subjects under investigation.
- **Built in Custom Player:** Echo's player is web based and does not require any additional software to run. It was designed specifically for investigators with the ability to:
 - Isolate tracks (combined, inmate, and civilian)
 - Make notes in each track
 - Speed up track play
 - Show Whisper™: Ability to highlight sections of the recording where the voice dropped below a certain percentage. Likely revealing an attempt to pass illicit information in hush tones.
 - Remove Silence: Ability to remove silence (dead space, no speaker talking) of a call for speedier playback.

INMATE CALLING SOLUTIONS

- **Drill Down Reporting™:** Echo's charts allow the investigator to quickly find the information they are looking for 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



- **Identification of Inmate to Ex-Inmate Communication using Voice:** Another unique feature is the capability to look for inmate to ex-inmate communication using voice. Since Echo can analyze and identify the speaker(s) on the called party side, it is able to identify when an ex-inmate is speaking with someone on the inside the facility. This call type is likely to contain actionable intelligence or be of interest for investigators to listen to.

- Workflow Management:** Echo 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 Echo 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: PIN Sharing: Inmate to Inmate:

By PIN Number: By Inmate Voice: By Civilian Voice:

Destination Number: Hotlist:

(CTRL+Click for multiple selections)

ID	Task Name	Creation Date	Group	User	
1	testing	06/01/2015		Andy Horton	<input type="checkbox"/>
2	Inmate	05/26/2015		Andy Horton	<input type="checkbox"/>
3	#Test	05/26/2015		Robert Sterling	<input type="checkbox"/>

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.

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 WTRJ'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 WTRJ 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 WTRJ 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 WTRJ. 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:



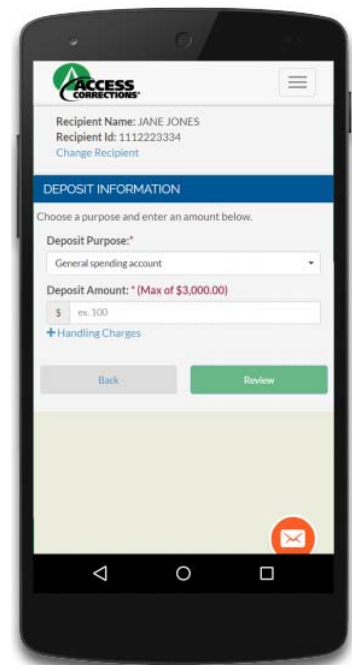
- All funds deposited to the inmate’s account are guaranteed.
- The need for agency staff to handle cash and money orders is eliminated.
- Reconciliation time is reduced.
- Workload of mail room and accounting staff is reduced.
- Exposure to fraud/counterfeit money is eliminated.
- The kiosk takes a 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.

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 WTRJ has control over how much can be deposited for different purposes. For example, the WTRJ 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 WTRJ.

Debit Release Cards

ICSolutions can provide MasterCard-branded release cards for inmates, eliminating the need for facilities to cash on-site at the WTRJ 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.

Secure Mail Inmate Email

Jails spend countless hours processing letters addressed to inmates. This process may include x-ray of contents, testing of the paper, preparation of mail, rejection paperwork, and review of contents for prohibited messages. Secure Mail offers an alternative which allows family members to communicate via a secure email process customized for correctional facility use.



- No risk of contraband or dangerous content
- Saves time in processing mail
- Photo messaging options are available
- Inmate reply options are available
- Many payment options including Debit Card and Credit Card
- Friends & family log in to our secure website www.accesscorrections.com to send email messages
- Bilingual (English/Spanish) with translations for facility staff review
- **Word Watch Filter Software scans each message for words or phrases** that are predefined by each facility, enabling faster review by facility personnel

MP3 Portable Media Player



The Access MP3 Player is the only portable media player designed specifically for use in correctional environments. User name and number appears on the LCD screen each time the device is powered on for positive ID. Built from scratch, of heavy-duty plastic and shock-resistant hardware, with a host of specialized, correctional-only security features. While other programs require inmates to stand at the kiosk to make music selections, inmates search our music catalog by song, artist and genre directly on the player. Based upon our studies, this feature consumes approximately 2 to 3 hours a day of inmate downtime while browsing our catalog. When ready to download, users connect their player to the Music Kiosk or Inmate Pod Kiosk via a standard USB connection and the system automatically begins to download music.

- The Music Kiosk is designed to be “self-service” and does not require direct supervision by facility staff.
- The cabinet is built from 14-gage steel, is fully enclosed, locks on all sides and mounts to the floor.
- The Music Kiosk allows for four (4) simultaneous player connections.
- One kiosk can service thousands of inmates, while other music programs require 1 kiosk per 30-60 inmates.
- Average connection time to the kiosk is less than three (3) minutes.

Our proven kiosk system results in an efficient process that eliminates lines and problematic crowding associated with searching and downloading directly at the kiosk.

For more information about the proposed Access Corrections products, please refer to **Exhibit H**.

Cell Phone Detection & Analysis Tools

The following Cell Phone Control products are offered as optional, value-added services which can be deployed at the WTRJ's discretion. ICSolutions has also included more information about the cell phone control options described below in **Exhibit J**.



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 WTRJ 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.

2. The offeror is requested to provide the capability of automatically calling and alerting investigators and offering live monitoring of calls. Please include detailed information on the ITS alert application: at a minimum, the types of alerts available (cell phone, pager, SMS text, email, etc.), and a security PIN for accessing the real-time call is required.

ICSolutions Response:

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

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.

The screenshot shows the 'Alert Settings' window for the number 1-866-222-7502. The interface includes fields for 'Number', 'Speed Dial', and 'Name'. Below these are dropdown menus for 'Call Type' (set to 'Free call') and 'Category' (set to 'undefined'). A 'Block' dropdown is set to 'Not Blocked'. A list of checkboxes on the left includes 'Passive Acceptance', 'Greeting Off', 'PAN Override', 'Do Not Record', 'Privileged', 'Free Video', 'Free Voicemail', and 'Block Voicemail'. The 'Alert Settings' section, highlighted with a red box, contains:

- Email Alert(s): help@icsolutions.com Attach
- Page Alert(s): 333-333-3333
- Monitor Alert(s): 222-222-2222
- Payment Alert(s):
- General Alert:

 Other settings include 'Dial pattern', 'Rate File', 'Hide Recording', 'Hide CDRs', 'Ignore DTMF', 'Ignore Silence', 'Max Duration' (3 minutes), 'Digits' (0), and 'Time frame (secs)' (0). At the bottom, there are 'Delete', 'Cancel Changes', and 'Save Changes' buttons, along with a timestamp: 'Last Updated: 2014-12-10 10:20 By: enf'.

Alert Settings on 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.

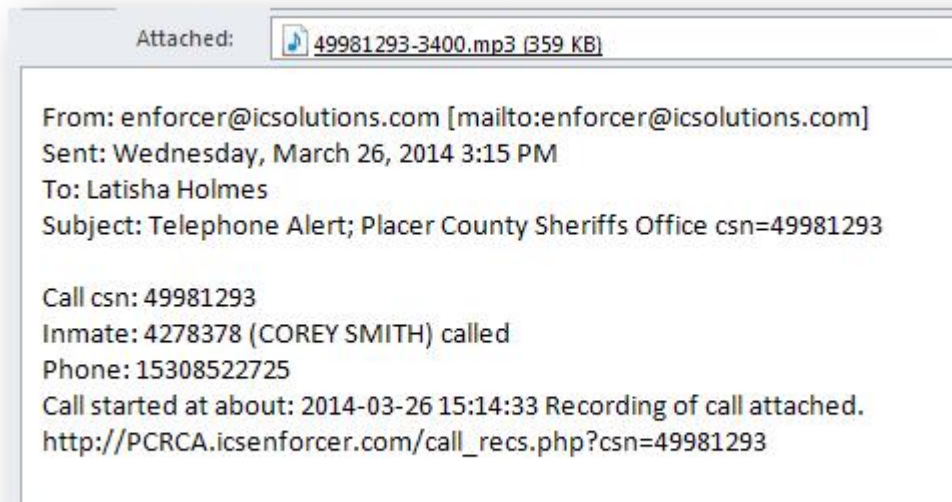
Monitoring Alerts

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.

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.

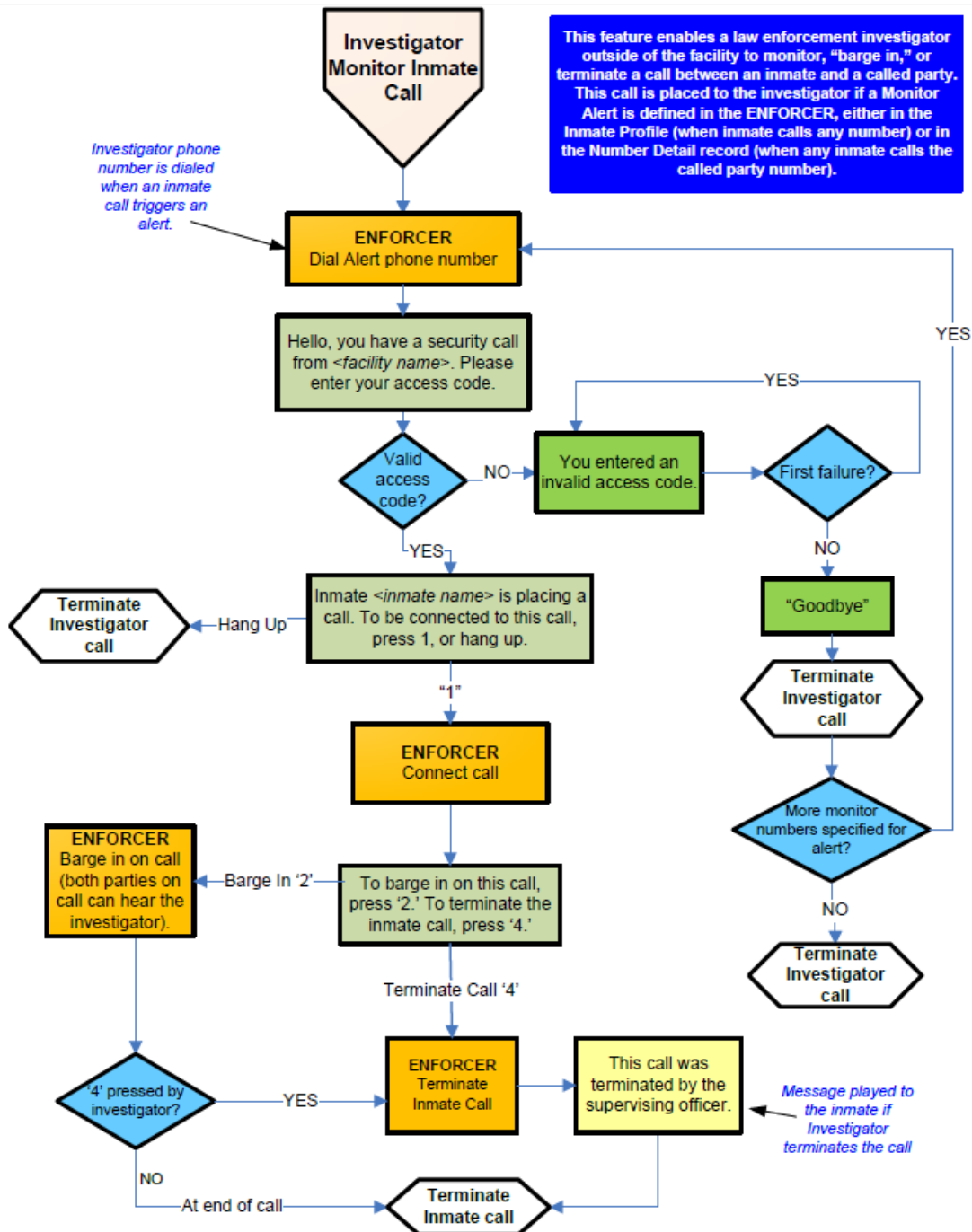
Funding Alerts

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.

INMATE CALLING SOLUTIONS

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.



3. WTRJA is interested in implementing a voice-to-text feature. Offeror shall indicate if the ITS is capable of converting call recordings to text. If Offeror is capable of providing this technology, Offeror shall supply a detailed description of the features/functionality. Offeror shall indicate any costs associated with this feature.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. While we would be happy to provide a voice-to-text translation software from Nuance (at no cost) if the WTRJ would like to try it for yourselves, we recommend that you implement Word Detective™ Keyword Search if you are interested in a highly effective word search tool. Word Detective™ allows you to quickly search hundreds or thousands of call recordings to find words or phrases of interest.

Word Detective is not a voice-to-text transcription tool, which may be proposed by other vendors; rather, it is a highly effective alternative to traditional voice-to-text systems and uses phonemes (the sounds that make up words) to search call recordings for key words and phrases.

If you are evaluating different “word search” technologies, the WTRJ should be advised that, in our experience, voice-to-text technologies are not well-suited to the corrections environment and are ultimately more time-consuming than they are effective. The primary reason that voice-to-text technologies do not work well in corrections is that the effectiveness of these technologies relies upon first “training” the software to recognize a particular voice and create a vocabulary for that speaker. They are built to be accurate and efficient at translating *one particular voice* to text. In the corrections environment, the software would be tasked with translating the speech of hundreds of inmates. And then, to further complicate the process, each phone call involves two unique voices, which may have different accents and vocabularies and, worse, are very likely to interrupt or talk over one another, as is normal in casual conversations. Excessive background noise in a correctional setting can further exacerbate the problem making for, in our experience, extremely low accuracy rates.

The primary difference between Word Detective™ and all other similar technology is that Word Detective™ looks for the phonemes, or sound parts, that make up words and phrases. Therefore, it can adjust for accents and irregular pronunciation, and spelling during the searching process is virtually irrelevant. Word Detective™ can accurately identify words/phrases of interest, regardless of how many speakers’ voices it is searching. It also supports multiple languages, dialects, and accents, and it allows for complex nested searches that can help you find multiple terms in one search.


Word Detective® Keyword Search is discussed further in our response to **Requirement V.4**, as well as in **Exhibit I**.

- WTRJA is interested in technology allowing users to search inmate call recordings by specific words or phrases of interest at no cost to WTRJ. If Offeror is capable of providing this technology, Offeror shall supply a detailed description of the feature/functionality.

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	74518583	09/28/2016 18:49	6:19	16:30	1	
92	804443	GALLEGO, DANIEL	BA3-1	1-217-415-5741	74528056	09/29/2016 08:26	2:46	15:44	2	
91	998633	OTTO, DAWN	7A -2 (ANNEX)	1-571-606-3103	74552624	09/30/2016 09:29	7:21	10:28	1	
88	843509	HERNANDEZ, JESS	BOOKING -3	1-210-287-4891	74549747	09/29/2016 20:49	9:47	17:01	1	

With this feature in place, investigators can run a search for a specific word, and The Word Detector will return results that contain that word *or any associated terms*. For example, a search for the word "attorney" would find conversations that contain the word "attorney" *or* the word "lawyer."

Every month, The Word Detector indexes an average of 7.8 million minutes of recordings. That's **over 90 million minutes** of valuable investigative data per year!

Investigators can customize and expand upon the generic Association Table by adding new slang and terms that are specific to your geographic region. Custom terms can be entered into a database table – via the simple ENFORCER® The Word Detector interface – that is available facility-wide; or, each user can create his or her own custom tables containing a personal list of word associations.

In addition to the functionality above, The Word Detector users will also be able to run advanced searches for more than one specific word using "and / or" statements. For example, an authorized user could search for "drugs and sell," and The Word Detector would return results in which both words appear in the same sentence.

Thesaurus

The Word Detector enables the user to include defined synonyms for a word in the requested search. By clicking Thesaurus as shown in the example below, the user can access the thesaurus to add or delete synonyms for any word.



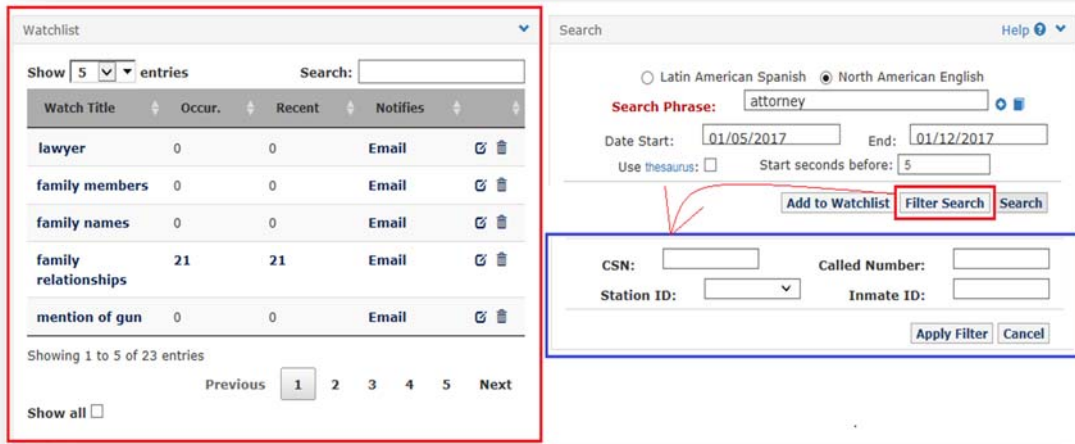
The screenshot shows a search interface with the following elements:

- Language selection: Latin American Spanish, North American English
- Search Phrase: with a plus icon and a document icon.
- Date Start: End:
- Use **thesaurus**: (The word "thesaurus" is highlighted with a red box.)
- Start seconds before:
- Buttons:

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.



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 I** of this proposal.

W. STAFFING AND PERSONNEL Dress Code

The Contractor shall establish and enforce a business casual dress code, for ITS staff that requires access to Western Tidewater Regional Jail facilities, which is consistent with the requirements established for Western Tidewater Regional Jail employees and appropriate to a correctional environment with regard to safety and appearance.

ICSolutions Response:

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

Personnel Security Requirements

The Contractor shall ensure contractor employees including employees of its subcontractors and agents who require access to Western Tidewater Regional Jail facilities cooperate and comply with WTRJ security criminal history checks and clearances, substance abuse screening, photo identification, and searches of their person and possessions while on or in Jail property.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Our Project Manager for implementation of the WTRJ's new Inmate Telephone System will provide a list of all team members who will need to be onsite at any WTRJ facility immediately following the post-award Site Survey so that the WTRJ may run any additional background check necessary to obtain gate clearance to enter the jails. Any team member that the WTRJ does not approve for any reason will be replaced with an equally qualified ICSolutions technician.

All employees must pass a background check before they start to work. Failure to comply will result in disciplinary action up to and including termination. This report includes:

- Criminal Record (all positions) – Griffin Personnel Group
- Motor Vehicle Record (selected positions) - ADP
- Credit Report (selected positions) - ADP
- Higher Education Verification (if listed as completed on application) – Griffin Personnel Group

Drug Test Administration

All employees must pass a drug test before they start to work. It is the Hiring Manager's responsibility to administer on-site drug testing. In states where on-site drug testing is not allowed, the collection and testing will be administered by an approved 3rd-party administrator (currently Quest Diagnostics). A satisfactory (negative) drug test is a precondition for employment.

Employment Verifications

Our 3rd-party vendor (Griffin Personnel Group) will conduct all employment verifications. An Employment Verification Form must be completed for at least two jobs in their work history (if they list only two, then two are required).

Criminal History Check

Contractor employees who require access to Western Tidewater Regional Jail facilities shall be subject to criminal history check. Each contractor employee shall complete and sign a release authorizing WTRJ staff to conduct a criminal history check. Contractor employees shall not be permitted to work pending results of criminal history check. The Contractor shall replace employee(s) whose criminal history check indicates the employee(s) may be a risk to the as determined by WTRJ

ICSolutions Response:

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

Substance Abuse Screening

Contractor employees who require access to Western Tidewater Regional Jail facilities shall be subject to substance abuse screening.

The Contractor will contact Western Tidewater Regional Jail Human Resources Office and arrange pre-employment substance abuse screening of new employees which must be completed and results received before the new employee may start work at WTRJ. The results of pre-employment substance abuse screening will be reported to the Superintendent.

At the direction of the Superintendent, contractor employees who require access to Western Tidewater Regional Jail facilities shall sign all documents, go to a location designated by the correctional staff, and submit to random or "for cause" substance screening. The Superintendent will be responsible for random selection of Contractor employees for substance abuse screening.

At their sole discretion, the Superintendent may deny access to WTRJ, contractor employees whose pre employment, random, or "for cause" substance abuse screening results reflect evidence of substance abuse. Such denial of access shall in no way impact the cost of the contract nor relieve the Contractor of his responsibilities therefore.

Western Tidewater Regional Jail shall bear the cost of pre-employment and random or "for cause" substance abuse screening of contractor employees.

ICSolutions Response:

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

Photo Identification

Contractor employees who require access to Western Tidewater Regional Jail facilities shall be issued photo identification badges provided by WTRJ staff.

Contractor employees shall wear the photo identification badges prominently displayed on the outer layer of clothing at all times while inside WTRJ facilities.

The Contractor shall be accountable for all photo identification badges issued to contractor employees. The Contractor shall retrieve and return to WTRJ, photo identification badges of persons who are no longer in the Contractor's employ.

WTRJ will issue the first identification badge to the Contractor employees at no charge. Contractor employees who lose or damage their identification badge shall be assessed a \$10.00 fee for replacement identification badges.

IC Solutions Response:

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

Searches

Contractor employees who require access to Western Tidewater Regional Jail facilities shall submit to searches of their person and possessions including their vehicle while on or in Jail property. At his/her sole discretion, the Superintendent may deny access to WTRJ facilities, any Contractor employees who refuse to consent to such searches. Such denial of access shall in no way impact the cost of the contract nor relieve the Contractor of its responsibilities therefore.

IC Solutions Response:

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

Access to Facilities

Although the Contractor has authority for all hiring and termination, Western Tidewater Regional Jail may deny access to individuals whose criminal history check indicates the individual could be a threat to the good order and security of the facility or on the basis of security violations validated through Superintendent's investigation. Such denial of access shall in no way impact the cost of the contract nor relieve the Contractor of its responsibilities therefore.

Western Tidewater Regional Jail will communicate promptly with the Contractor regarding any such situations and provide a written summary of the investigation to the Contractor. Contractor employees, independent contractors and subcontractors shall cooperate with Western Tidewater Regional Jail in any investigation involving inmate or staff conduct.

IC Solutions Response:

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

PREA

Contractor will comply with the Prison Rape Elimination Act of 2003 (Federal Law 42 U.S.C. 15601 ET. Seq.) and with all applicable PREA standards, WTRJ Policies related to PREA and WTRJ Standards related to PREA for preventing, detecting, monitoring, investigating and eradicating any form of sexual abuse within DJJ Facilities/Programs/Offices owned, operated or contracted. Contractor acknowledges that, in addition to "self-monitoring requirements" WTRJ will conduct announced or unannounced, compliance monitoring to include "on-site" monitoring. Failure to comply with PREA, including PREA Standards and WTRJ policies may result in termination of the contract.

All contractor staff will be required to complete the mandatory PREA Forms and will be scheduled to attend the next available scheduled PREA training class.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. In addition to our employees complying with PREA, the Communicator module of The ENFORCER® can provide a tip line for anonymous reporting, which is required to host federal inmates or receive certain grants. At the WTRJ'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).

X. SECURITY REQUIREMENTS

Physical Security Requirements

The Contractor shall develop procedures to ensure facilities, supplies, furnishings, and equipment entrusted to the Contractor are not abused or misused, are properly maintained, and are secure at all times.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Typically, ICSolutions certified technicians use their own equipment and do not need to use the Facility's equipment. Nevertheless, the onsite technicians are trained on how to treat Facility equipment, supplies, etc. . ICSolutions will provide special training and provide site-specific procedures for the onsite technicians consistent with the Jail's policies as required.

Area Security

The Contractor shall establish procedures to ensure offices; storage areas, etc. are locked and secured when not occupied by Contractor employees.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. . ICSolutions will provide special training and provide site-specific procedures for the onsite technicians consistent with the Jail's policies as required.

Key Control

The Contractor shall comply with Jail policies related to security and key control procedures.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. . ICSolutions will provide special training and provide site-specific procedures for the onsite technicians consistent with the Jail's policies as required.

Contraband

The Contractor shall establish procedures to ensure contractor employees who require access to Western Tidewater Regional Jail facilities understand which items constitute contraband and that contractor employees do not introduce contraband into the Correctional Facilities.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. . ICSolutions will provide special training and provide site-specific procedures for the onsite technicians consistent with the Jail's policies as required.

Personal Security

The Contractor shall develop procedures, consistent with Jail policies, to ensure the safety and wellbeing of contractor personnel who require access to Western Tidewater Regional Jail facilities while providing services under the terms of the contract.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. . ICSolutions will provide special training and provide site-specific procedures for the onsite technicians consistent with the Jail's policies as required.

Security Code Call Names

The Contractor shall establish procedures to ensure contractor personnel who require access to Western Tidewater Regional Jail facilities understand security code call names and comply with regulations and procedures that govern their use.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. . ICSolutions will provide special training and provide site-specific procedures for the onsite technicians consistent with the Jail's policies as required.

Inmate Security

The Contractor shall establish procedures to ensure contractor personnel who require access to Western Tidewater Regional Jail facilities are familiar and comply with WTRJ security procedures pertaining to inmate control and security.

In addition, the Contractor shall:

Inform the Superintendent, in writing, any time a personal friend or relative of any contractor employee is confined to the facility.

Ensure contractor employees do not fraternize or grant special favors for any inmate confined to any facility. Ensure contractor personnel do not provide to any inmate, information regarding any other inmate confined to any facility.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will provide special training and provide site-specific procedures for the onsite technicians consistent with the Jail's policies as required.

6B. GENERAL TERMS AND CONDITIONS

GENERAL TERMS AND CONDITIONS:

- A. ADDITIONAL INFORMATION:** Western Tidewater Regional Jail reserves the right to ask any Proposer to submit information missing from its proposal, to clarify the proposal or offer, and to submit additional information which Western Tidewater Regional Jail deems desirable, and does not affect quality, quantity, price or delivery.

ICSolutions Response:

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

- B. ANTIDISCRIMINATION:** By submitting their proposals, all Proposers certify to Western Tidewater Regional Jail that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and Section 2.2-4311 of the Virginia Public Procurement Act. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (Code of Virginia, § 2.2-4343.1E).

In every contract over \$10,000 the provisions in 1. and 2. below apply:

1. During the performance of this contract, the contractor agrees as follows:
 - a) The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination
 - b) In employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - c) The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.

- d) Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.
2. The contractor will include the provisions of
- a) Above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or Offeror.

IC Solutions Response:

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

- C. ANTI-TRUST:** By entering into a contract, the contractor conveys, sells, assigns, and transfers to Western Tidewater Regional Jail all rights, title and interest in and to all causes of the action it may now or hereafter acquire under the antitrust laws of the United States, relating to the particular goods purchased or acquired by Western Tidewater Regional Jail under the said contract.

IC Solutions Response:

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

- D. APPLICABLE LAW AND COURTS:** This solicitation and any resulting contract shall be governed in all respects by the laws of the Virginia Public Procurement Act and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The contractor shall comply with applicable Federal, State and local laws and regulations.

IC Solutions Response:

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

- E. ASSIGNMENT OF CONTRACT:** A contract shall not be assignable by the contractor in whole or in part without the written consent of WTRJ.

IC Solutions Response:

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

F. CHANGES TO THE CONTRACT: Changes can be made to the contract in any one of the following ways:

1. Western Tidewater Regional Jail may order changes within the general scope of the contract at any time by written notice to contractor. Changes within the scope of the contract include, but are not limited to things such as service to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give WESTERN TIDEWATER REGIONAL JAIL a credit for any savings. Said compensation shall be determined by one of the following methods:
 - a) By mutual agreement between the parties in writing; or
 - b) By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to WTRJ's right to audit the contractor's records and/or to determine the correct number of units independently; or
 - c) By ordering the contractor to proceed with the work and to keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present Western Tidewater Regional Jail with all vouchers and records of expenses incurred and savings realized. Western Tidewater Regional Jail shall have the right to audit the records of the contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to Western Tidewater Regional Jail within thirty (30) days from the date of receipt of the written order from Western Tidewater Regional Jail. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract. Neither the existence of a claim or dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by Western Tidewater Regional Jail with the performance of the contract generally.
 - d) The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.

ICSolutions Response:

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

G. CLARIFICATION OF TERMS: If any prospective Proposer has questions about the specifications or other proposal documents, the prospective Proposer should submit a written request to the purchasing agent whose name appears on the face of the invitation, no later than five (5) days before the due date. Any revisions to the invitation will be made only by addendum issued by the purchasing agent.

ICSolutions Response:

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

H. COOPERATIVE PROCUREMENT: This procurement is being conducted by Western Tidewater Regional Jail in accordance with the provisions of 2.2-4304 Code of Virginia. Except for contracts for architectural and engineering services or construction in excess of \$200,000 by a local public body from the contract of another local public body that is more than a straight line distance of 75 miles from the territorial limits of the local public body procuring the construction, if agreed to by the Contractor, other public bodies may utilize this contract. The Contractor shall deal directly with any public body it authorizes to use the contract. Western Tidewater Regional Jail, its officials and staff are not responsible for placement of orders, invoicing, payments, contractual disputes, or any other transactions between the Contractor and any other public bodies, and in no event shall WTRJ, its officials or staff be responsible for any costs, damages or injury resulting to any party from use of a Western Tidewater Regional Jail contract. Western Tidewater Regional Jail assumes no responsibility for any notification of the availability of the contract for use by other public bodies, but the Contractor may conduct such notification.

ICSolutions Response:

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

I. DEFAULT: In case of failure to deliver goods or services in accordance with the contract terms and conditions, Western Tidewater Regional Jail, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which Western Tidewater Regional Jail may have.

ICSolutions Response:

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

- J. DRUG-FREE WORKPLACE:** During the performance of this contract, the contractor agrees to (i) provide a drug free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or Offeror.

For the purposes of this section, “drug-free workplace” means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

ICSolutions Response:

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

- K. ETHICS IN PUBLIC CONTRACTING:** By submitting their proposals, Proposers certify their proposals are made without collusion or fraud and they have not offered or received any kickbacks or inducements from any other Proposer, supplier, manufacturer or subcontractor in connection with their proposal, and they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

ICSolutions Response:

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

- L. IMMIGRATION REFORM AND CONTROL ACT OF 1986:** By signing their proposals, the Proposers certify that they do not and will not during the performance of this contract employ illegal alien workers or otherwise violate the provisions of the Federal Immigration Reform and Control Act of 1986.

ICSolutions Response:

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

M. INSURANCE REQUIREMENTS: The contractor shall not commence work under contract until he/she has obtained all the insurance required hereunder and such insurance has been approved by WTRJ. The contractor shall not allow any subcontractor to commence work on his or her subcontract until all similar insurance required of the subcontractor has been obtained and approved by Western Tidewater Regional Jail (or contractor). Approval of the insurance by Western Tidewater Regional Jail shall not limit, relieve or decrease the liability of the contractor hereunder.

1. If by the terms of any insurance a mandatory deductible is required, or if the contractor elects to increase the mandatory deductible amount, the contractor shall be responsible for payment of the amount of the deductible in the event of a paid claim. Notice of cancellation of any required insurance policy must be submitted to Western Tidewater Regional Jail when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.
2. Workers Compensation Insurance: The contractor shall take out and maintain during the life of the contract the statutory Workers' Compensation and Employer's Liability Insurance for all of the contractors' employees to be engaged in work on the project under the contract and, in case any such work is sublet, the contractor shall require the subcontractor similarly to provide Worker's Compensation and Employer's Liability Insurance for all of the subcontractor's employees to be engaged in such work. This policy shall be written to meet the statutory requirements for the Commonwealth of Virginia.
3. Commercial General Liability Insurance and Commercial Automobile Liability Insurance: The contractor shall take out and maintain during the life of the contract such Commercial General Liability Insurance and Commercial Automobile Liability Insurance as shall protect contractor and any subcontractor performing work covered by the contract from claims for damages for bodily injury, including death, as well as from claims for property damage, which may arise from operations under the contract, whether such operation be by the contractor or by any subcontractor or by anyone directly or indirectly employed by either of them, and the amounts of such insurance shall not be less than limits stated hereinafter. The Commercial General Liability Insurance shall be written on an occurrence basis, and provide Premises/Operations, Products/Completed Operations, Independent Contractors, Personal Injury and Contractual Liability coverage. The policy shall include WTRJ, and others as required by the contract documents, as an Additional Insured. This policy shall be primary, and any insurance or self-insurance carried by Western Tidewater Regional Jail shall be considered excess and non-contributory. The Commercial Automobile Liability Insurance shall be written to cover all owned, non-owned and hired vehicles.
4. The required amounts of General Liability insurance are:

- a) General Aggregate \$5,000,000 aggregate
- b) Products/Completed Operations Aggregate \$1,000,000 per occurrence
- c) Personal/Advertising Injury \$1,000,000 any one person
- d) Bodily Injury/Property Damage \$1,000,000 per occurrence
- e) Fire Damage \$50,000 any one fire
- f) Medical Payments \$5,000 any one person
- 5. The required Automobile Liability Insurance is
 - a) Bodily Injury/Property Damage \$1,000,000 combined single limit
- 6. Evidence of Coverage

The contractor shall furnish Western Tidewater Regional Jail with a certificate of insurance coverage, which shall be submitted to the Western Tidewater Regional Jail Procurement Officer by U.S. Postal Service or email at AP@wtrj.org. These certificates or the cover sheet shall reference the contract name "Commissary Services for Western Tidewater Regional Jail", and the certificates shall include the name of the company, policy numbers, effective dates, dates of expiration and amounts and types of coverage afforded. If Western Tidewater Regional Jail is damaged by the failure of the contractor to maintain such insurance, then the contractor shall be responsible for all reasonable costs properly attributable thereto.
- 7. Notice of cancellation of any required insurance policy must be submitted to Western Tidewater Regional Jail when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. We have included our Insurance Certificate as **Exhibit D**.

N. MANDATORY USE OF WESTERN TIDEWATER REGIONAL JAILFORMS AND TERMS AND CONDITIONS: Failure to submit a proposal on the official Western Tidewater Regional Jail form provided for that purpose may be a cause for rejection of the proposal. Modification of or additions to any portion of the Request for Proposals may be cause for rejection of the proposal; however, Western Tidewater Regional Jail reserves the right to decide, on a case by case basis, in its sole discretion, whether or not to reject such a proposal as nonresponsive. As a precondition to its acceptance, Western Tidewater Regional Jail may, in its sole discretion, request that the Proposer withdraw or modify nonresponsive portions to a proposal which do not affect quality, quantity, price or delivery. No modification of or addition to the provisions of the contract shall be effective unless reduced to writing and signed by the parties. Modification of or additions to the General Terms and Conditions of the solicitation may be cause for rejection of the proposal; however Western Tidewater Regional Jail reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.

ICSolutions Response:

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

O. PAYMENT:

1. To Prime Contractor:

- a) Invoices for items ordered, delivered and accepted shall be submitted by the contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the state contract number and/or purchase order number; social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).
- b) Any payment terms requiring payment in less than 45 days will be regarded as requiring payment 45 days after invoice or delivery, whichever occurs last.
- c) All goods or services provided under this contract or purchase order, that are to be paid for with public funds, shall be billed by the contractor at the contract price, regardless of which public agency is being billed.
- d) The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.
- e) Unreasonable Charges. Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, Western Tidewater Regional Jail shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve an agency of its prompt payment obligations with respect to those charges which are not in dispute (Code of Virginia, § 2.2-4363).

ICSolutions Response:

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

2. To Subcontractors:

A contractor awarded a contract under this solicitation is hereby obligated:

- a) To pay the subcontractor(s) within seven (7) days of the contractor's receipt of payment from Western Tidewater Regional Jail for the proportionate share of the payment received for work performed by the subcontractor(s) under the contract; or
- b) To notify the agency and the subcontractor(s), in writing, of the contractor's intention to withhold payment and the reason.
- c) The contractor is obligated to pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the contractor that remain unpaid seven (7) days following receipt of payment from WTRJ, except for amounts withheld as stated in (2) above. The date of mailing of any payment by U. S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor performing under the primary contract. A contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of WTRJ.

ICSolutions Response:

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

P. PRECEDENCE OF TERMS: The following General Terms and Conditions, APPLICABLE LAWS AND COURTS, ANTI-DISCRIMINATION, ETHICS IN PUBLIC CONTRACTING, IMMIGRATION REFORM AND CONTROL ACT OF 1986, DEBARMENT STATUS, ANTITRUST, MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS, CLARIFICATION OF TERMS, PAYMENT shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.

ICSolutions Response:

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

Q. PROTEST OF AWARD: A Proposer wishing to protest an award or a decision to award a contract must submit a written protest to the Purchasing Agent no later than ten (10) days after either the award or the decision to award, whichever occurs first. The protest must include the basis for the protest and the relief sought. Within ten (10) days after receipt of the protest, the Purchasing Agent will issue a written decision stating the reasons for the action taken. This decision is final unless within ten (10) days after receipt of such decision, the Proposer institutes legal action as provided in the Code of Virginia.

ICSolutions Response:

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

R. QUALIFICATIONS OF PROPOSERS: Western Tidewater Regional Jail may make such reasonable investigations as deemed proper and necessary to determine the ability of the Proposer to perform the service/furnish the goods stated in the contract. The Proposer shall furnish to Western Tidewater Regional Jail all such information and data for this purpose as may be requested. Western Tidewater Regional Jail reserves the right to inspect Proposer's physical plant prior to award to satisfy questions regarding the Proposer's capabilities. Western Tidewater Regional Jail further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such Proposer fails to satisfy Western Tidewater Regional Jail that such Proposer is properly qualified to carry out the obligations of the contract and to complete the work/furnish the item(s) contemplated therein.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has described our qualifications and experience in **Section 1, General Information about the Contractor.**

S. STATE CORPORATION COMMISSION NUMBER: all Offeror's organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50, as amended, shall include the identification number issued to it by the State Corporation Commission. Any bidder or offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under title 13.1 or Title 50, as amended, or as otherwise required by law shall include in its proposal a statement describing why the offeror is not required to be so authorized.

Any business entity that enter into a contract with a public body pursuant to this chapter shall not allow its existence to laps or its certificate of authority to registration to transact business in the Commonwealth, if so required under Title 13.1 or Title 50, as amended, to be revoked or cancelled at any time during the term of the contract. WTRJ may void any contract with a business entity if the business entity fails to remain in compliance with the provisions of this section.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has included the **State Corporation Commission Number** on the **Proposal Signature Sheet** at the beginning of this proposal.

T. TAXES: Sales to Western Tidewater Regional Jail are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request. Deliveries against this contract shall be free of Federal excise and transportation taxes. The Western Tidewater Regional Jail tax exemption registration number is 54-1407998.

ICSolutions Response:

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

U. TESTING AND INSPECTION: Western Tidewater Regional Jail reserves the right to conduct any test/inspection it may deem advisable to assure supplies and services conform to the specifications.

ICSolutions Response:

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

V. TRANSPORTATION AND PACKAGING: By submitting their proposals, all Proposers certify and warrant that the price offered for F.O.B. destination includes only the actual freight rate costs at the lowest and best rate and is based upon the actual weight of the goods to be shipped. Except as otherwise specified herein, standard commercial packaging and shipping containers shall be used. All shipping containers shall be legibly marked or labeled on the outside with the purchase order number or the contract number, commodity description, and quantity.

ICSolutions Response:

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

W. USE OF BRAND NAMES: Unless otherwise provided in this solicitation, the name of a certain brand, make or manufacturer does not restrict Proposers to the specific brand, make or manufacturer named, but conveys the general style, type, character, and quality of the article desired. Any article which the public body in its sole discretion determines to be the equal of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted. The Proposer is responsible to clearly and specifically identify the product being offered and to provide sufficient descriptive literature, catalog cuts and technical detail to enable Western Tidewater Regional Jail to determine if the product offered meets the requirements of the solicitation. This is required even if offering the exact brand, make or manufacturer specified. Normally in competitive sealed proposals only the information furnished with the proposal will be considered in the evaluation. Failure to furnish adequate data for evaluation purposes may result in declaring a proposal nonresponsive. Unless the Proposer clearly indicates in its proposal that the product offered is an “equal” product, such proposal will be considered to offer the brand name product referenced in the solicitation.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has fully described the proposed products and hardware throughout this proposal. Narrative descriptions are included at the beginning of this tab is response to the **Scope of Services**. We have also included Equipment Specification Sheets in **Exhibit A**.

6C. SPECIAL TERMS AND CONDITIONS

SPECIAL TERMS AND CONDITIONS

- A. AUDIT:** The contractor hereby agrees to retain all books, records and other documents relative to this contract for five (5) years after final payment, or until audited by WTRJ, whichever is sooner. WTRJ, its authorized agents, and/or State auditors shall have full access to and the right to examine any of said materials during said period.

ICSolutions Response:

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

- B. AWARD:** Following the receipt of proposals, selection shall be made of two or more proposers deemed to be fully qualified and best suited among those submitting proposals, on the basis of the criteria mentioned herein. After negotiations have been conducted with each proposer so selected, the Western Tidewater Regional Jail shall select the proposer which, in its opinion, has made the best proposal, and shall award the contract to that proposer. Should the Western Tidewater Regional Jail determined in writing and in its sole discretion that only one proposer is fully qualified, or that one proposer is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror. Award results will be posted for public inspection in a designated public area at Western Tidewater Regional Jail located at 2402 Godwin Blvd. Suffolk, Virginia 23434.

ICSolutions Response:

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

- C. ACCEPTANCE OF SERVICES:** Receipt of service shall not constitute acceptance. Final acceptance and authorization of payment shall be given only after a thorough inspection indicates that the performance meets specifications and or all conditions. Should the delivered service differ in any respect from specifications, payment will be withheld until such time as the supplier takes necessary corrective action. If the proposed corrective action is not acceptable to the Project Manager, the Project Manager may authorize refusal of final acceptance of the service.

ICSolutions Response:

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

D. AVAILABILITY OF FUNDS: It is understood and agreed between the parties herein that the authority shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.

IC Solutions Response:

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

E. BEGINNING OF WORK: The contractor shall not commence any billable work until a valid contract has been fully executed by Western Tidewater Regional Jail and the successful contractor. The contractor will be notified in writing when work may begin.

IC Solutions Response:

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

F. CANCELLATION OF CONTRACT: Western Tidewater Regional Jail reserves the right to cancel and terminate any resulting contract, in part or in whole and for any reason, without penalty, upon 90 days written notice to the contractor. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver any outstanding orders issued prior to the effective date of cancellation.

IC Solutions Response:

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

G. CERTIFICATION OF INDEPENDENT PRICE DETERMINATION: By submission of this proposal, the contractor certifies, that he or she is the party making the foregoing proposal that the proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the proposal is genuine and not collusive or sham; that the contractor has not directly or indirectly induced or solicited any other contractor to put in a false or sham proposal, and has not directly or indirectly colluded, conspired, connived, or agreed with any contractor or anyone else to put in a sham proposal, or that anyone shall refrain from proposing; that the contractor has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the proposal price of the contractor or any other contractor, or to fix any overhead, profit, or cost element of the proposal price, or of that of any other contractor, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the proposal are true; and further that the contractor has not paid, and will not pay, any fee to any corporation, partnership, company, association, organization, proposal depository, or to any member or agent thereof to effectuate a collusive or sham proposal.

ICSolutions Response:

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

- H. CONFLICT OF INTEREST:** All proposers must disclose with their offer the name of any corporate officer, director, or agent who is also an officer or employee of the Western Tidewater Regional Jail Authority or Authority Member Community. Further, all proposers must disclose the name of any Western Tidewater Regional Jail Authority or Authority Member Community officer or employee who owns, directly or indirectly an interest of ten percent (10%) or more of the proposer's firm or any of its branches, subsidiaries or partnership.

ICSolutions Response:

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

- I. CONFIDENTIALITY OF INMATES INFORMATION POLICY:** 1) Inmate records are confidential. Materials from inmate records may not be copied or removed without authorization from the Record's Supervisor. 2) Information concerning inmates will be exchanged on an as need to know basis only, within the facility. 3) Information concerning an inmate will not be disseminated outside the facility without the written consent of the concerned inmate except information that is public knowledge. Any and all information pertaining to Western Tidewater Regional Jail, Western Tidewater Regional Jail employees or Western Tidewater Regional Jail inmates shall remain confidential. The Contractor agrees to obey all Western Tidewater Regional Jail's policies and procedures regarding Confidentiality of Inmates. Any contractor who fails to abide by the above confidentiality of inmates policy may be subject to suspension or termination.

ICSolutions Response:

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

- J. CONTRACTOR RESPONSIBILITY:** The contractor is solely responsible for fulfilling the contract, with responsibility for all services offered as stated in the RFP, the contractor's proposal, and the resulting contract. The contractor shall be the sole point of contact regarding all contractual matters. If the contractor intends to utilize any subcontractors' services, the subcontractors' level of effort, tasks and time allocation must be clearly defined in the contractor's proposal. The contractor shall agree that it will not utilize any subcontractors not specifically included in its proposal, in the performance of the contract, without the prior written authorization of WTRJ.

ICSolutions Response:

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

K. CONTRACTOR PERSONNEL:

1. Employees of the Contractor: The contractor warrants that all persons assigned to the project shall be employees of the contractor or independent contractors, and shall be fully qualified to perform the work required herein. Personnel employed by the contractor to fulfill the terms of this contract shall remain under the sole direction and control of the contractor. The contractor shall include a similar provision in any contract with any subcontractor selected to perform work on the project.
2. Personnel Commitments: Personnel commitments made in the contractor's proposal shall not be changed without the prior written approval of Western Tidewater Regional Jail. Replacement of key personnel, if approved by Western Tidewater Regional Jail, shall be with personnel of equal or greater ability and qualifications.
3. Employee Conduct: All employees of the Contractor shall conduct themselves in a professional and appropriate manner while at the Western Tidewater Regional Jail site. They shall abide by the WTRJ Standards of Conduct and Policy & Procedures. The Superintendent or designee retains sole discretion over whether to permit any individual to enter the Western Tidewater Regional Jail grounds or facility. Western Tidewater Regional Jail reserves the right to require the contractor to reassign or remove from the project any contractor or subcontractor employee.

ICSolutions Response:

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

- L. CONTRACTUAL DISPUTES:** Contractual claims arising after final payment shall be governed by Section 11-69A of the Code of Virginia. This claim shall be submitted to the Purchasing Agent at Western Tidewater Regional Jail who will render a decision within 30 days. Contractual claims, where for money or other relief, shall be submitted by the contractor in writing to the Purchasing Agent at Western Tidewater Regional Jail no later than sixty days after final payment; however, written notice of the contractor's intention to file such a claim shall have been given at the time of the occurrence or beginning of the work upon which the claim is based. The Purchasing Agent shall make a written determination as to the claim within forty-five days after receipt. Such decision shall be final and conclusive unless the contractor appeals within six months of the date of the final decision by instituting legal action as provided in Section 22-4364 of the Code of Virginia.

ICSolutions Response:

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

M. DELAYS IN AWARD: Delays in award of a contract beyond the anticipated starting date may result in a change in the contract period indicated in the solicitation. If this situation occurs, Western Tidewater Regional Jail reserves the right to award a contract covering the period equal to or less than the initial term indicated in the solicitation

ICSolutions Response:

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

N. DELIVERY POINT: Except when otherwise specified herein, all items shall be F.O.B. delivered to any of the locations specified herein.

ICSolutions Response:

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

O. DEVIATIONS FROM THE CONTRACT: The requirements contained in the RFP become a part of the terms and conditions of the contract resulting from this RFP. Any deviations from the RFP must be clearly defined by the contractor/Offeror in its proposal and, if accepted by Western Tidewater Regional Jail, will become part of the contract. Any specifically defined deviations must not be in conflict with the basic nature of the RFP or mandatory requirements. Western Tidewater Regional Jail discourages deviations and reserves the right to reject proposed deviations.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has included exceptions and deviations, if any, in **Section 5** of this proposal.

P. INDEMNITY: The Contractor shall indemnify and hold harmless the Western Tidewater Regional Jail, its officers, agents and employees, from any and all claims, actions, lawsuits, damages, judgments, charges, expense or liabilities arising out of the performance of the Contract by Contractor, its subcontractors, agents or employees. The contractor expressly agrees to defend the Jail, its agents, officers and employees from any such claims brought or actions filed against the indemnified parties.

ICSolutions Response:

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

Q. INDEPENDENT CONTRACTOR: It is agreed that nothing contained herein is intended or should be construed in any manner as creating or establishing the relationship of partners between the parties hereto. The contractor represents that it has, or will secure at its own expense, all personnel required to perform the services under this agreement. The contractor's employees and other persons engaged in work or services required by the contractor under this agreement shall have no contractual relationship with Western Tidewater Regional Jail. They shall not be considered employees of Western Tidewater Regional Jail. All claims on behalf of any person arising out of employment or alleged employment (including without limit claims of discrimination against the contractor, its officers or its agents) shall in no way be the responsibility of WTRJ. The contractor will hold Western Tidewater Regional Jail harmless from any and all such claims. Such personnel or other persons shall not require nor be entitled to any compensation, rights or benefits from Western Tidewater Regional Jail including without limit, tenure rights, medical and hospital care, sick and vacation leave, severance pay or retirement benefits.

ICSolutions Response:

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

R. LATE PROPOSALS: To be considered for selection, proposals must be received by the issuing authority by the designated date, hour and second. The official time used in the receipt of proposals is the time recorded by an official from the issuing office. Proposals received in the issuing office after the date, hour and second designated are automatically disqualified and will not be considered. Western Tidewater Regional Jail is not responsible for delays in the delivery of mail by the U. S. Postal Service, private couriers, or the facility mail system. It is the sole responsibility of the Proposer to ensure that its proposal reached the issuing authority's office by the designated date and hour. Proposal receipts and openings or the receipt of proposals scheduled during a period of suspended business operations will be rescheduled for processing at the same time on the next regular business day. Please note that this solicitation closes at 1:00:00 PM promptly on June 1, 2016. Proposal received after the exact minute of 1:00:00 PM will be considered late. (For example, 1:00:05 is late for all purposes pertaining to this solicitation).

ICSolutions Response:

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

S. INVOICES: Invoices for items ordered, delivered and accepted by Western Tidewater Regional Jail shall be submitted by the contractor directly to the payment address shown on the purchase orders or contracts. All invoices shall show the Western Tidewater Regional Jail contract number and/or purchase order number; social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).

ICSolutions Response:

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

T. MSDS: Prior to award of this contract, if applicable, the successful Proposer shall provide to this office, within 10 calendar days of the verbal or written request, copies of Material Safety Data Sheets (MSDS) for each hazardous chemical/compound offered. Failure to provide such MSDS within the required time frame will be cause for declaring such proposal as nonresponsive.

ICSolutions Response:

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

U. NOTIFICATION: After the award of the contract, all notices under the contract shall be deemed duly given upon delivery to the person designated as the point of contact for this Request for Proposal, in person, or upon delivery by U.S. Mail, facsimile, or e-mail. Each proposer shall provide in its proposal the name, title and complete address of its designee to receive notices. Either party may change its address for notification purposes by giving notice of the change, and setting forth the new address and an effective date.

ICSolutions Response:

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

V. PRISON RAPE ELIMINATION ACT (PREA): Contractors and Contractors' staff who are providing services to Western Tidewater Regional Jail, who having any level of interaction or potential for interaction with inmates shall review the Prison Rape Elimination Act (PREA). Contact and Contractor's staff must receive training at Western Tidewater Regional Jail on their responsibilities, under PREA including Western Tidewater Regional Jail's sexual abuse and sexual harassment prevention, detection and response policies and procedures, including reporting. Contractors and Contractors' staff agrees to abide by the facilities zero tolerance policy regarding fraternization, sexual abuse and sexual harassment and the obligation to report incidents.

ICSolutions Response:

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

W. PROPOSAL ACCEPTANCE PERIOD: Any proposal in response to this solicitation shall be valid for 120 days. At the end of the 120 days the proposal may be withdrawn at the written request of the Proposer. If the proposal is not withdrawn at that time, it remains in effect until an award is made or the solicitation is canceled.

IC Solutions Response:

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

X. RENEWAL OF CONTRACT: This contract may be renewed by Western Tidewater Regional Jail for four successive one year periods under the terms and conditions of the original contract except as stated in a. and b. below. Price adjustment shall be based upon the Consumer Price Index for All Urban Consumers, for United States City Average, as published by the United States Department of Labor, Bureau of Labor Statistics. Increases shall not exceed two point five percent (2.5%) annually from one adjustment period to the next. Written notice of Western Tidewater Regional Jail's intention to renew shall be given approximately 90 days prior to the expiration date of each contract period.

- A. If Western Tidewater Regional Jail elects to exercise the option to renew the contract for an additional one-year period, the contract price(s) for the additional one year shall not exceed the contract price(s) of the original contract increased/decreased by more than the percentage increase/decrease of the Other Services category of the CPI-U section of the Consumer Price Index of the United Bureau of Labor Statistics for the latest twelve months for which statistics are available.
- B. If during any subsequent renewal periods, Western Tidewater Regional Jail elects to exercise the option to renew the contract, the contract prices(s) for the subsequent renewal period shall not exceed the contract price(s) of the previous renewal period increased /decreased by more than the percentage increase/decrease of the Other Services category of the CPI-U section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.

IC Solutions Response:

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

Y. WESTERN TIDEWATER REGIONAL JAILPROPERTY: Western Tidewater Regional Jail shall be responsible for the repair, replacement and maintenance of Western Tidewater Regional Jail owned equipment that has become unserviceable due to normal wear and tear. The Contractor shall be responsible for the repair or replacement of all equipment that becomes unserviceable due to neglect, errors, oversights or malicious acts by Contractor or inmates under Contractor supervision.

ICSolutions Response:

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

Z. Payment Terms: The Western Tidewater Regional Jail generally pays within 30 days of receipt of invoice (net 30).

ICSolutions Response:

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

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6D. ADDENDUM 1

Addendum 1

As part of your response to RFP 09182017-01 Inmate Telephone Service you must:

1. Include any data breaches within the last 5 years
2. The outcome of those breaches
3. The extent of the breach
4. The reason or equipment responsible for the breach
5. The corrective action taken to prevent such occurrence from happening again

Data Security will account for a portion of the evaluation criteria

ICSolutions Response:

ICSolutions has **never had a data security breach in our 15-year history**. The ENFORCER®'s design prevents the likelihood of security breaches. The ENFORCER® operates on a Linux-based operating system, which is less susceptible to security threats than Windows-based systems. The ENFORCER® system is deployed on a private, dedicated local network whereby the ENFORCER® data served out to application users will be encrypted per SSL standards. The network over which data travels is itself also encrypted.

The system operates behind Netscreen GT5 Juniper 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.

Access to the 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. The Juniper firewall automatically logs all denied connection requests. These logs are accessible to ICSolutions' network monitoring staff. Should WTRJ personnel wish to review these firewall access logs, personnel may contact our Technical Services Center 24 x 7 x 365 to request copies of these logs.

INMATE CALLING SOLUTIONS

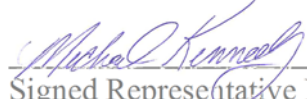
Also this form must be signed by both parties that, in the event of any data security breach, the proposer accepts full responsibility for any and all lawsuit, litigation, costs, or other issues that may arise. Also the Proposer must take full responsibility in the media and relieve the jail of any liability or negligence unless the jail or its personnel modified, altered, or were negligent in the Jail's responsibilities that allowed the breach to occur:

Proposer Company
Inmate Calling Solutions, LLC

Western Tidewater Regional Jail

Typed Representative Name
Michael Kennedy
President Sales & Marketing

Edgar B. Wertheimer IV
Director of Administration & Vice
Support


Signed Representative Name

WTRJ Signature

10/30/17
Date

Date

Mini Stainless Steel

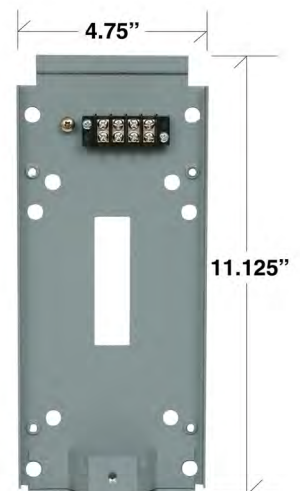
7010SS



- 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



Wintel®

A Division of Independent Technologies, Inc.

1051 Bennett Drive, Suite 101 • Longwood, FL 32750
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.

Wintel®

A Division of Independent Technologies, Inc.
1051 Bennett Drive, Suite 101 • Longwood, FL 32750
407.834.1188 Fax 407.830.1050 • 800.264.8889
www.wintelphones.com

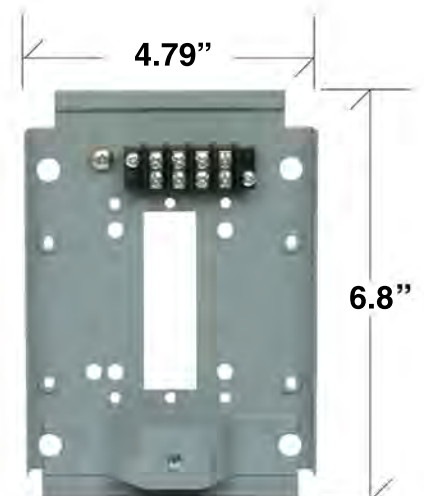
Half Size

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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Visitation Kit 7429VST



- *Strong & Durable*
- *Long Lasting*
- *Standard Wintel Phone Parts*
- *Rhino Handset*
- *Wiring Options*
- *Double-Gang Mounting Box*
- *Magnetic Hook Switch*
- *14-Gauge Stainless Steel Faceplate*

Face Plate

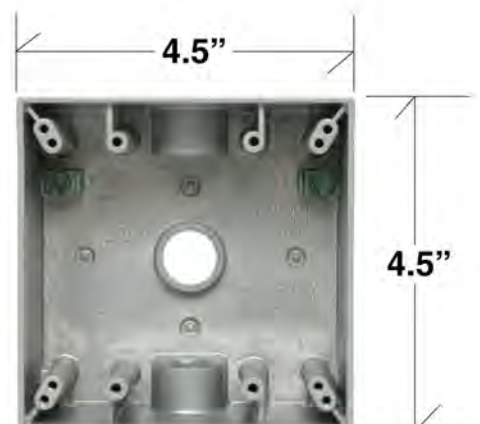
- 14-Gauge Stainless Steel
- Pin & Head Security Screws
- Machined Stainless Steel Ring for Handset Cord Entry
- Shipped with Double-Gang Mounting Box

Electronics

- Magnetic Hook switch (no mechanical contacts to fail)
- Hearing Aid Compatible Handset
- Transmitter & Receiver Elements Designed for Inmate Abuse

ORDERING OPTIONS

- Kits are sold as single units, not pairs
- 32" Rhino Handset
- 18" Rhino Handset
- 54" Rhino Handset
- Order replacement Handsets as needed
- All handset are built without a receiver varister
- Special lengths and builds are available
- VPM-1 Visitation Power Module



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TMG, Inc.

TM-24-7 4-Wheel Phone Cart

Body: High Security, 14 Gauge Steel

Size: Post - 51 3/4"H x 10"W x 4"D

Foot: 7"H x 23 3/4"W x 22"D

Paint: Scratch Resistant Black Powder Coat

Shipping Weight: 65 lbs. Each

Mounting: Pattern for Mini and Standard Size Phone

Phone Stability: Large heavy 4-wheel base helps to prevent tipping

Product Description

The TM-24-7 Mobile Inmate Telephone Cart is designed to let you move a phone quickly and easily to where it is needed. The cart functions as a rolling pedestal. When a TMG Inmate Telephone is mounted on the TM-24-7 the telephone handset cord is positioned to be at the appropriate height to enter the food tray slot on most high security doors. Large cleats are positioned inside the back of the cart, away from the reach of inmates, for excess telephone line cord storage.

Applications

- Maximum Security Prisons
- Segregation Housing Units
- Holding Cells
- Psychiatric Wards
- Prison Hospitals
- Any place a temporary phone may be required

The TM-24-7 will accommodate all TMG Inmate Telephones, coin telephones and most competitor telephones. Call to verify which pattern will work for your existing telephone.

Repair and Refurbishment Services Available

Telcom Marketing Group, Inc. -- 1370A Weber Industrial Drive -- Cumming, GA 30041
 Phone: 770.844.1346 Fax: 770.844.9079 Toll Free 877.844.1366
www.inmatetelephones.com

[Return to Mounts and Pedestals Main Page](#)

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

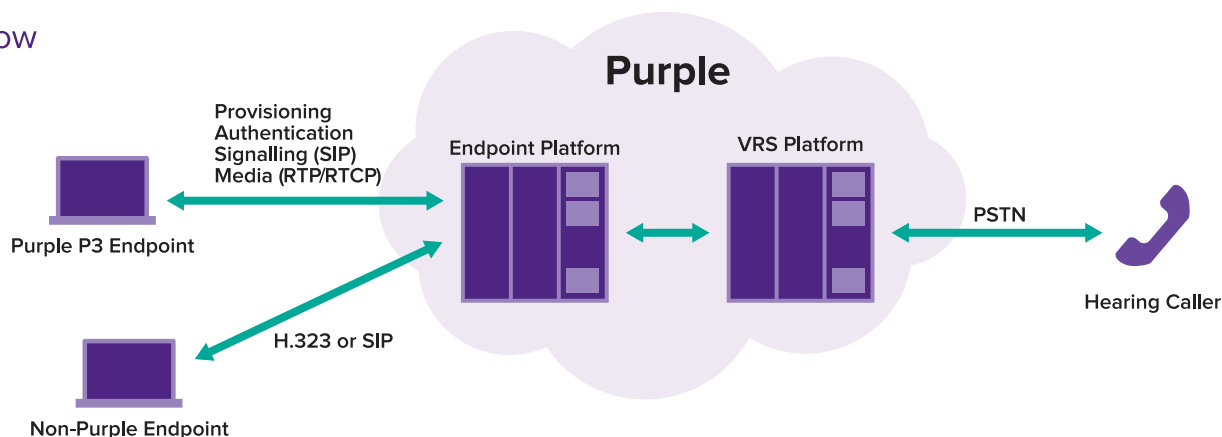
Protocol	Source Ports	Destination DNS	Destination IP Address ¹	Destination Ports	Purpose	Notes
HTTP	Any	vmailer.hovrs.com	208.17.91.240	80 and 8080	PurpleMail	
HTTPS	Any	websvc.prod.purple.us	208.17.91.76	443	Web Services	
TCP	Any	lb.orion.prod.purple.us	174.137.37.191 174.137.37.192 174.137.37.193 174.137.37.194	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.

Visit www.purplevrs.com/usernotice for important information concerning 10-digit numbering and E911 services for VRS.
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541-201606

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THE WORLDWIDE LEADER IN TEXT TELECOMMUNICATIONS

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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.

- [BUY ONLINE](#)
- [Download User Guide](#)

Minicom IV

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

Products

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 Ultratec, Inc.
 450 Science Drive
 Madison, WI 53711

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Overview of the Minicom IV™

Top view

Acoustic cups

On/Off switch

Display

Signal light

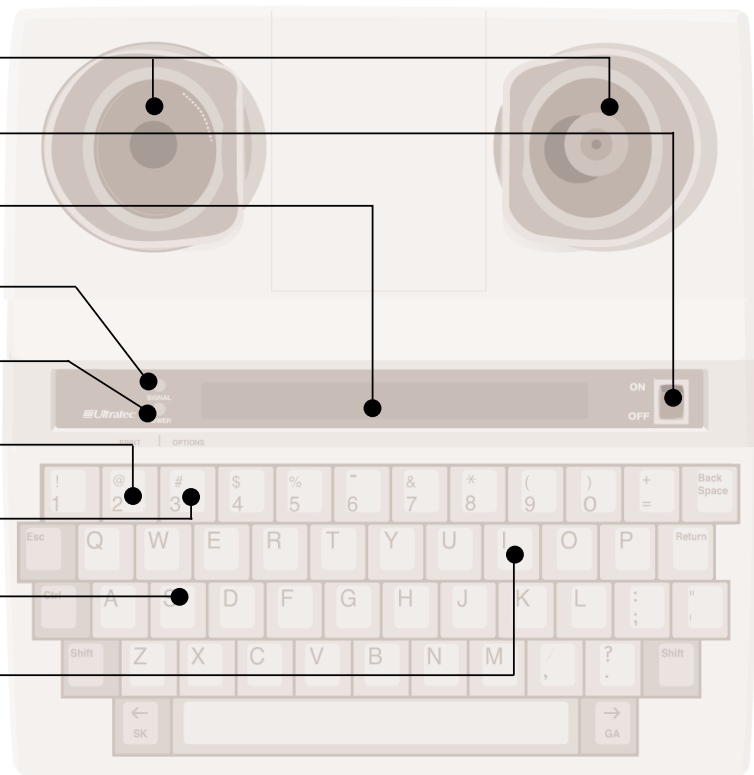
Power light

Printer on/off

Options key

Sensitivity key

Interrupt key

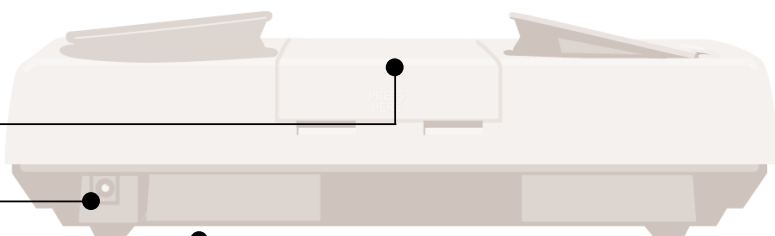


Back view

External printer port
(inside)

AC adapter jack

Battery compartment
(underneath)



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
- Feature Group D
- Signaling Methods:
 - E&M Wink
 - E&M Immediate
- T1 CAS Support
- RJ-48C

Analog Voice

- 8, 16, and 24 FXS POTS via 50-pin Amphenol
- 68.5 Vrms with 20VDC Offset Maximum Ring Voltage
- Sinusoidal Ringer Waveform
- 48 V, Nominal On-hook Battery Voltage
- 30 mA, Nominal Loop Current
- FXS 2-wire Impedances:
 - 600Ω
 - 600Ω +2.16μF
 - 900Ω
 - 900Ω +2.16μF
- FXO 2-wire Impedances (Lifeline FXO):
 - 600Ω
 - 600Ω+2.16μF
 - 900Ω
 - 900Ω+2.16μF
- Signaling Methods:
 - Loop Start

■ FXO 2-wire impedances (Standard FXOs):

- 600Ω
- 600Ω+2.16μF
- 900Ω
- 900Ω+2.16μF

■ Integral FXO (900e Series)

■ Signaling Methods:

- Loop Start
- Ground Start

■ FXO 2-wire Impedances:

- 600Ω+2.16μF
- 900Ω+2.16μF
- Rs 220 ohms, Rp 820 ohms, Cp 115nF
- Rs 270 ohms, Rp 750 ohms, Cp 150nF
- Rs 270 ohms, Rp 750 ohms, Cp 150nF, Zin 600r
- Rs 320 ohms, Rp 1,050 ohms, Cp 230nF
- Rs 350 ohms, Rp 1,000 ohms, Cp 210nF, Zin 600r
- Rs 370 ohms, Rp 620 ohms, Cp 310nF
- Rs 800 ohms, Rp 100 ohms, Cp 50nF

■ Signaling Methods:

- Loop Start
- DPT
- Ground Start

Craft

- DB-9

Memory

- RAM: 512 MB RAM
- Flash: 128 MB Flash

VoIP

- SIP
- MGCP (FXS Interfaces Only)

Packet-based Voice Resources

- CODECs
 - G.711-64k PCM
 - G.729a-8k CS-ACELP
- G.168 Echo Cancellation
- Up to 64ms Echo-tail length

Market Leading IP Business Gateways

- Supports up to 60 Channels DSP
- Supports 30 T.38 Sessions
- Supports 30 transcoding calls

Media Stream

- RTP/UDP/IP (RFC 3550)
- RTP Payload for DTMF Digits (RFC 2833)
- Supports Port-to-port Hairpin Call
- SDP (RFC 2327)
- Supports 30 DTMF interworking calls

NAT Traversal and Remote Survivability

- B2BUA
- SIP Registrar for IP Phones
- SIP proxy with Survivability
- Transparent/Stateful/Outbound

Tone Services

- Local DTMF Detection
- Local Tone Generation:
 - Dialtone
 - Busy
 - Call Waiting
 - Alternate Call Waiting
 - Receiver Off Hook
- Ringing:
 - Distinctive Ring

Calling Feature Support

(Varies with feature server/gateway)

- Caller ID:
 - Name and Number (MDMF, SDMF)
 - Call Waiting Caller ID
- Voice Mail:
 - Stutter dialtone
 - Visual Message Waiting Indicator (VMWI)
- Call Hold
- Call Forward:
 - Busy Line
 - No Answer
- Call Transfer:
 - Blind, Attended
- Call Waiting
- Do Not Disturb
- Call Return
- 3-way Conferencing (3WC)
- Distinctive Ring
- Three-way Calling
- Speed Dial

Security

Firewall

- Stateful Inspection Firewall
- Denial of Service (DOS) Protection
- Access Control Lists
- Application Level Gateways
- Packet Filtering

NAT

- Basic NAT (1:1) and NAPT (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-VRF

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
 - Status
 - Gig 1
 - USB
 - T1 1 - 4
 - 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



ADTRAN, Inc.
901 Explorer Boulevard
Huntsville, AL 35806
256 963-8000

General Information
800 9ADTRAN
www.adtran.com/contactus

Canada Headquarters—Toronto, Ontario
+1 877 923 8726
+1 905 625 2515
sales.canada@adtran.com

Canada—Montreal, Quebec
+1 877 923 8726
+1 514 940 2888
sales.canada@adtran.com

Mexico and Central America
+1 256 963 3321
+1 52 55 5280 0265 Mexico
sales.cala@adtran.com

South America
+1 256 963 3185
sales.brazil@adtran.com
sales.latam@adtran.com

642439XXF1-8C

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ADTRAN
Certified
Supplier



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, Inc.
Attn: Enterprise Networks
901 Explorer Boulevard
Huntsville, AL 35806
P.O. Box 140000
Huntsville, AL 35814-4000

256 963-8000
256 963-8699 fax

General Information
800 9ADTRAN
info@adtran.com
www.adtran.com

Pre-Sales Technical Support
888 423-8726
application.engineer@adtran.com
www.adtran.com/presales

Post-Sales Technical Support
888 423-8726
support@adtran.com
www.adtran.com/support

Where to Buy
888 423-8726
channel.sales@adtran.com
www.adtran.com/where2buy

ProServicesSM
888 874-2237
proservices@adtran.com
www.adtran.com/proservices

Global Inquiries
256 963-8000
256 963-6300 fax
international@adtran.com

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THE BEST
TELECOMMUNICATIONS
FOR YOUR BUSINESS
QUALITY
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ENVIRONMENT

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61700570F1-8C July
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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



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



[SMT1500RM1U]



[SMT1500RM2U]



[SMT1500RM2U]



[SMT750]



[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:

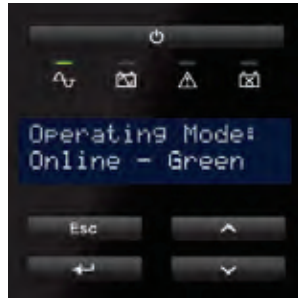
Exits to the previous menu or screen

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.

Management Cards

AP9630: UPS Network Management Card

AP9631: UPS Network Management Card with Environmental Monitoring

AP9620: Legacy Communications SmartSlot Card

Battery Packs

SMX48RMBP2U: APC Smart-UPS 48 V External Battery Pack Rack/Tower

SMX120RMBP2U: APC Smart-UPS 120 V External Battery Pack Rack/Tower

Additional Accessories

AP9625: APC Smart-UPS Two-post Rail Kit

SMX039-2: APC Smart-UPS 48V Battery Extension Cable

SMX040: APC Smart-UPS 120V Battery Extension Cable

Service Bypass Panels

SBP1500RM: APC Service Bypass PDU, 120 V; 15 AMP W/ (8) NEMA 5-15R

SBP3000RM: APC Service Bypass PDU, 120 V; 30 AMP W/ (4) NEMA 5-20R and (1) L5-30R

SBP3000: APC Service Bypass Panel-100 – 240 V; 30 A; BBM; Hard-wire Input/Output

SBP3000RMHW: APC Service Bypass Panel-100 – 240 V; 30 A; BBM; Hard-wire Input/Output



AP9631



SBP3000RM

Standard Tower models

Product feature	SMT750	SMT1000	SMT1500	SMT2200	SMT3000
Output					
Power capacity	500 W/750 VA	700 W/1,000 VA	1,000 W/1,440 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V				
Output frequency	57 – 63 Hz				
Waveform type	Sine wave				
Output connections (NEMA)	(6) 5-15R	(8) 5-15R		(8) 5-15R (2) 5-20R	
Switched outlet groups	-	1			
Input					
Nominal input voltage	120 V				
Input voltage range for main operations (Max adjustable range)	82 – 144 V (75 – 154 V)				
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)				
Input connection	5-15P, 6 ft. cord			5-20P	L5-30P
Batteries and runtime					
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof				
Replacement battery	RBC48	RBC6	RBC7	RBC55	
Runtime estimates					
200 W	:22	:45	1:24	2:17	2:29
500 W	:05	:10	:23	:51	:55
700 W		:06	:12	:34	:37
1,000 W			:07	:21	:23
1,400 W				:13	:14
1,600 W				:10	:12
Full load	:05	:06	:07	:07	:06
Communication and management					
Interface ports	Serial (RJ45), USB, and SmartSlot				
Control panel and audible alarms	Alpha-numeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm and configurable delays				
Emergency power off (EPO)	Optional			Yes	
Surge protection and filtering					
Surge energy rating	459 J	480 J			
Filtering meets	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449				
Physical					
Maximum height (inches)	6.2	8.5	8.5	17.0	17.0
Maximum width (inches)	5.4	6.7	6.7	7.7	7.7
Maximum depth (inches)	14.1	17.3	17.3	21.5	21.5
Net weight (pounds)	29	42	53	112	116
Conformance					
Regulatory	UL 1778, CSA				
Warranty and equipment protection policy	3-year electronics, 2-years battery, and \$150,000 lifetime EPP				

Standard Rack-mount models

Product feature	SMT750RM2U	SMT1000RM2U	SMT1500RM1U	SMT1500RM2U	SMT2200RM2U	SMT3000RM2U
Output						
Power capacity	500 W/750 VA	700 W/1,000 VA	1,000 W/1,440 VA	1,000 W/1,440 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V					
Output frequency	57 – 63 Hz					
Waveform type	Sine wave					
Output connections (NEMA)	(6) 5-15R	(6) 5-15R	(4) 5-15R	(6) 5-15R	(6) 5-15R (2) 5-20R	
Switched outlet groups	1					
Input						
Nominal input voltage	120 V					
Input voltage range for main operations (Max adjustable range)	82 – 144 V (75 – 154 V)					
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)					
Input connection (NEMA, 8 ft. cord)	5-15P				5-20P	L5-30P
Batteries and runtime						
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof					
Replacement battery	APCRBC123	APCRBC132	APCRBC88	APCRBC133	RBC43	
Runtime estimates						
200 W	:24	1:10	1:32	:27	1:24	1:26
500 W	:05	:17	:26	:12	:35	:38
600 W		:12	:19	:09	:28	:31
700 W		:09	:14	:07	:24	:26
1,000 W			:07	:04	:15	:17
1,400 W					:09	:11
1,600 W					:07	:09
Full load	:06	:09	:07	:04	:05	:03
Communication and management						
Interface ports	Serial (RJ45), USB, and SmartSlot					
Control panel and audible alarms	Alpha-numeric LCD display with LED status indicators; alarm on battery, distinctive low-battery alarm and configurable delays					
Emergency power off (EPO)	Optional				Yes	
Surge protection and filtering						
Surge energy rating	459 J	540 J	459 J	480 J		
Filtering meets	Full-time multi-pole noise filtering; 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449					
Physical						
Maximum height (inches)	3.5	3.5	1.75 (1U)	3.5	3.5	3.5
Maximum width (inches)	17.0	17.0	17.0	17.0	19.0	19.0
Maximum depth (inches)	16.0	18.0	26.0	18.0	26.0	26.0
Net weight (pounds)	38.0	62.0	53	63.0	96.0	96.0
Conformance						
Regulatory	UL 1778, CSA					
Warranty and equipment protection policy	3-year electronics, 2-years battery, and \$150,000 lifetime EPP					

Extended Run Rack/Tower Convertible 2U models

Product feature	SMX750	SMX1000	SMX1500RM2U*	SMX2000RMLV2U*	SMX2200RMLV2U	SMX3000RMLV2U*
Output						
Power capacity	600 W/750 VA	800 W/1,000 VA	1,200 W/1,440 VA	1,800 W/2,000 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V			100/110/120/127 V		
Output frequency	57 – 63 Hz					
Waveform type	Sine wave					
Output connections (NEMA)	(8) 5-15R			(3) 5-15R (3) 5-20R (1) L5-20R	(6) 5-15R (2) 5-20R	(3) 5-15R (3) 5-20R (1) L5-30R
Switched outlet groups	1	2	3			
Input						
Nominal input voltage	120 V			100 – 127 V		
Input voltage range for main operations (Max adjustable range)	82 – 143 V (75 – 153 V)			70 – 153 V		
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)					
Input connection (NEMA)	5 - 15P 8 ft. cord			5-20P	L5-30P	
Batteries and runtime						
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof					
Replacement battery (UPS)	APCRBC116	APCRBC115	APCRBC117			
External Battery Pack	SMX48RMBP2U			SMX120RMBP2U		
Replacement battery (XBP)	APCRBC115			APCRBC118		
Typical back up time at other load conditions, and with external battery packs	Please refer to www.apc.com for runtime charts					
Communication and management						
Interface ports	Serial (RJ45), USB and Smartslot (Note: models denoted with asterisk * are also available in "NC" version with pre-installed AP9631 network management card.)					
Control panel and alarms	Alphanumeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm, and configurable delays					
Emergency power off (EPO)	Yes					
Surge protection						
Surge energy rating	540 J					
Filtering	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449					
Physical						
Maximum height (inches)	3.5 (2U)					
Maximum width (inches)	17					
Maximum depth (inches)	19			6		
Net weight (pounds)	49	50	55	85		
Conformance						
Regulatory	UL 1778, CSA					
Warranty and equipment protection policy	3-years electronics, 2-years battery, and \$150,000 lifetime EPP					

Extended Run Rack/Tower Convertible 4U Short Depth models

Product feature	SMX2000LV*	SMX3000LV*	SMX3000HVT
Output			
Power capacity	1,800 W/2,000 VA	2,700 W/3,000 VA	2,700 W/3,000 VA
Nominal output voltage	120 V (user selectable 100 – 127 V)		208 V
Output frequency	57 – 63 Hz		
Waveform type	Sine wave		
Output connections (NEMA)	(6) 5-15R (3) 5-20R (1) L5-20R	(6) 5-15R (3) 5-20R (1) L5-30R	(2) L6-20R (4) IEC 320 C13 (2) IEC 320 C19
Switched outlet groups	3		
Input			
Nominal input voltage	120 V (user selectable 100 – 127 V)		208 V
Input voltage range for main operations (Max adjustable range)	70 – 153 V		
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)		
Input connection (NEMA)	5-20P, 8 ft. cord	L5-30P, 8 ft. cord	L6-20P, 8 ft. cord
Batteries and runtime			
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof		
Replacement battery (UPS)	APCRBC143		
External Battery Pack	SMX120BP		
Replacement battery (XBP)	APCRBC143		
Typical back up time at other load conditions, and with external battery packs	Please refer to www.apc.com for runtime charts		
Communication and management			
Interface ports	Serial (RJ45), USB and SmartSlot (Note: models denoted with asterisk * are also available in “NC” version with pre-installed AP9631 network management card.)		
Control panel and alarms	Alphanumeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm, and configurable delays		
Emergency power off (EPO)	Yes		
Surge protection			
Surge energy rating	540 J		
Filtering	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449		
Physical			
Maximum height (inches)	17		
Maximum width (inches)	7.0 (4U)		
Maximum depth (inches)	19		
Net weight (pounds)	85		
Conformance			
Regulatory	UL 1778, CSA		
Warranty and equipment protection policy	3-years electronics, 2-years battery, and \$150,000 lifetime EPP		

The ENFORCER® System Report Samples

Admin Setup Only Report

02/02/2011 19:59 - Page 1

INMATE CALLING
ICSolutions

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

INMATE CALLING
ICSolutions

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

INMATE CALLING
IC Solutions

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	NVLCC01	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	dshell
	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	dshell
	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

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INMATE CALLING
IC Solutions

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

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INMATE CALLING
IC Solutions

Call Detail Report
Site: Newport DOC
1296680502

Call Start	Dialed Number	Completion Code	Rec	Alert	Call Type	Tariff Type	Talk Seconds	Billed Time	Cost	Inmate ID	Last Name
2011-02-02 16:00:11-05	1-603-504-8309	Normal	YES	NO	Debit	Intra LATA	47	1	0.15		
2011-02-02 15:56:28-05	1-978-663-2333	Normal	YES	NO	Debit	Interstate	95	2	0.30		
2011-02-02 15:56:02-05	1-603-866-9940	Normal	YES	NO	Prepaid collect	Intra LATA	139	3	0.45		
2011-02-02 15:56:01-05	1-603-225-6141	Normal	YES	NO	Prepaid collect	Local	46	1	0.50		
2011-02-02 15:55:25-05	1-603-542-1430	Normal	YES	NO	Debit	Intra LATA	268	5	0.75		
2011-02-02 15:54:59-05	1-603-631-5090	Normal	YES	NO	Debit	Intra LATA	270	5	0.75		
2011-02-02 15:54:21-05	1-603-860-7899	Normal	YES	NO	Debit	Intra LATA	417	7	1.05		
2011-02-02 15:53:19-05	1-918-269-1417	Normal	YES	NO	Prepaid collect	Interstate	231	4	0.60		
2011-02-02 15:52:45-05	1-802-674-4073	Normal	YES	NO	Debit	Interstate	62	2	0.30		
2011-02-02 15:52:02-05	1-603-942-0023	Normal	YES	NO	Debit	Intra Cell	382	7	0.70		
2011-02-02 15:51:31-05	1-603-988-9193	Normal	YES	NO	Debit	Intra LATA	74	2	0.30		

Call Record Statistics Report

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INMATE CALLING
IC Solutions

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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INMATE CALLING
IC Solutions

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

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INMATE CALLING
IC Solutions

Debit Statement
Site: Newport DOC
Start_Time = 12/27/2010 00:00 End_Time = 02/02/2011 23:59 Inmate_ID = [REDACTED] 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		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 3183225;						
	Debit	agent: credit_card	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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INMATE CALLING
IC Solutions 23:59

Debit Activity
Site: Newport DOC
Inmate_ID = ALL First_Name = ALL Middle_Name = ALL Last_Name = ALL Start_Time = 01/25/2011 00:00 End_Time = 02/03/2011

Inmate ID	Last Name	First Name	Middle Name	Debit Account Number	Number Called	Total Duration	Total Debits	Number of Calls
[REDACTED]	SUMMA	GINA	STEPHANY	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
					1-617-523-6041	00:02:06	0.45	1
					1-781-816-0229	00:00:00	0.00	1
Subtotal							12.10	21
[REDACTED]	STEPHENSON	JASON	JOSHUA	9440	1-603-623-7145	00:00:00	0.00	1
Subtotal							0.00	1
[REDACTED]	POLOSKI	JASON	JON	9387	1-603-508-8481	01:37:04	16.05	22
					1-603-635-1095	00:24:52	3.90	4
Subtotal							19.95	26
[REDACTED]	GUIDI	ROBERT	W	100330	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
[REDACTED]	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
[REDACTED]	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 3382811; online(TERM=72.71.240.143); credit_card
	LABOMBARD, JAMES	2011-02-02 17:33	70.00	Call Center Debit	hqdata	PMT 3379805; agent: credit_card
	AMBROSE, SHAWN	2011-02-02 15:18	20.00	Call Center Debit	hqdata	PMT 3378837; online(TERM=72.70.125.87); credit_card
		2011-02-02 16:48	25.00	Call Center Debit	hqdata	PMT 3379570; online(TERM=72.70.125.87); credit_card
	LOPEZ, LUIS	2011-02-02 20:59	3.80	Call Center Debit	hqdata	PMT 3381535; online(TERM=75.69.212.58); credit_card
	POND, ROBERT	2011-02-03 09:08	5.00	Call Center Debit	hqdata	PMT 3383085; online(TERM=98.229.239.119); credit_card
	MARSH, JEFFREY	2011-02-02 19:52	7.00	Call Center Debit	hqdata	PMT 3380939; online(TERM=75.68.120.115); credit_card
	MARTIN, LEO	2011-02-03 08:09	50.00	Call Center Debit	hqdata	PMT 3382857; agent: credit_card
	DAY, MICHAEL	2011-02-02 14:57	100.00	Call Center Debit	hqdata	PMT 3378719; agent: credit_card
	SORRENTINO, FRANCISCO	2011-02-02 20:17	10.00	Call Center Debit	hqdata	PMT 3381070; online(TERM=96.61.88.138); credit_card
	MURRAY, BEAU	2011-02-02 14:46	15.00	Call Center Debit	hqdata	PMT 3378646; online(TERM=69.147.174.2); credit_card
	DEMERS, RYAN	2011-02-02 17:17	15.00	Call Center Debit	hqdata	PMT 3379713; online(TERM=71.232.225.124); credit_card
	JOBIN, DAVID	2011-02-02 19:53	15.00	Call Center Debit	hqdata	PMT 3380942; agent: credit_card
	PERKINS, DENNIS	2011-02-02 16:42	5.00	Call Center Debit	hqdata	PMT 3379524; online(TERM=71.181.30.162); credit_card
	NASON, DEREK	2011-02-03 07:52	3.00	Call Center Debit	hqdata	PMT 3382842; online(TERM=24.91.79.127); credit_card
	DONOVAN, DAVID	2011-02-02 17:37	50.00	Call Center Debit	hqdata	PMT 3379827; agent: credit_card
	KEVORKIAN, WILLIAM	2011-02-02 23:34	4.00	Call Center Debit	hqdata	PMT 3382450; online(TERM=75.194.12.156); credit_card
	LEFEBVRE, MATTHEW	2011-02-03 08:10	50.00	Call Center Debit	hqdata	PMT 3382858; agent: credit_card
	JALBERT, SCOT	2011-02-02 16:09	50.00	Call Center Debit	hqdata	PMT 3379103; online(TERM=75.194.98.98); credit_card
	DIMMICK, JONATHAN	2011-02-02 20:29	30.00	Call Center Debit	hqdata	PMT 3381322; online(TERM=98.217.214.172); credit_card
	FREDIANI, DAVID	2011-02-02 15:50	60.00	Call Center Debit	hqdata	PMT 3379003; agent: credit_card
	ELLIS, JASON	2011-02-02 12:43	50.00	Call Center Debit	hqdata	PMT 3377782; agent: credit_card
	MAGGIO, NICHOLAS	2011-02-02 14:27	20.00	Call Center Debit	hqdata	PMT 3378571; 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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INMATE CALLING
ICSolutions

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		
			SMITH, TORREY		
			SILVENT, JOHN		
	207-775-4321			BREHM, ROBERT	
				RICHARDSON, ANTHONY	
			SENER, 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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INMATE CALLING
ICSolutions ALL

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_Free_Call = All Choose_Passive_Accept = All Choose_Search_Type = Phone Number Search_Text = ALL Choose_Block = All Choose_DNR = 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

Phone Number	Spd	Name	Blk	Dnr	Prv	Call Types	Psv	Alert	Max Dur	Ign Dig	Ign Sil	Notes	Updated	By
011-497-247-5121						All			60				09-07-28 12:29	hbouston
0117-701-280-8888						All			60				10-08-11 05:23	lcoleman
02-272-4604		GOULD, ELLEN				All			60				09-06-04 11:25	enf
02-824-5352		MURPHY, LORETTA				All			60				09-06-04 11:25	enf
03		ROCAMORA, TONI				All			60				09-06-04 11:25	enf
03115-228-991-0802		COMEAU, ANN				All			60				09-06-04 11:25	enf
03-286-7602		NASH, SUE				All			60				09-06-04 11:25	enf
03-305-4152		HEWITT, JESSIE				All			60				09-06-04 11:25	enf
03-320-2302		WEBSTER, STEVEN				All			60				09-06-04 11:25	enf
03-336-7579		BISHOP, CLAY				All			60				09-06-04 11:25	enf
03-353-4440		BROOKS, JAMES				All			60				09-06-04 11:25	enf
03-356-5819		SMITH, BRIAN				All			60				09-06-04 11:25	enf
03-435-7247		COTE, SEAN				All			60				09-06-04 11:25	enf
03-437-6127		DARLING, CHARLENE				All			60				09-06-04 11:25	enf
03-464-3290		HUNTINGTON, ROBERT				All			60				09-06-04 11:25	enf
03-470-3939		BAKER, DORA-LYNN				All			60				09-06-04 11:25	enf
03-512-5848		MCMAHON, DOROTHY				All			60				09-06-04 11:25	enf
03-522-6856		THURSTON, JOHN				All			60				09-06-04 11:25	enf
03-528-6087		ALBELO, MONIQUE				All			60				09-06-04 11:25	enf
03-528-8014		GRIFFITHS, SETH				All			60				09-06-04 11:25	enf
03-536-9752		MCWILLIAMS, BARBARA				All			60				09-06-04 11:25	enf
03-556-7882		MILTON, JOAN				All			60				09-06-04 11:25	enf
03-598-4986		RUSSELL, TODD				All			60				09-06-04 11:25	enf
03-623-1916		BENSON, ELAINE				All			60				09-06-04 11:25	enf
03-624-0759		PULEO, RICHARD				All			60				09-06-04 11:25	enf
03-624-1812		CABREN, MARINA				All			60				09-06-04 11:25	enf
03-627-2378		BLODGETT, TAMMY				All			60				09-06-04 11:25	enf
03-627-2782		DELISLE, BONNIE				All			60				09-06-04 11:25	enf
03-629-6105		PEPPER, MICHAEL				All			60				09-06-04 11:25	enf
03-635-2450		KOKOLLADIS, MARTHA				All			60				09-06-04 11:25	enf

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

Phone Number	Spd Dial	Name	Blk	DNR	Prv	Call Types	Pass Accept	Alert	Max Dur	Ign Dtmf	Ign Sil	Greet Off	Act.	TmStmp Updt	User Updt
1-530-669-7999		MARC NORTON LAW OFFICE	NO	YES	YES	All	NO	NO	Dflt	NO	NO	NO	INS	110201 08:08	mhas
1-603-219-3115			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110128 12:44	cp
1-603-232-4294			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110122 19:10	cp
1-603-261-1073			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110126 21:10	cp
1-603-326-3192			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110128 14:04	srichards
1-603-348-1187			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110202 14:07	cp
1-603-377-0106		TRIPPETT, NICOLE	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110121 21:31	cp
1-603-528-4968		MOSS, LARRY	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110124 10:13	mglove
1-603-540-9095			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110121 18:14	cp
1-603-543-7415			NO	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110120 17:46	srichards
1-603-636-1980		DAWN	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110201 08:51	mhas
1-603-674-5183			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110125 15:02	cp
1-603-783-6555		SMITH, SABRINA	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110117 09:54	srichards
1-603-809-3463			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110122 20:08	cp
1-603-820-1286		MEAGAN SHERWIN	NO	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110201 07:34	mhas
1-603-820-1286		MEAGAN SHERWIN	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110125 08:57	mhas
1-603-826-0218		Carol Daignault & Thomas	NO	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110125 11:17	pelask
1-603-991-0442		DAWN	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110201 08:50	mhas
1-603-998-0361			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110120 21:41	cp

Inmate Alerts Report

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INMATE CALLING IC Solutions		Inmate Alerts Site: Newport DOC			Alert	Monitor	Pager	E-Mail
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			
		SENTER	JASON	C.	YES			
		OROURKE	JOSEPH	WILLIAM HENR	YES			dhamm@mm.state.mm
						603-225-5240 not allowed to call attn. mi-ke -she-chan		
		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 IC Solutions		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	Bick	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		
		1-802-296-7407	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

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INMATE CALLING
IC Solutions ID

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

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 07B	Inactive	2	
	4008	NEWTON, JASON			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

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INMATE CALLING
IC Solutions

Phone Number Alerts
Site: Newport DOC

Site Name	Phone Number	Name	Alert	Monitor	Pager	E-Mail
All Sites	1-603-290-8448	Brent Warren	YES	60-3-2-71-0819		
All Sites	1-603-326-3058	HILARY	YES	60-3-3-26-3058		
All Sites	1-603-393-2651	PLOURDE	YES			
All Sites	1-603-524-0809	OCONNELL, MEGAN	YES			nnsplwt@nndoc.state.nn.us
All Sites	1-603-581-5861		YES	603-419-0562		
All Sites	1-603-635-7320		YES			nnsplwt@nndoc.state.nn.us
All Sites	1-603-724-9815		YES			nnsplwt@nndoc.state.nn.us
All Sites	1-603-852-9025		YES			
All Sites	1-603-892-6233		YES			nnsplwt@nndoc.state.nn.us
All Sites	1-603-998-3913		YES			

PIN Fraud Report

02/03/2011 09:46 - Page 1

INMATE CALLING
IC Solutions

Pin Fraud
Site: New port DOC
Start_Time = 11/29/2010 00:00 End_Time = 02/03/2011 23:59

Site	CSN	Ph ID	PH Name	Inmate	Inmate ID	Pass Code	CDR Pin	Pin ID	Extra Digits
	24472296	2216	R7D INTAKE	SONTHIKOUMMANE, 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
	24411278	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		3883	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

IC Solutions **Inmate PAN List**
Advanced Technology **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 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
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	NHSEA01	NNBEN01	NNGON01	NNLAN01	NNNON01
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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INMATE CALLING		Revenue Report				
IC Solutions		Site: Seaport				
		Start Time = 2011-02-01 End = 2011-03-01 00:00:00				
Charge Type	Tariff Type	Calls	Talk Secs	Billed Mins	Revenue	Percent
Collect	Local	0	0	0	0.00	
	Intra Cell	0	0	0	0.00	
	Intra LATA	2	1962	33	5.70	
	Intrastate	0	0	0	0.00	
	Interstate	0	0	0	0.00	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		2	1962	33	5.70	45.2
Prepaid collect	Local	0	0	0	0.00	
	Intra Cell	0	0	0	0.00	
	Intra LATA	4	1590	28	4.20	
	Intrastate	0	0	0	0.00	
	Interstate	0	0	0	0.00	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		4	1590	28	4.20	33.3
Debit	Local	0	0	0	0.00	
	Intra Cell	0	0	0	0.00	
	Intra LATA	2	1013	18	2.70	
	Intrastate	0	0	0	0.00	
	Interstate	0	0	0	0.00	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		2	1013	18	2.70	21.4
Debit card	Local	0	0	0	0.00	
	Intra Cell	0	0	0	0.00	
	Intra LATA	0	0	0	0.00	
	Intrastate	0	0	0	0.00	
	Interstate	0	0	0	0.00	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		0	0	0	0.00	0.0
Total		8	4565	79	12.60	100.0

Revenue Summary Report

INMATE CALLING IC Solutions		Revenue Summary Site: Newport DOC				02/02/2011 18:09 - Page 1				
		Start_Time = 01/28/2011 00:00 End_Time = 02/02/2011 23:59								
Facility Name	Attempts	Completed	Min	Percent	Revenue	MTD Att	MTD Comp	MTD Min	MTD Pet	MTD Rev
	11521	4974	51759	43.17	4514.24	67960	29018	308248	42.70	26942.31
	17618	8394	94764	47.64	7594.96	100828	48940	535321	48.54	43354.65
	2133	952	9651	44.63	985.60	11549	5037	53222	43.61	5566.00
	233	83	664	35.62	117.50	1492	592	4242	39.68	707.90
Total	31505	14403	156838		13212.30	181829	83587	901033	175	76570.86

Station Activity Report

INMATE CALLING IC Solutions		Station Activity Site: Newport DOC				02/02/2011 17:38 - Page 1		
		Start_Time = 01/17/2011 00:00 End_Time = 02/02/2011 23:59						
Site Name	Station Port	Station Name	Attempt Calls	Accept Calls	Accept Rev Calls	Rev Mins	Rev Amnt	
	6213	F-TIER-3	995	231	211	2235	371.45	
	6214	G-TIER-3	722	207	201	1174	211.45	
	6215	H-TIER-4	796	207	168	1576	264.90	
	6216	MSU-3	524	150	143	1703	285.85	
	6217	MSU-4	634	163	149	1387	240.00	
	6218	INFIRMARY	51	14	11	192	28.95	
	6219	G-TIER-1	476	167	161	1862	302.85	
	6220	B-TIER-3	2424	685	627	5617	960.30	
	6221	C-TIER-1	195	81	77	1122	183.30	
	6222	C-TIER-2	228	42	42	672	110.60	
	6223	G-TIER-5	180	23	23	397	63.55	
	6224	RECEPTION	446	121	93	810	140.30	
	6301	A-TIER-3	1866	523	471	4416	752.22	
	6302	A-TIER-2	0	0	0	0	0.00	
	6303	A-TIER-1	1586	453	406	4120	684.30	
	6304	B-TIER-4	1979	575	532	5330	895.40	
	6305	B-TIER-5	156	0	0	0	0.00	
	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

02/03/2011 10:12 - Page 1

INMATE CALLING IC Solutions		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

02/02/2011 18:23 - Page 1

INMATE CALLING IC Solutions		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	
		MADER	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
		GIFFORD	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. Barton 09/19/07 through 11/05/07 - jah
		LUNDERVILLE	JAMIE		NO	2007-09-21 10:00	2007-09-20 10:02	LOP per Sgt. Barton 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

02/02/2011 17:59 - Page 1

INMATE CALLING
IC Solutions

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	599	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

02/02/2011 18:05 - Page 1

INMATE CALLING
IC Solutions ALL

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

ICSolutions® Sample Commission Report



Monthly Commission Report
 Month 2004
 Settlement Date: xx/xx/xx

Client ID: 9999 - XYZ Department of Corrections
 Facility: XYZ Main Jail
 123 Any Street
 Anytown, CA 9999
 Attention: Accounting Department

Tariff Type	Call Type	#of Calls	# of Minutes	Gross Revenue	%	Commission Earned
Local	Collect	227	1,939	\$ 1,168.25	50%	\$ 584.13
	PrePaid	80	966	\$ 438.50	50%	\$ 219.25
	Debit	132	1,263	\$ 692.80	50%	\$ 346.40
Total Local		439	4,167	\$ 2,299.55		\$ 803.38
IntraLATA	Collect	1,637	16,257	\$ 12,385.35	50%	\$ 6,192.68
	PrePaid	473	5,157	\$ 3,725.45	50%	\$ 1,862.73
	Debit	365	3,867	\$ 2,837.55	50%	\$ 1,418.78
Total IntraLATA		2,475	25,281	\$ 18,948.35		\$ 9,474.18
Intrastate	Collect	232	2,125	\$ 2,452.34	50%	\$ 1,226.17
	PrePaid	41	445	\$ 477.97	50%	\$ 238.99
	Debit	82	771	\$ 874.52	50%	\$ 437.26
Total Intrastate		355	3,341	\$ 3,804.83		\$ 1,465.16
Interstate	Collect	905	8,348	\$ 12,284.76	50%	\$ 6,142.38
	PrePaid	565	6,245	\$ 8,508.23	50%	\$ 4,254.12
	Debit	238	2,342	\$ 3,327.18	50%	\$ 1,663.59
Total Interstate		1,708	16,935	\$ 24,120.17		\$ 10,396.50
Intl. & Canada	Debit	66	494	\$ 782.99	50%	\$ 391.50
Total Collect		3,001	28,668	\$ 28,290.70	50%	\$ 14,145.35
Total PrePaid		1,159	12,813	\$ 13,150.15	50%	\$ 6,575.08
Total Debit		883	8,738	\$ 8,515.04	50%	\$ 4,257.52
Grand Total			50,218	\$ 49,955.89		\$ 24,977.95



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
09/26/2017

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	
	E-MAIL ADDRESS:	
INSURER(S) AFFORDING COVERAGE		NAIC #
INSURED Inmate Calling Solutions, LLC dba ICSolutions 2200 Danbury Street San Antonio TX 78217 USA	INSURER A: Liberty Mutual Fire Ins Co 23035	
	INSURER B: XL Specialty Insurance Co 37885	
	INSURER C: Liberty Insurance Corporation 42404	
	INSURER D:	
	INSURER E:	
	INSURER F:	

Holder Identifier :

COVERAGES **CERTIFICATE NUMBER: 570068583583** **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"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:			EB2651291759066 SIR applies per policy terms & conditions	12/01/2016	12/01/2017	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$300,000 MED EXP (Any one person) PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$2,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			AS2-651-291759-076	12/01/2016	12/01/2017	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION			US00077040LI16A	12/01/2016	12/01/2017	EACH OCCURRENCE \$5,000,000 AGGREGATE \$5,000,000
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			wc7651291759046 SIR applies per policy terms & conditions	12/01/2016	12/01/2017	<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

Certificate No : 570068583583

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

RE: Commissary Services for Western Tidewater Regional Jail.
Western Tidewater Regional Jail is included as Additional Insured in accordance with the policy provisions of the General Liability and Automobile Liability policies. The General Liability and Automobile Liability policies evidenced herein are Primary and Non-Contributory to other insurance available to an Additional Insured, but only in accordance with the policy's provisions.

CERTIFICATE HOLDER**CANCELLATION**

Western Tidewater Regional Jail 2402 Godwin Blvd Suffolk VA 23434 USA	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>

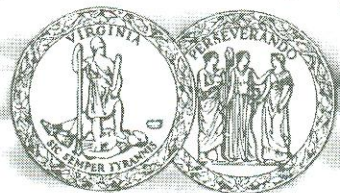
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HULLIHEN WILLIAMS MOORE
CHAIRMAN

CLINTON MILLER
COMMISSIONER

THEODORE V. MORRISON, JR.
COMMISSIONER

COMMONWEALTH OF VIRGINIA



JOEL H. PECK
CLERK OF THE COMMISSION
P.O. BOX 1197
RICHMOND, VIRGINIA 23218-1197

STATE CORPORATION COMMISSION Office of the Clerk

March 5, 2003

SHEILA BARGE
UCC RETRIEVALS INC
HOLD FOR PICKUP

*

RE: Inmate Calling Solutions, LLC
ID: T022048 - 5
DCN: 03-03-05-4172

Dear Customer:

This is your receipt for \$100.00, to cover the fees for filing an application for registration for a foreign limited liability company with this office.

The effective date of the filing is March 5, 2003.

If you have any questions, please call (804) 371-9733 or toll-free in Virginia, 1-866-722-2551.

Sincerely,

A handwritten signature in black ink that reads 'Joel H. Peck'.

Joel H. Peck
Clerk of the Commission

RECEIPTLC
LLNCF
CIS0345

Tyler Building, 1300 East Main Street, Richmond, VA 23219-3630
Clerk's Office (804) 371-9733 or (866) 722-2551 (toll-free in Virginia) www.state.va.us/scc/division/clk
Telecommunications Device for the Deaf-TDD/Voice: (804) 371-9206

Commonwealth of Virginia



STATE CORPORATION COMMISSION

Richmond, March 5, 2003

This certificate of registration to transact business in Virginia is this day issued for

Inmate Calling Solutions, LLC

a limited liability company organized under the laws of CALIFORNIA and the said company is authorized to transact business in Virginia, subject to all Virginia laws applicable to the company and its business.



State Corporation Commission

Attest:

Joel H. Peck
Clerk of the Commission

COMMONWEALTH OF VIRGINIA



STATE CORPORATION COMMISSION

REGISTRATION CERTIFICATE NUMBER

OSP - 28

**Inmate Calling Solutions, LLC
d/b/a ICSolutions**

By this Registration Certificate is hereby authorized under Chapter 16.3 of Title 56, the Private Payphone Registration Act, of the Code of Virginia to furnish **Operator Service within the Commonwealth of Virginia.**

Dated at Richmond, Virginia April 8, 2014

STATE CORPORATION COMMISSION

By

A handwritten signature in cursive script, appearing to read "Judith Williams", written over a horizontal line.

Commissioner

STATE CORPORATION COMMISSION

APPLICATION FOR
REGISTRATION AS AN OPERATOR
SERVICE PROVIDER

FOR OFFICIAL USE
OSP _____

(All entries on the form must be typed or printed.)

January 6, 2014

Date of Application

Inmate Calling Solutions, LLC d/b/a ICSolutions

Name of Operator Service Provider

2200 Danbury Street, San Antonio, TX 78217

Address of Operator Service Provider

(same)

Physical Address if different from above

Ken Dawson, Director Contracts & Regulatory

Name and title of Contact person (owner, president, principal)

210-581-8104

Day telephone number

Other telephone number

Is your business entity a corporation, limited partnership, or limited liability company? Yes No

If the answer to the previous question is **Yes**, have you obtained a Certificate of Authority or a Certificate of Registration to transact business in Virginia from the Clerk of the State Corporation Commission? Yes No

FEE INSTRUCTIONS

The SCC collects a nonrefundable fee each year or fraction thereof (year) from each provider in order to register as an Operator Service Provider. The fee is **\$25.00 per year**. Each new provider must pay a registration fee at the time of initial registration and by January 16th of each succeeding year. A **late filing fee of \$10.00** will be collected for late payments received **after January 16th in successive years**. If you have questions relating to the completion of the form, please contact Jim Mullenau at (804) 371-9850 or 1-800-552-7945.

Submit this registration form, together with a check payable to "TREASURER OF VIRGINIA" in the amount of **\$25.00** and mail to:

STATE CORPORATION COMMISSION
PUBLIC SERVICE TAXATION DIVISION
P.O. BOX 1197
RICHMOND, VIRGINIA 23218

The information provided on this form is true to the best of my knowledge and I agree to abide by the SCC Rules for Payphone Service and Instruments. (Forms not completed and signed by the principal of the business will be returned not processed.)

Signature

Date

1/3/14

Director Contracts & Regulatory

Title (Owner, President, CEO, etc.)

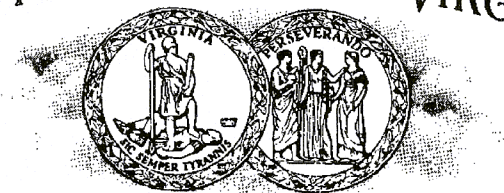
FOR OFFICIAL USE

This operator service provider is authorized to do business in Virginia contingent upon conformity to the SCC Rules for Payphone Service and Instruments.

Signature

Date

COMMONWEALTH OF VIRGINIA



STATE CORPORATION COMMISSION

REGISTRATION CERTIFICATE NUMBER

PSP - 1421

Inmate Calling Solutions, LLC
d/b/a ICSolutions

By this Registration Certificate is hereby authorized under Chapter 16.3 of Title 56, the Private Payphone Registration Act, of the Code of Virginia to furnish **Payphone Service within the Commonwealth of Virginia.**

Dated at Richmond, Virginia _____ April 8, 2014 _____

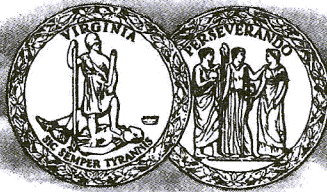
STATE CORPORATION COMMISSION

By



Commissioner

COMMONWEALTH OF VIRGINIA



P.O. BOX 1197
RICHMOND, VA
23218-1197

TELEPHONE: (804) 371-9420
FAX: (804) 371-9069

WILLIAM IRBY
DIRECTOR

KATHLEEN A. CUMMINGS
DEPUTY DIRECTOR

STATE CORPORATION COMMISSION DIVISION OF COMMUNICATIONS

April 11, 2014

Ken Dawson
Inmate Calling Solutions, LLC d/b/a ICSolutions
2200 Danbury Street
San Antonio, TX 78217

Dear Ken Dawson:

The attached registration certificate has been issued to you under the provisions of Chapter 16.3, Title 56 of the Virginia Code. In accordance with the provisions of the Payphone Registration Act, this certificate authorizes you to furnish payphone services within the Commonwealth of Virginia contingent upon your compliance with the State Corporation Commission's (SCC) **RULES FOR PAYPHONE SERVICE AND INSTRUMENTS**.

If we may provide assistance to you, please contact the Division of Communications of the SCC at (804) 371-9420 or 1-800-552-7945 option "4".

Sincerely yours,

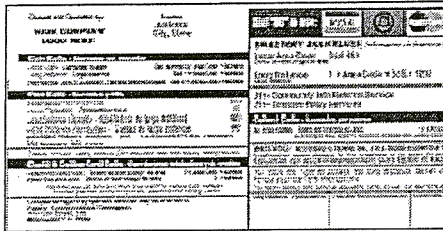
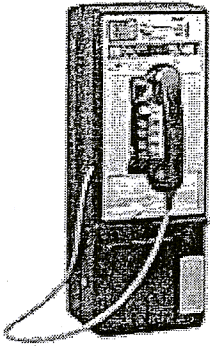
A handwritten signature in cursive script, reading 'Larry J. Kubrock'.

Larry J. Kubrock
Sr. Telecommunications Specialist

LJK/ctj

Attachment

PAYPHONE SIGNAGE HOUSE CARD SAMPLE



UPPER CARD

Emergency (Free Call)	911	Payphone telephone number
Local Operator	"0"	Payphone physical address
	(*0, if applicable)	
Charge for local calls (.35 cents for "X" minutes must be posted if local calls are limited by time interval)	.35 cents	"No Incoming calls" (if applicable)

LOWER CARD

Credit or Calling Card Calls Collect & Third Party Calls Dial	0+Area Code+ Number	Payphone owned by: Your Company Address City, State, Zip Code Contact Telephone Number
Coin Calls (Local)	Deposit initial rate - dial number include area code (where required)	
Station-to-Station Coin Calls (Long Distance) Dial	1+Area Code + Number (Deposit coin as instructed)	
Refund or Repair (Free Call)	211	Operator Service Provided by: Name Address City, State, Zip Code Toll Free Number:
Directory Assistance Calls, Local	411	
All others	1+or 0+Area Code+555-1212	
You have the right to use your Preferred Carrier from this phone. Contact them for an access number. Rates are available from your carrier upon request.		Direct Operator Service complaints to: Federal Communications Commission Common Carrier Bureau, Enforcement Division, Mailstop 1600A2 Washington DC 20554

STATE CORPORATION COMMISSION

APPLICATION FOR
REGISTRATION AS A PAYPHONE
SERVICE PROVIDER

FOR OFFICIAL USE

PSP _____

(All entries on the form
must be typed or printed.)

January 3, 2014

Date of Application

Inmate Calling Solutions, LLC d/b/a ICSolutions

Name of Payphone Company (as reported to the serving local exchange company)

2200 Danbury Street

Address to which telephone bills from the serving local exchange companies will be sent

(same)

Physical Address if different from above

Ken Dawson, Director Contracts & Regulatory

Name and title of Contact person (owner, president, principal)

210-581-8104

Day telephone number

210-581-8100

Other telephone number

Is your business entity a corporation, limited partnership, or limited liability company? Yes No

If the answer to the previous question is **Yes**, have you obtained a Certificate of Authority or a Certificate of Registration to transact business in Virginia from the Clerk of the State Corporation Commission? Yes No

FEE CALCULATION INSTRUCTIONS

The SCC collects a nonrefundable fee each year or fraction thereof (year) for each payphone operating in Virginia in order to register as a Payphone Service Provider. The fee is **\$4.00 per payphone per year**. Each new provider must pay a registration fee at the time of initial registration and by January 16th of each succeeding year. A **late filing fee of \$1.00 per payphone registered or \$50.00, whichever is greater**, will be collected for late payments received **after January 16th in successive years**. If you have questions relating to the completion of the form, please contact Jim Mullenau at (804) 371-9850 or 1-800-552-7945.

Fee computation: Number of payphones operating in Virginia 3 X \$4.00 = the total due 12.00. Attach a check for the computed amount made payable to the **TREASURER OF VIRGINIA** and mail with this application to:

**STATE CORPORATION COMMISSION
PUBLIC SERVICE TAXATION DIVISION
P.O. BOX 1197
RICHMOND, VIRGINIA 23218**

The information provided on this form is true to the best of my knowledge and I agree to abide by the SCC Rules for Payphone Service and Instruments. (Forms not completed and signed by the principal of the business will be returned not processed.)

Signature

Director Contracts & Regulatory

Title (Owner, President, CEO, etc.)

Date

1/3/14

FOR OFFICIAL USE

This payphone service provider is authorized to do business in Virginia contingent upon conformity to the SCC Rules for Payphone Service and Instruments.

Signature

Date



Red Light Display System (RLDS)

**Red Light Display System**[FCC](#) | [Fees](#) | Red Light Display System< [FCC Site Map](#)Logged in as FRN: Inmate Calling Solutions, LLC (0010682326) [[Log Out](#)][Back](#) | [Print](#) | [Help](#)

10/25/2017 4:38 PM

Current Status of FRN 0010682326**STATUS: Green****You have no delinquent bills which would restrict you from doing business with the FCC.**

The Red Light Display System checks all FRNs associated with the same Taxpayer Identification Number (TIN). A green light means that there are no outstanding delinquent non-tax debts owed to the Commission by any FRN associated with the requestor's TIN. The Red Light Display System was last updated on 10/25/2017 at 6:36 AM; it is updated once each business day at about 7 a.m., ET.

Customer Service[Red Light Help](#)[FCC Debt Collection](#)[FCC Fees](#)[Web Policies / Privacy Policy](#)**Red Light Display System Help Line: (877) 480-3201, option 4, 4; TTY (202) 414-1255 (Mon.-Fri. 8 a.m.-6:00 p.m. ET)**

Red Light Display System has a dedicated staff of customer service representatives standing by to answer your questions or concerns. You can email us at arinquiries@fcc.gov or fax us at (202) 418-7869.

ICSolutions has assembled a seasoned team of account management, technical support and repair personnel. 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 Jail

Service & Maintenance

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 Facility for this service.



The ICSolutions' Technical Services Center (TSC) operates 24hours 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 within 20 seconds. Each call is handled with care following these basic steps:


24/7/365
Live Support Center

- 1. OPEN TICKET & GATHER INFORMATION** – *Information is gathered from the reporting party and a Ticket is opened in Mantis and the number is provided to the facility.*
- 2. ASSIGN TECHNICIAN** – *Ticket is assigned to designated technician.*
- 3. ANALYSIS & REMOTE TESTING, REPAIR** – *Technician will access the site equipment remotely and perform a series of tests to determine the root-cause of the problem. If remote resolution is possible, repairs are completed and tested.*
- 4. DISPATCH IF NEEDED** – *If problem requires on-site technical support, the on-call technician is dispatched to the facility and the trouble ticket is upgraded to a Level 3 priority.*
- 5. SITE ANALYSIS & REPAIR** – *Upon arrival at the facility the on-site technician will test and provide to TSC personnel and complete recommended repairs. On-site technician will carry a replacement set of all major components replace the defective component.*
- 6. TESTING & VERIFICATION** – *Following replacement of the defective component, a series of on-site and remote diagnostic testing will be conducted to confirm the system has.*
- 7. UPDATE FACILITY & CLOSE TICKET** – *Following a successful test, the on-site technician will close the trouble ticket with TSC and inform the facility representative of the closed ticket status.*

ICSolutions® Service Policies & Procedures

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:	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				
Group:						
any						
BTN:	Consumer or Person Reporting Problem:	Hold Expires:	Investigation Number:	Target Date:	Vendor Ticket:	
any		any	any	any	any	
Hide By:		Sort by:				
		Updated Descending				

Search [] Apply Filter [] [Advanced Filters] [Create Permalink] [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	7	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"/>	0019096	17	Network	major	assigned (glangdin)	2012-05-29	EOC message undelivered to otser
<input type="checkbox"/>	0020129	5	Enforcer	minor	assigned (jgoetsch)	2012-02-28	admco is occasionally losing EOC messages
<input type="checkbox"/>	0009853	6	Enforcer	minor	on hold (hhouston)	2011-12-06	Change File destination from FORNAX to Enforcer server. Strange file format

Select All Move [] OK

ICSolutions
Advanced Technology

Logged In as: reporter 2010-06-24 21:44 CDT Project: All Projects [Switch]

Main | My View | View Issues | Report Issue | Change Log | Roadmap | My Account | Logout

Issue # [] Jump

Search [] Apply Filter [] [Advanced Filters] [Reset Filter]

Viewing Issues (1 - 50 /) [Print Reports] [CSV Export] [Excel Export] [First Prev 1 2 3 4 5 6 7 8 9 10 11 ... Next Last]

P	ID	#	Category	Severity	Status	Updated	Summary
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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.

Remote Monitoring & Diagnostics

The solution designed for the Jail is a centralized configuration, which means the call processor will reside at a secure data center rather than at a Jail facility. The centralized, primarily offsite configuration we have designed for the Jail 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.

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.

Priority Schedule

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.



LOCAL Repair
Technicians & Spare
Parts Storage=
FAST RESPONSE

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

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

TSC personnel are professionally trained and experienced in the operations of the inmate telephone system. Due to the sophisticated nature of The ENFORCER® system, TSC personnel can conduct an array of non-intrusive remote diagnostic tests that will quickly pin-point the problem and expedite resolution. We recognize the need to maintain security at the facility and make every effort to perform remote repairs in order to minimize the need for site visits.



Always-on
Remote Monitoring,
Diagnosis & Repair

ICSolutions® *Service Policies & Procedures*

In the event that any problem requires escalation, ICSolutions' Technical Services Center (TSC) follows a documented internal escalation procedure.

Escalation Level	Escalation Contact	Additional Notification	Role & Responsibility
Initial Report	Help Desk Technician Open Ticket & Gather Information Toll free: 866-228-4031 icssupport@icsolutions.com	None	<ul style="list-style-type: none"> • Receive & Prioritize ticket • Conduct Diagnostics • Resolve Remotely or Dispatch Technician • Coordinate with utilities & LECs as needed • Update Client. If unable to resolve, then escalate.
Level One	Latoya Coleman Technical Support Manager Direct: 210-477-7357 Cell: 601-212-6128 lcoleman@icsolutions.com	None	<ul style="list-style-type: none"> • Assess diagnosis and resolution plan • Assess need for immediate Engineering or Operations assistance • Monitor work progress of utilities & LECs as needed • Assess need for purchasing/ordering authority for major parts & work • Update Client. If unable to resolve or major purchasing is necessary, then escalate.
Level Two	George Langdin Technical Services Manager Direct: 210-477-7320 Cell: 210-373-0620 glangdin@icsolutions.com	Mike Kennedy VP Sales and Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkenney@icsolutions.com	<ul style="list-style-type: none"> • Assess Technical Supervisor's Diagnosis and Resolution Plan. • Order major parts & work. • Invoke Service agreements & standards, escalate with utilities & LECs as needed. • Prepare Project Team and Engineering input if replacement system is necessary. • Update RAM & Client. If unable to resolve, then escalate.
Level Three	Brian Dietert Director of Operations Direct: 210-477-7340 Cell: 832-561-8010 bdietert@icsolutions.com	Mike Kennedy VP Sales and Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkenney@icsolutions.com	<ul style="list-style-type: none"> • Assess Diagnosis and Resolution Plan. • Build Replacement System, retrieve cached data and settings, access system archives as needed. • Update RAM & Client. RAM to discuss ways to mitigate impact of service interruption with client. If unable to resolve, then escalate.

Escalation Level	Escalation Contact	Additional Notification	Role & Responsibility
Level Four	<p>Brendan Philbin Vice President Product Development Direct: 210-581-8102 Cell: 408-838-1157 bphilbin@icsolutions.com</p>	<p>Mike Kennedy VP Sales and Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkenney@icsolutions.com</p>	<ul style="list-style-type: none"> • Assess Diagnosis and Resolution Plan. • Assemble CRT (Crisis Response Team) if necessary. • Redirect organization resources and personnel to accommodate unplanned major project. • Update RAM & Client. RAM to discuss ways to mitigate impact of service interruption with client. If unable to resolve, then escalate.
Level Five	<p>Tim McAteer President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 tmcateer@icsolutions.com</p>	<p>Mike Kennedy VP Sales and Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkenney@icsolutions.com</p>	<ul style="list-style-type: none"> • Assess Diagnosis and Resolution Plan. • Assemble CRT (Crisis Response Team) if necessary. • Draw on resources of Keefe/Centric national staffs. • Arrange necessary financial resources for unplanned major project. • Update RAM & Client.

Escalations can be initiated by a number of methods. These methods include:

1. The Severity Level can trigger an escalation. This either happens by a Technical Support report or by one of our system monitoring applications.
2. Escalations can also be triggered by lower severity levels remaining in that state past a pre-determined threshold.

Following are the basic criteria for escalation at each level:

1. **P1 Issues** are escalated to the VP of Product Development level immediately. Status updates are provided to that level hourly.
2. **P2 Issues** that are not solved within the standard four hour timeframe are escalated to Level 1. P2 issues that are not solved within 8 hours are escalated to the VP of Product Development Level. This level will be provided with status updates daily.
3. **P3 issues** that are not solved within the standard 48 hour timeframe are automatically escalated one level. P3 issues that are not solved within 7 days are escalated to the VP of Product Development level. The VP of Product Development will receive status updates daily.

Local Field Service Technicians

All field service technician employees and any subcontractors undergo a 40-hour system training certification based in San Antonio, TX. The training includes but is not limited to administrative interface, telephony board installation and replacement, system software, preventative maintenance, wiring, and installation. Western Tidewater Regional Jail will be served by one primary field service technician, who will be certified on The ENFORCER®. Additional local techs will be assigned as backups upon contract award.

Regular Account Reviews

Mr. Kennedy will schedule Account Review meetings with the Jail 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 Jail'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 Jail to maximize the Jail's satisfaction throughout the contract term.

Sample Billing File

Pos.	Field Description			Char.	
1	Category				
2	Group				
3	Record Type				
4	Year				
5	Month				
6	Day				
7	From Number Length			9	
8	NPA	From Number	From Base Station Number	9	
9	NXX				
10	Line Number				
11	Overflow Digits			9	
12	To Number Length			9	
13	NPA	To Number	To Base Station Number	9	
14	NXX				
15	Line Number				
16	\$	Charge Or Amount Collected		9	
17	€	Type Of Regulation Indicator		9	
18	Mill	Type Of Regulation Indicator		9	
19	\$	State Tax	\$ Other Line/ Surcharge	\$ Total Module Tax and Surcharge	9
20	€	Local Tax	WATS Class	€	9
21	\$	Local Tax	WATS Class	€	9
22	€	Local Tax	WATS Class	€	9
23	€	Local Tax	WATS Class	€	9
24	€	Local Tax	WATS Class	€	9
25	€	Local Tax	WATS Class	€	9
26	€	Local Tax	WATS Class	€	9
27	€	Local Tax	WATS Class	€	9
28	€	Local Tax	WATS Class	€	9
29	€	Local Tax	WATS Class	€	9
30	€	Local Tax	WATS Class	€	9
31	€	Local Tax	WATS Class	€	9
32	€	Local Tax	WATS Class	€	9
33	€	Local Tax	WATS Class	€	9
34	€	Local Tax	WATS Class	€	9
35	€	Local Tax	WATS Class	€	9
36	€	Local Tax	WATS Class	€	9
37	€	Local Tax	WATS Class	€	9
38	€	Local Tax	WATS Class	€	9
39	€	Local Tax	WATS Class	€	9
40	€	Local Tax	WATS Class	€	9
41	€	Local Tax	WATS Class	€	9
42	€	Local Tax	WATS Class	€	9
43	€	Local Tax	WATS Class	€	9
44	€	Local Tax	WATS Class	€	9
45	€	Local Tax	WATS Class	€	9
46	€	Local Tax	WATS Class	€	9
47	€	Local Tax	WATS Class	€	9
48	€	Local Tax	WATS Class	€	9
49	€	Local Tax	WATS Class	€	9
50	€	Local Tax	WATS Class	€	9
51	€	Local Tax	WATS Class	€	9
52	€	Local Tax	WATS Class	€	9
53	€	Local Tax	WATS Class	€	9
54	€	Local Tax	WATS Class	€	9
55	€	Local Tax	WATS Class	€	9
56	€	Local Tax	WATS Class	€	9
57	€	Local Tax	WATS Class	€	9
58	€	Local Tax	WATS Class	€	9
59	€	Local Tax	WATS Class	€	9
60	€	Local Tax	WATS Class	€	9
61	€	Local Tax	WATS Class	€	9
62	€	Local Tax	WATS Class	€	9
63	€	Local Tax	WATS Class	€	9
64	€	Local Tax	WATS Class	€	9
65	€	Local Tax	WATS Class	€	9
66	€	Local Tax	WATS Class	€	9
67	€	Local Tax	WATS Class	€	9

Sample CDR

Field No.	Name	Length Min	Length Max	Legal Values	Format
1	Record Type	3	3	ENF,RAD,SCI	
2	System ID	5	5	SystemID	AAA##
3	CSN	1	11	Digits or ""	
4	Source ANI	1	15	Digits or ""	
5	Termination ANI	1	15	Digits or ""	
6	Inmate ID	1	20	InmateID or \ or ""	
7	Station ID	1	8	Digits	
8	Port Name	1	32	Port Name or ""	
9	Trunk ID	1	8	Digits or "-1"	
10	Call Billing Type	1	3	Digits	
11	Duration	1	4	Digits	
12	Billing Start Time	8	8	Time	HH:MM:SS
13	Billing Start Date	10	10	Date	MM/DD/YYYY
14	Accept Digit	0	32	Digit or ""	
15	Call Termination Type/ End type	1	2	Digits	
16	Language	1	1	Digit	
17	Call Charge	3	8	Decimal Number	####9.9#
18	OCN	4	4	Text or ""	AAAA
19	Band	1	32	Text or ""	
20	UNUSED	0	32	Alphanumeric	
21	CRSEQ	1	32	Unsigned Integer	
22	Direct Billed	1	2	Integer	
23	Taxes & Fees	1	32	Decimal number	####9.9#
24	Total Charge	3	8	Decimal Number	####9.9#

```

ENF|XXX01|31156829|2036520692|7037726475|2034093|00003302|FR 1E61|00003112|009|00:00:37|07/01/2011|
|12|1|0.0|6827|intracell| | |02|0.0|0.0|
ENF|XXX01|31156834|5036520692|5712121808|2034093|00003302|FR 1E61|00003118|006|00:02:26|07/01/2011|
|32|1|0.0|4036|intracell| | |02|0.0|0.0|
ENF|XXX01|31156846|6036520692|7186798781|2034094|00002417|FH TANK -2| | |00:07:12|07/01/2011|
|24|1|0.0|4036|Interlata Interstate| | |02|0.0|0.0|
ENF|XXX01|31156847|2036520692|7186798187|2034094|00002417|FH TANK -2| | |00:08:11|07/01/2011|
|24|1|0.0|4036|Interlata Interstate| | |02|0.0|0.0|
ENF|XXX01|31156848|5036520692|3475280224|2034094|00002417|FH TANK -2| | |00:09:06|07/01/2011|
|24|1|0.0|6664|Interlata Interstate| | |02|0.0|0.0|
ENF|XXX01|31156850|8036520692|7186798781|2034094|00002417|FH TANK -
2|00002112|006|55|00:13:31|07/01/2011| |03|1|0.0|4036|Interlata Interstate| | |02|0.0|0.0|
ENF|XXX01|31156852|9036520692|7186798781|2034094|00002417|FH TANK -2|00002113|009|00:15:43|07/01/2011|
|25|1|0.0|4036|Interlata Interstate| | |02|0.0|0.0|
ENF|XXX01|31156854|4036520692|3475280224|2034094|00002417|FH TANK -2|00002110|006|00:17:51|07/01/2011|
|12|1|0.0|6664|Interlata Interstate| | |02|0.0|0.0|
ENF|XXX01|31156857|5036520692|3475280224|2034094|00002417|FH TANK -
2|00002119|006|55|00:19:50|07/01/2011| |03|1|0.0|6664|Interlata Interstate| | |02|0.0|0.0|
ENF|XXX01|31156858|9036520692|1:1877761999|2034094|00002417|FH TANK -
2|00002119|019|8|00:20:56|07/01/2011| |00|1|0.0| |incomplete| | |02|0.0|0.0|
ENF|XXX01|31156859|2036520692|3475280224|2034094|00002417|FH TANK -2|00002117|009|00:22:05|07/01/2011|
|25|1|0.0|6664|Interlata Interstate| | |02|0.0|0.0|
ENF|XXX01|31156862|3036520692|7186798781|2034094|00002417|FH TANK -2|00002111|009|00:24:13|07/01/2011|
|12|1|0.0|4036|Interlata Interstate| | |02|0.0|0.0|

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Access Corrections has developed Secure Release, the most innovative release card solution!

With this program, you can stop releasing inmates with sensitive information such as bank account and routing numbers found on your agency's release checks. Secure Release also eliminates the need for staff to handle, manage and reconcile cash. You'll simply load inmate trust fund balances onto pre-paid debit cards and send them on their way.

There are many benefits to Access Corrections Secure Release:

- The program is provided at NO COST to your agency.
- The responsibilities of managing and reconciling cash and checks are eliminated.
- Exposure to check fraud and cash mismanagement is eliminated.
- Upon release, inmates have instant access to their funds.
- The card works everywhere MasterCard is accepted.

PROVIDED
FREE
TO YOUR
AGENCY!



Contact us for more information at 800.325.8998.



We've also developed an informational video to educate inmates on the advantages of using the pre-paid cards and the additional banking benefits included in our program.

Upon activation, the cardholder is automatically enrolled in the following services:

- The ability to remain debt free—the cardholder is only able to spend what's on the card.
- 100% of the inmate's funds are transferred onto the card when they are released.
- Can be loaded from \$.01 to \$9,700.00.

Access Corrections vs. other vendors:	Access Corrections	Other Vendors
FREE point-of-sale, pin-based transactions	YES	?
No card activation fee	YES	?
FREE cash out at any principal MasterCard member institution	YES	?
FREE card to bank ACH transfer	YES	?
FREE withdrawal/cash back option at participating retailers	YES	?
FREE online account management access	YES	?
FREE card holder support calls	YES	?
No fee for a point-of-sale decline	YES	?
No fee for PIN changes	YES	?
Informational video about using the debit card	YES	?
MasterCard brand gains retailer confidence	YES	?

To see all MoneyPass ATM locations, go to www.AccessFreedomCard.com.





CAMERA CAPTURES EACH DEPOSITOR'S PHOTO

Access Secure Deposits® by Access Corrections® allows family and friends to deposit funds into an inmate's account in the easiest, most efficient way available!

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.

* Real time posting requires real time integration.

The same convenient service can be used for probation and parole payments.



ACT17035



Convenient Secure Deposits Options

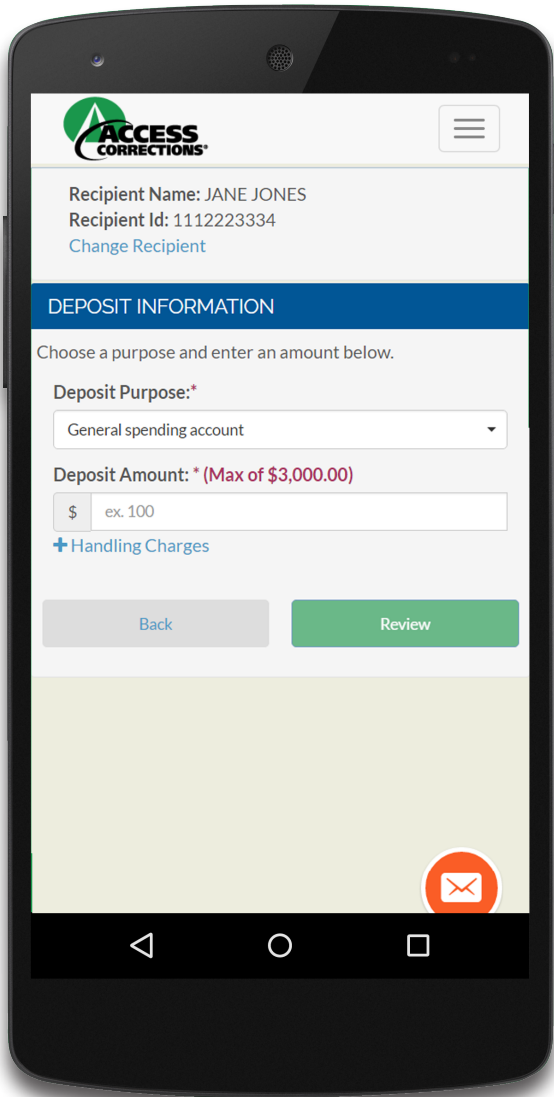
TOLL-FREE NUMBER: Users can call **866.345.1884** to reach a bilingual customer service agent at one of our call centers any time day or night.

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.



OUR CONVENIENT WALK-IN LOCATIONS INCLUDE:



DOLLAR GENERAL

FAMILY DOLLAR



ACE CASH EXPRESS®

(To use Dollar General & Family Dollar, you must first register with Cash Pay Today.)



800.325.8998 keefgroup.com



Access Secure Payments® provides payees and their family and friends a fast, easy way to make court-ordered payments. By adding Secure Payments to your agency, you offer a convenient service that also helps reduce your work load and increase your collections. The best part is that **it costs your agency nothing to implement the program.**

The Secure Payments system can process a wide variety of transactions, including parole, probation and many types of court-ordered payments. Users can make payments in many ways—via our toll-free number, online, at a kiosk, through our lock box service or at a walk-in location. With Access Secure Payments:

- Staff no longer need to handle cash or money orders.
- Mail room and accounting staff workload is reduced.
- Payments are posted in real-time and are guaranteed.*
- Exposure to fraud/counterfeit money is eliminated.
- You can build in revenue-generating features to cover other expenses.
- We provide all the technology, hardware and supplies.

* Real time posting requires real time integration.



ACCESS SECURE PAYMENTS PROCESSES MANY FINANCIAL OBLIGATIONS!

Probation & Parole	Court Ordered Payments
Supervision Fees	Child Support
Program Fees	Fees & Fines
Drug Screening	Restitution
Monitoring Fees	

The same convenient service can be used for inmate deposit services.



Convenient Secure Payment Options

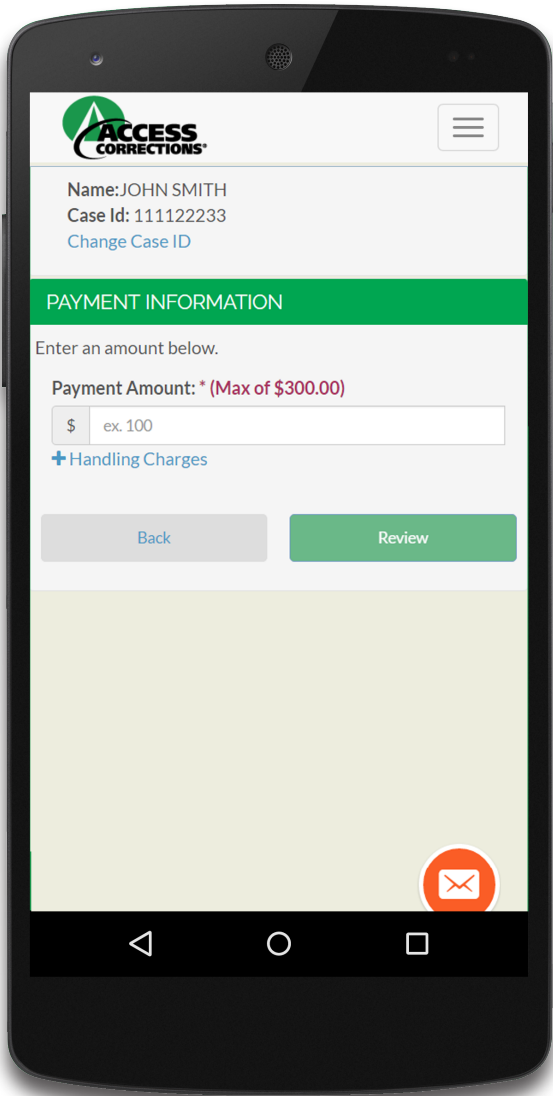
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(To use Dollar General & Family Dollar, you must first register with Cash Pay Today.)



800.325.8998 keefgroup.com



Bail Payments Made Easy!



The Secure Deposits lobby kiosk now processes bail payments.

The service allows detainees and their family members to post bail quickly and conveniently. Payments are processed in real time, where available, which means your agency saves time, money and space.

See reverse for details.

**Now available online at
AccessCorrections.com!**

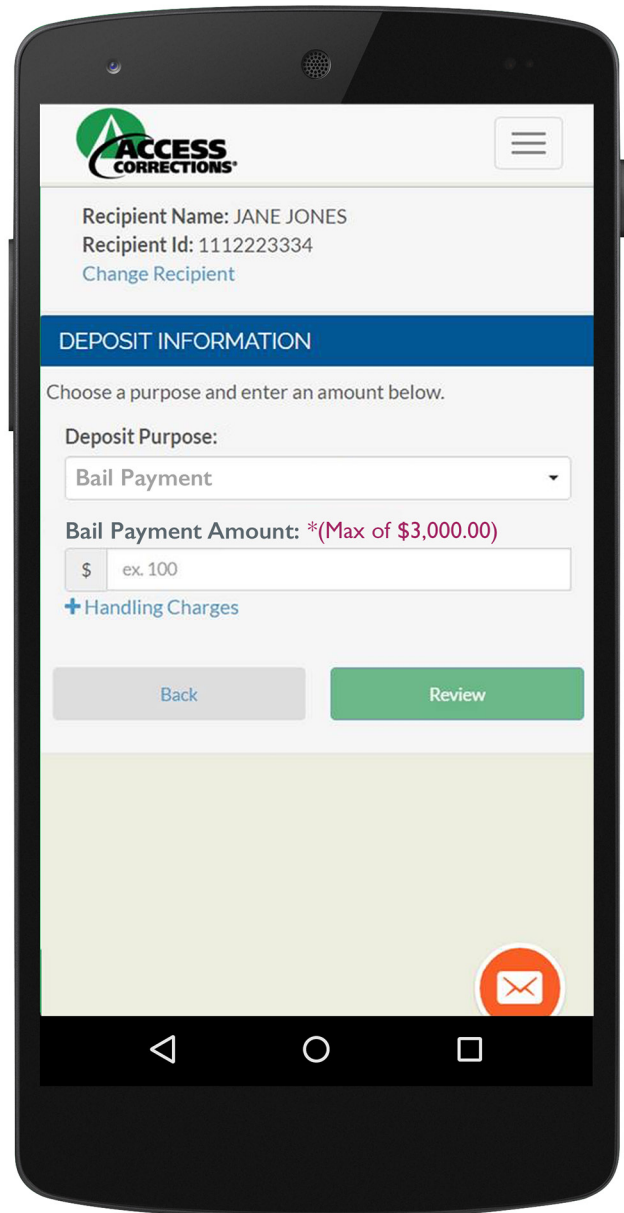
Convenient Services, Flexible Configuration

By implementing the Access Corrections Bail Payment service, you not only provide detainees and their families a convenient option for posting bail, you also streamline your agency's processes. The software works with your existing Secure Deposits lobby kiosk and allows you to configure multiple services with unique parameters. With this program ...

- users can post bail with cash or credit.
- payments are collected directly by the web, mobile app, phone and Secure Deposits lobby kiosk.
- it's possible to set different transaction limits for each service offered at the kiosk—for example, set a trust fund transaction limit of \$300 and a bail transaction limit of \$3,000.

When detainees are able to bail out before being processed, your agency saves time and money, and your staff can focus on more serious offenders.

Streamline your bail payment process with the Access Corrections kiosk; call 800.325.8998 to learn how.





Data Detective works in conjunction with Access Corrections technology services. It's the most advanced software of its kind available to the corrections industry.

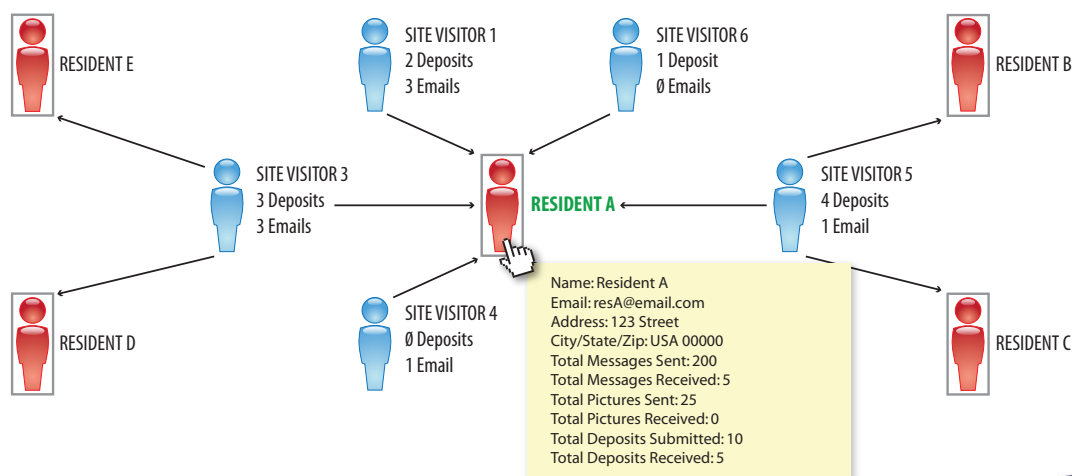
Data Detective provides your investigators with a cutting-edge, efficient tool that goes well beyond traditional safety and security measures. Data Detective software automatically identifies, for review and investigative purposes, relationships between those on the outside communicating with and providing funds to inmates on the inside. Once it establishes a connection, the software will find and report any additional connections with other inmates and those on the outside.

There are many benefits to Data Detective:

- Analyzes and reports all Secure Deposit, Secure Mail and Secure Photo activities.
- Up to five layers of relationships are uncovered.
- Dramatically reduces investigative time per case.



Identifies and connects individuals on the outside who have interacted with multiple inmates



We provide this service **FREE** to your facility!



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.

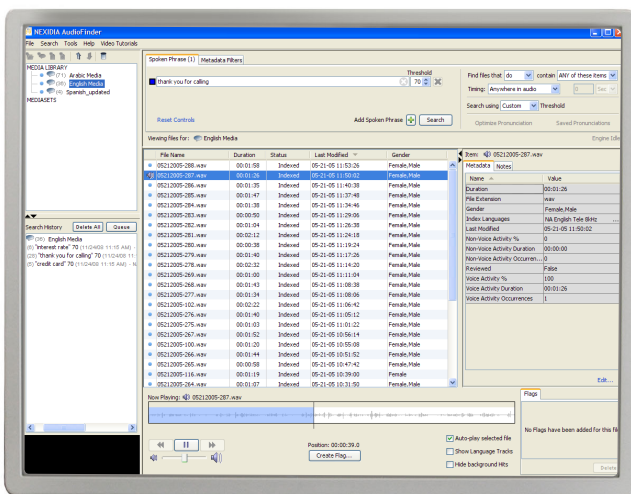
HOW IT WORKS

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.

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

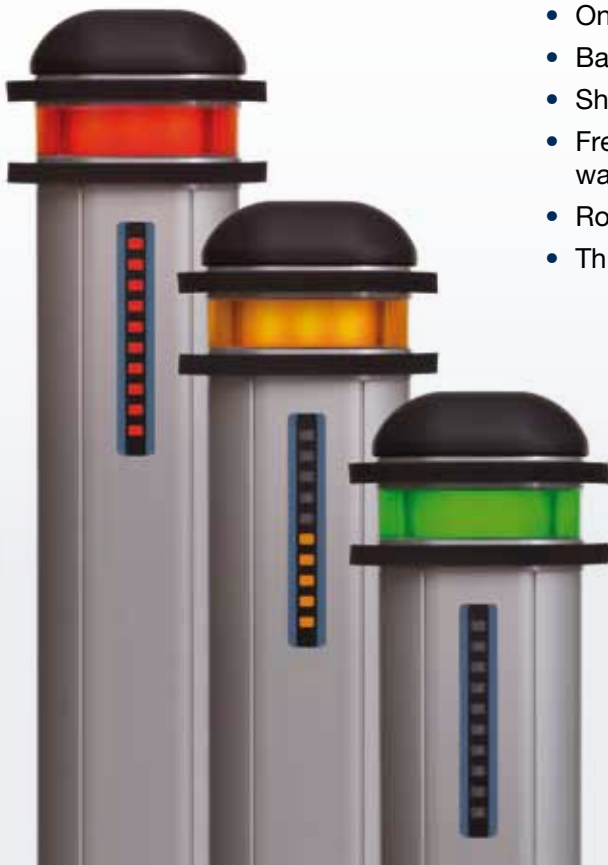
- Even if switched off
- Even if concealed in a body cavity

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

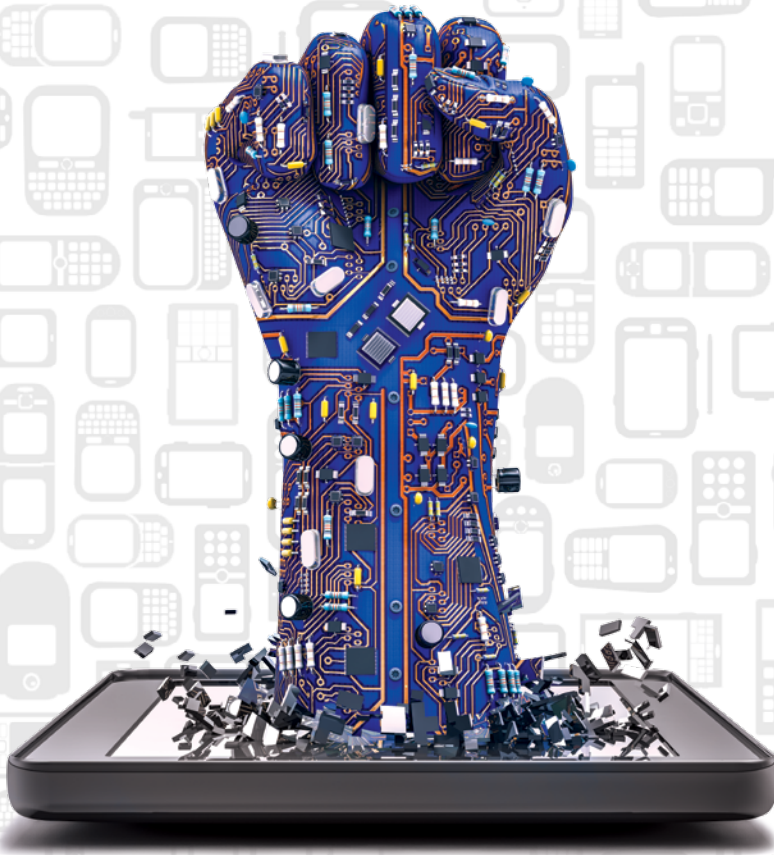
Online

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.



MPE+
Mobile Phone Examiner *Plus*



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 Sneary
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

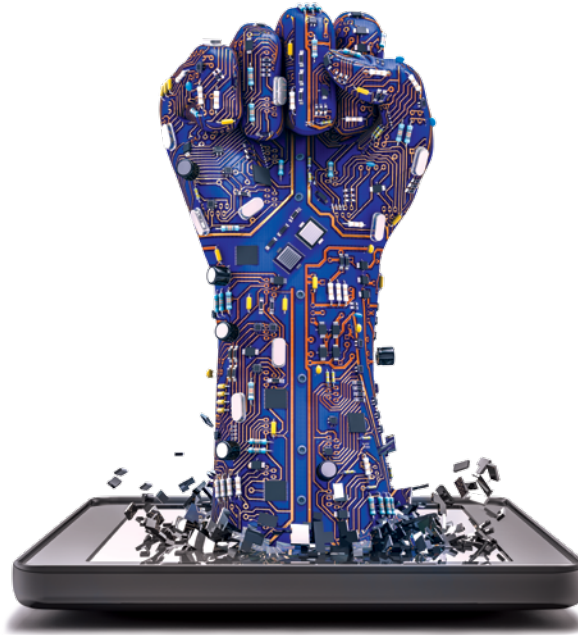
MPE+ helps you address BYOD (Bring Your Own Device) risks, by allowing you to collect data from employees' mobile devices when a threat is identified. Visualize and analyze data not only where it resides (mobile devices) but also while in transit (IP addresses accessed, data breaches). MPE+ transforms 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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GLOBAL HEADQUARTERS
+1 801 377 5410
588 West 400 South
Suite 350
Lindon, UT 84042 USA

NORTH AMERICAN SALES
+1 800 574 5199
Fax: +1 801 765 4370
sales@accessdata.com

INTERNATIONAL SALES
+44 20 7010 7800

